

**KNOWLEDGE MANAGEMENT "TRACKING AND RECORDING THE
PERSONAL DEVELOPMENT TRAINING RESULTS OF HUMAN RESOURCES
STAFFS AT SUAN SUNANDHA RAJABHAT UNIVERSITY"**

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ABSTRACT

This paper presents the information on knowledge management in tracking and recording personal development training results of human resources staffs at Suan Sunandha Rajabhat University. The aims are reducing the time in tracking of personal development training results and being the best practices guidance for all departments within Suan Sunandha Rajabhat University. Moreover, the result found that the "practices of tracking and recording personal development training results" can be categorized in the management innovation knowledge group. Because, these practices were created by the human resource team, who had improved the process flowchart for the new one, which every departments can effectively and efficiently apply for suiting with their functions and responsibilities such as reduction of tracking time and operational processes.

Keywords-- Knowledge management, redundant procedure reduction, process improvement

PRINCIPLES AND RATIONAL

In the fiscal year 2018, Suan Sunandha Rajabhat university had implemented knowledge management system. Firstly, the meeting of all involved university staff [2] was performed for reviewing system and mechanism of knowledge management. [1] Then, the knowledge requirements for personal in the areas of teaching, research and development, quality of service [3] and knowledge management plan had setting up by focusing on supporting the operations in the same direction and causing the development in the work system. [6]

Moreover, human resources team had conducted a knowledge sharing within the group, reviewed the essential knowledge in operations, [4] exchanged knowledge in meeting and applied the knowledge gained in the operations as a flowchart processes to extend the knowledge from operations in the past year to create a more systematic development and applied in the effective performance. [5]

METHODOLOGY

Table 1

Knowledge management procedures and methods of the tracking and recording results of personal development work group.

Order	Activities	How to succeed	period of time	The result
1	Determining the essential knowledges that are important for works or activities of the organization and setting the goals of knowledge management.	Meeting to analyze for further knowledge - To review the existing knowledge and knowledge required. - Define knowledge management activities. - Set the goal of knowledge management.	October, 2017	- Meeting the members of the work group to analyze and review the existing knowledge and knowledge required 1) Knowledge exchange list. 2) The goal of knowledge management - Self-development. - Work development. - Innovation development.
2	Seeking the required knowledge.	Meeting to extend the previous knowledge by means of - Use knowledge exchanging from storytelling technique. - Interview the experienced people. - Study from the other organization.	November, 2017	Knowledge
3	Improving and adapting some knowledge for suiting the operations of the organization.	Meeting to jointly analyze the necessity of knowledge development.	December, 2017	Knowledge that is suitable for the job - Guideline. - Process flowchart. - Work instruction manual.
4	Applying knowledge gained from knowledge management process in actual operations.	Members apply knowledge in working process and meeting for knowledge sharing.	January – March, 2017	- Percentage of members who have applied knowledge in working process not less than 80 %. - Report the results on the use of knowledge. - Report of the knowledge sharing practices.
5	Bringing work experience, applied knowledge sharing and extracting into knowledge assets.	Meeting the results of applying knowledge - Review of accuracy. - Modernization. Summarize the issues of knowledge into documents.	April, 2018	Knowledge - Manual - Process
6	Collecting knowledge and systematically storing by publishing into documents.	Prepare, register and store knowledge - as a book - website	June, 2017	Distribution channels - as a book - website

RESULTS

1. All members receive new techniques and forms of tracking and recording the results of personal development training, which all members can take the knowledge that has been adapted to use for the same model in all units. In addition, the knowledge that everyone receives can help reducing time and increasing operational efficiency for group members and others in the organization.

Figure 1

Flowchart show the original processes.

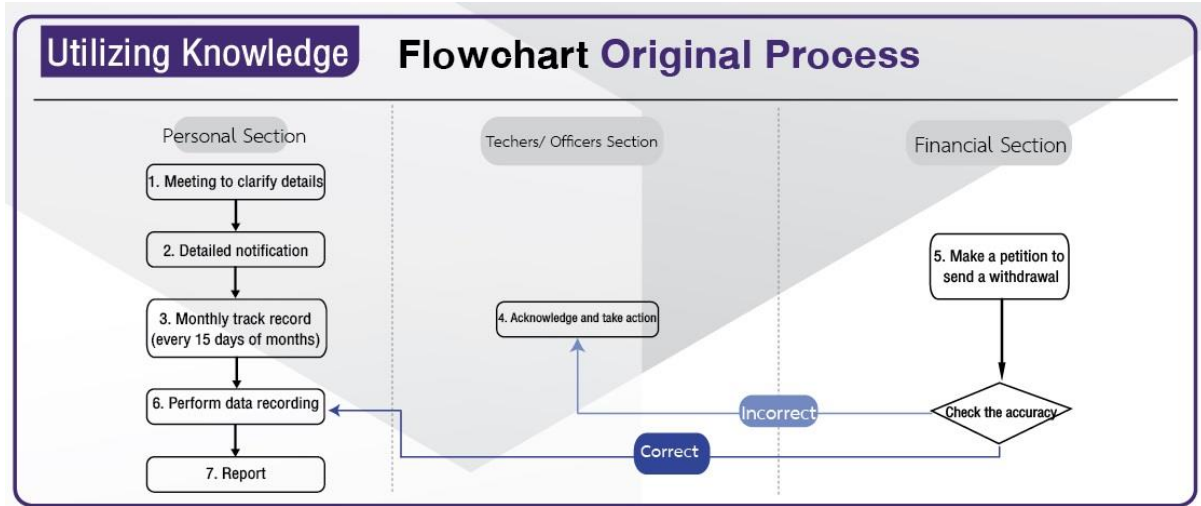
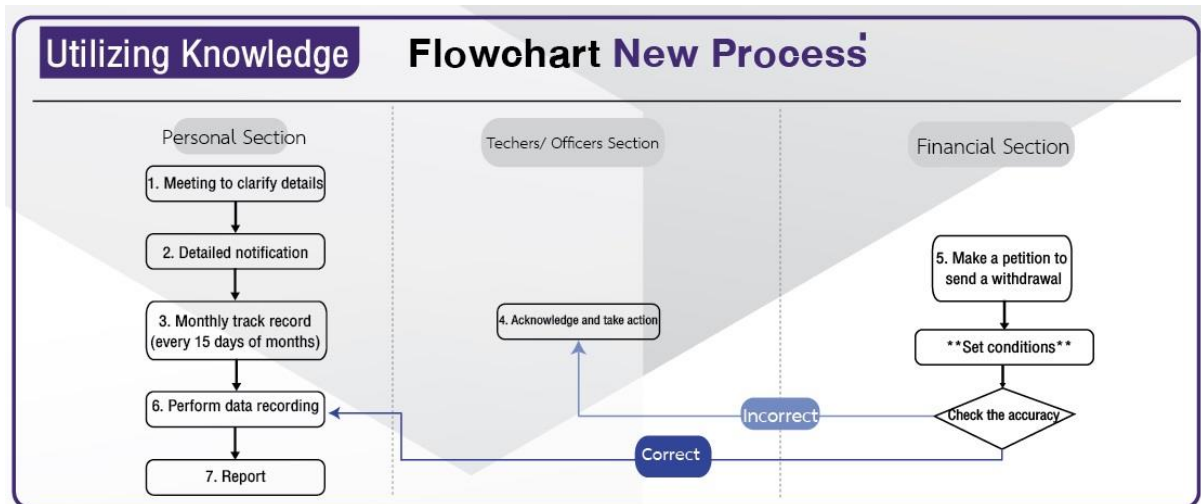


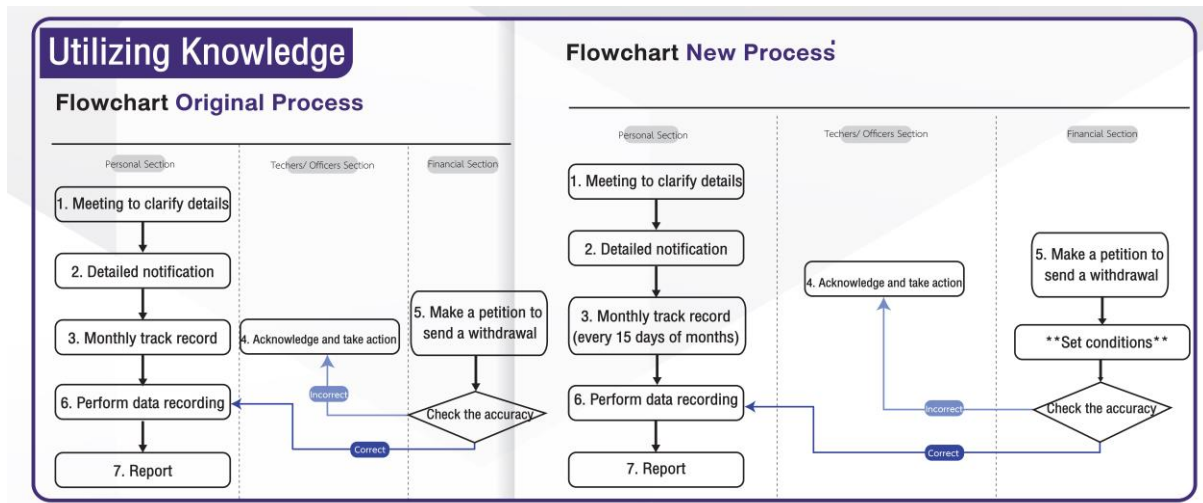
Figure 2

Flowchart show the new processes.



2. All members can bring knowledge gained from this knowledge management practice by applying in the whole of organization according to the more effective and efficient procedure and method of the operations. Also, they can use these new techniques for guiding the others in the organization to work in the same direction.

Figure 3
Flowchart show the comparison between existing and new operational processes.



DISCUSSION

The result of knowledge management found that the "practices of tracking and recording personal development training results" should be categorized in the management innovation group due to the reason of the new improvement process created by the human resource team can apply effectively and efficiently all over the organization.

RECOMMENDATION

According to the knowledge management practice of personal group of the organization, the knowledge sharing of "tracking and recording personal development training results" was created the new knowledge in the method of time and also redundant works reduction. Moreover, the personal group suggests that the organization should has a work instruction manual of knowledge management practice obtained in the year 2018 and also educates the others all over the organization for encouraging them to effectively and efficiently perform the process according to the knowledge application flowchart (Figure 1).

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