



Project Title

A Knowledge Productivity Model for the Public Sector

Student Researcher

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Supervisor

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Project Aim

The aim of this research is to document what knowledge means for a Canberra-based public-sector organisation, so a theory and model of knowledge productivity, including a means for measurement, can be developed. The specific problem to be addressed is *'How can public-sector organisations enable knowledge for improved productivity and positive exploitation?'*

Benefits of the Project

This research will provide an empirical basis to help organisations to decide what data information and knowledge means for them and in so doing should allow them to select an appropriate management intervention. It will fill a significant gap in the literature and brings with it the promise of more efficient use of public money by organisations using the research findings. It will also provide an empirical basis from which a model of public-sector knowledge productivity can be developed. The model of knowledge productivity will include implementation maintenance and sustainment parts. Further this research will contribute to the knowledge management discipline by providing a complete end to end example of a knowledge productivity initiative as well as providing a basis for a public-sector organisation to evaluate their existing knowledge management solutions. Finally the research outcomes will provide a theoretical model that will allow knowledge practitioners to practise with confidence.

General Outline of the Project

You have previously agreed to participate in two half-day focus groups and a 30 minute personal interview. The purpose of the first focus group is to capture a visual representation of root definitions and concepts and to gain some consensus from the participants' viewpoint. A stenographer will capture the proceedings directly into a software tool called *Semantica*[®]. *Semantica*[®] permits the construction of a set of ideas or concepts in a manner that is conducive to their construction, including those that are developed in an evolutionary manner or by a number of different people. It is an exceptionally powerful tool for the development of a conceptual framework such as required for this research. It also permits the generation of a report, or the copying of diagrams, so the result can be presented in a number of formats, including within the tool itself if desired.

The purpose of the one-on-one interviews is to collect data and expand on themes identified in first focus group. The interview will be recorded, unless you object in which case minutes will be taken. I will send some open-ended questions to you before the meetings. This offers you the opportunity to prepare for the meeting should you so want, and should help to keep the interview on track.

The purpose of second-focus group is to validate and clarify the terms and concepts as I have developed them. My interpretation of the interview data and the resultant model or models arising from the first focus group will be presented to the group. This will provide you with the opportunity to comment on the outcomes. Again I will use a stenographer to assist me.

Participant Involvement

Land and Water Australia management has agreed that participation in the study is **voluntary**. You may choose to stop your participation in this study at any time. There are no risks arising from participation in this part of the study, and of course you will incur no costs other than your time.

Anonymity

Your participation will be anonymous. Names will be replaced with an alphanumeric code. Any publicly available analyses of these data will not identify any individual by name, nor identify Land and Water Australia

Confidentiality

Senior management will only see the results of this study with the alphanumeric codes, and therefore will be unable to identify you.

Data Storage

During the research phase all records will be stored in a Class B fireproof combination safe at the researcher's home – this safe conforms to military security requirements for Secret data.

After the research is written up the records will be passed to the University of Canberra to maintain and archive as appropriate for the compulsory five year period. This means the documentation will be passed to the University for storage in June 2010 for the compulsory five year period.

Ethics Committee Clearance

This project has been approved by the Committee for Ethics in Human Research of the University of Canberra.

I have also obtained a signed agreement from Ms Kate Andrews, stipulating the data will only be used for improving communication and knowledge sharing in Land and Water Australia and will not be used in an evaluative way.

Queries and Concerns

Queries and concerns regarding this research can be directed to either Mr Graham Durant-Law or Associate Professor Trish Milne as follows:

Mr Graham Durant-Law: e-mail g.durant-law@student.canberra.edu.au .

Associate Professor Trish Milne: e-mail Milne, trish.milne@canberra.edu.au or telephone (02) 6201 2053.