



Project Title

A Knowledge Productivity Model for the Public Sector

Student Researcher

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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

The research includes a social network study in which I will map the communication network of Land and Water Australia. The immediate goal of this survey is to understand who talks to whom. I wish to identify highly connected individuals to take part in later focus groups, and questionnaires. Your participation will also allow me to correctly express my research questions in preparation for the main study. The only cost to you is some of your time.

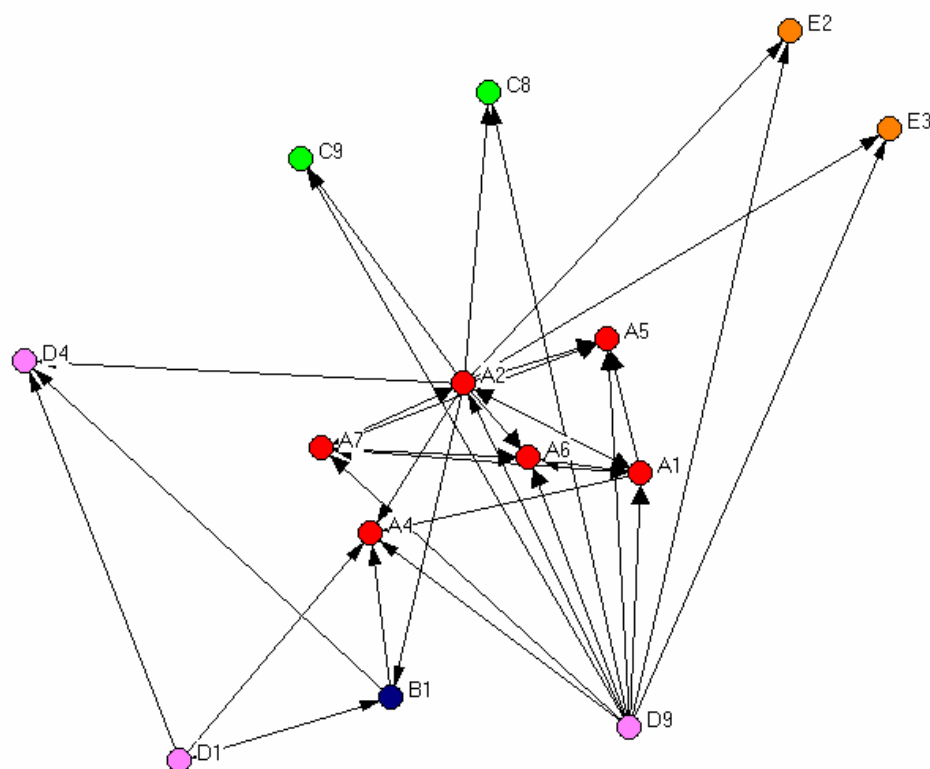
Land and Water Australia's goal in this study is to improve communication and knowledge sharing in areas that need it.

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.

You will be asked to fill out an on-line survey about whom you interact with regularly, along with background information about yourself, such as training, the department you're in, and so on. The survey should take no more than 30 minutes to complete. In order to map out who talks to whom, I will need you to give me your name when filling out the survey.

Part one of the questionnaire is designed to identify the highly connected people in Land and Water Australia, as well as the data, information and knowledge flows of the organisation. The type of question posed in this section will be similar to - '*Who do you ask when you have a question involving ...?*' Once the data have been collected, I will build social network maps like this one:



Note that each person's name has been replaced with an alphanumeric code. In addition, I will calculate network metrics such as calculating the 'degrees of separation' between pairs of people –that is the length of the network paths from one person to another.

I will provide you with direct, individualised feedback about your location in the social network of the organisation should you want it.

Part two of the questionnaire will pose some opened ended questions similar to:

'What type of knowledge is needed to do your work?'

‘What is the difference between knowledge and information for you in your work?’

‘What does your organisation mean by the term knowledge management?’

Part three will collect some demographic and biographical data.

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.