

# A STUDY ON IMPACT OF KNOWLEDGE MANAGEMENT FOR CAREER DEVELOPMENT AMONG IT EMPLOYEES IN TAMILNADU

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## **Abstract**

The investigation dissected the Impact of Knowledge Management for Career Development among IT Employees. Extraordinary changes have occurred in Career Development through Knowledge Management. This examination uncovers the impact of Knowledge Management to development career in extraordinary dimension. The examination investigated that among every one of the boundaries in Knowledge Management, absence of preparing was positioned first and Knowledge sharing not a piece of day by day work was least position alternative and there is huge contrast between mean positions identifying with social boundary in knowledge management. Among every one of the issues identified with knowledge, information over burden was positioned first and rethinking the haggles sharing of knowledge in the association was positioned least. There is noteworthy contrast between mean positions for the Problems Relating to Knowledge Management. This Paper finishes up by estimating the impact of Knowledge Management as imperative for IT employees to create career in compelling way.

**Key words:** Knowledge Management, IT employees, career development, training

## **INTRODUCTION**

People on the fringe of hierarchical knowledge-sharing systems, because of inability, area, or absence of social capital, may battle to get to valuable knowledge at work. An electronic knowledge Management (KM) offers a down to earth answer for the difficulties of making knowledge accessible to individuals who may somehow or another need access to applicable skill. Such a framework may work as a knowledge-get to equalizer. In any case, the nearness of a knowledge repository won't take care of the issue of access to knowledge for those at the fringe of the association except if it is utilized.

## **Human Resources Development**

Human Resources Development alludes to the capacity that centres around the general population who work for an organization. HRD experts utilize an assortment of performance appraisal and management devices to enable the organization's labourers to improve their activity abilities, increment their activity fulfilment and plan for a full and remunerating future. HRD set of efficient and arranged activities structured by an association to furnish its individuals with the vital aptitudes to meet present and future employment requests.

The powerful performance of an association depends on the accessible resources, however its quality and fitness as required by the association every once in a while. The contrast between two countries generally relies upon the dimension of quality of human resources. Correspondingly, the distinction in the dimension of performance of two associations likewise relies upon usage estimation of human resources.

Additionally, the productivity of creation process and different zones of management depend to a more noteworthy degree on the dimension of human resources development. The term human resources allude to the knowledge, abilities, innovative abilities, gifts, aptitude, qualities and convictions of an association's work force. The more vital parts of human resources are aptitude, qualities, attitudes and convictions. The vitality of HR to a country and to an industry relies on the dimension of its development.

For the association to be dynamic development arranged and quick transforming it ought to build up their HR. Association to be dynamic to have dynamic human resources. Human resources are to be dynamic gain capabilities ceaselessly embrace the qualities and convictions and aptitude as per changing prerequisites of the association. Also, when employees utilize their initiative, go out on a limb, analyze, improve and get things, going, the association might be said to have an empowering society. The skilled human resources can be dynamic in an empowering society. Accordingly, the association can create, change and exceed expectations, just in the event that it have created human resources. Hence, HRD assumes a noteworthy job in making the human resources vital, valuable and deliberate.

#### **ROLE OF KNOWLEDGE MANAGEMENT:**

Esteemed knowledge in an association can be utilized to make differential favourable position and to improve association's ability to stay in the new commercial centre economy.

The rundown is perpetual. Knowledge management is connected today over the world, in all industry segments, open and private associations and humanitarian institutions and universal charities. Above all, viable knowledge management is presently perceived to be 'the key driver of new knowledge and new plans' to the advancement procedure, to new creative items, administrations and arrangements.

#### **CAREER DEVELOPMENT OF IT EMPLOYEES**

Career development comprises of the individual activities one attempts to accomplish a career plan. The terms career development and representative development should be separated at this stage. Career development takes a gander at the long haul career adequacy of employees, though worker development centres around viability of a representative in the quick future. The activities for career development might be initiated by the individual himself or by the association. This will enable the worker to move in the direction of getting higher positions in his or her career.

#### **COMBINATION OF KM AND CD:**

The association turns out to be increasingly adaptable the representative additionally turns out to be progressively adaptable. With the improvement of individuals' work mode, individuals' career additionally changes. The work techniques that climb the career stepping stools have passed, in light of

the fact that the work will be re-wanted to coordinate new reality. Administrators set aside a lot of effort to move along level not lengthways stepping stools, never again existing single career way.

The development of knowledge management makes the equipment generation significant information correspondences get a fast development. In addition it makes software industry applicable to information correspondences grow rapidly. Today, associations resort to various sorts of work, for example, centre, contract and casuals, to take into account changing business needs and a large number of them are outside the traditional limits of work. The rise of the new occupation makes individuals possess more opportunities of career development, yet it makes the piece of white-collars who are occupied with the basic mental work lose work opportunity. Those individuals who are occupied with simple work lose his work since his work is supplanted by the related PC framework or net framework. This influences them to need to search for another activity or go to important preparing.

## REVIEW OF LITERATURE

1. There have been various looks into done regarding the matter of employee's sense of prosperity. Among the most examined parts of representative's sense of well-being centre around the effect of work commitment, work a holism, workplace relationships and work– family conflict on prosperity. In any case, there have not been such a large number of broad examines relating knowledge management (KM) issues and worker's feeling of prosperity. Then again, this paper plans to build up a conceptual framework demonstrating knowledge securing, knowledge sharing, knowledge creation, knowledge confiscation and knowledge maintenance as an indicator of employee's sense of prosperity. It is foreseen that this examination grows the extension on the importance of KM for administrators to improve representative's prosperity as a need in organization. (*Advances in Business Research International Conference in 2018*)
2. Markers of prosperity are job fulfilment, saw pressure and rest issues. They considered the impacts of work commitment and work holism to the prosperity of labourers. From their findings, work commitment halfway intervened labourers' prosperity as it did not create resting issues. Work holism then again completely intervene worker's well-being. Brunetto et al. (*Caesens et al. (2014)*),
3. k– family conflict among scholastic and non academic college workers. In their investigation, work– family conflict was used as go between relating highlights of workplace and labourer prosperity to organizational result. These demonstrated that different instruments and idea have been examined on person's feeling of prosperity. Subsequently, this examination embracing the concept created by (*Winefield et al. (2014)*)
4. Knowledge management can be defined as the way toward recognizing and influencing the aggregate knowledge that adds to authoritative focused advantage which will help the association to contend in its working business sector (*Kianto et al.2016*).

5. Past research on idea and KM rehearses has been examined extensively. (*Dysvik et al. (2015)*) talked about on knowledge giving and knowledge collecting.

6. *Mahesh and Suresh (2009)* contended that knowledge procedure comprises of knowledge trade and knowledge sustain and reap.

7. *Doz (2006)* identified knowledge creation and knowledge sharing as KM practices.<sup>34</sup> The Impact of Knowledge Management on Employee's Sense.

8. As appeared past examination, knowledge codification is one of the variables related to worker's prosperity in the association. Knowledge codification has improved innovative conduct among workers and has beneficial outcome on the employee's well-being (*Sohrabi et al. 2015*).

9. *Rocha et al. (2015)* included that knowledge consolidation is one of the components that by implication influenced authoritative changes such as representative's prosperity.

10. *Cepeda and Vera (2007)* have elaborated in detail the four phases of knowledge development cycle; generative variation, inward determination, replication and maintenance. At the knowledge retention stage, the progressions of knowledge which adjusted in replication organize (through knowledge codification) hypothetically transform into schedules and consumed into human behaviour.

## RESEARCH METHODOLOGY

### Research Problem:

The achievement of any association relies upon how the employees are persuaded to comprehend the issues given in the changing condition by keeping up their competitive favorable position. In some cases they think about this when they get pulled down in their career, by then it turns out to be past the point where it is possible to overhaul themselves in the current association frameworks. This paper portrays on impact of knowledge management for career development among IT employees. It recognizes the continuing components of knowledge management through overhauling themselves to meet the changing needs of the association.

### Objectives of the study:

1. The components that affecting variable in Knowledge Management in the Organization.
2. To Study the development systems received for Knowledge Management.
3. To evaluate the impact of knowledge management in career development.

### LIMITATION OF THE STUDY:

1. The territory of study is limited in TAMILNADU.
2. The examples are drawn just from chosen IT organizations.

### Questionnaire:-

**Research Design:** - To The Analytical research was utilized in study. In this examination, two phases of arbitrary inspecting procedure were utilized. In the main stage, Stratified irregular inspecting method was utilized for coaxing organizations out of all out number of IT organizations in Tamilnadu. IT

division has 83 organizations in the Tamilnadu zone with shifting number of employees according to the land area just as the sort of organizations did. Organizations which have utilized in excess of 250 employees were taken for study. Taking all things together, there were 16 organizations chosen for study. The quantities of employees dispersed over these 16 organizations were 20109 at the season of information accumulation. It was chosen to remove 500 examples from 603 examples gathered for the present investigation. Both essential and auxiliary information were gathered for the examination.

**Sample Design:** - IT enterprises were chosen for the investigation; IT division has 83 organizations in the Tamilnadu zone with shifting number of employees according to the land area just as the sort of organizations did. Organizations which have utilized in excess of 250 employees were taken for study. Taking all things together, there were 16 organizations chosen for study. The quantities of employees dispersed over these 16 organizations were 20109 at the season of information accumulation. It was chosen to remove 500 examples from 603 examples gathered for the present investigation. Both essential and auxiliary information were gathered for the examination.

**Questionnaire design:-**

The conceptual structure, the questionnaire was organized into cultural barriers, factors influencing, Trust factor, Value factor and factor represents effective career towards KM are taken to know the attribute of the impact of knowledge management on special reference of IT Employees.

**Population & sampling method:-**

The population for this study consisted of all the households (sampling size was 500) in Tamilnadu. The sample for the study was selected from the population by descriptive method.

**Statistical Tools used: (SPSS SOFTWARE)**

- ✓ Garret Ranking
- ✓ Friedman Test
- ✓ Factor Analysis - KMO and Bartlett's Test

**DATA ANALYSIS AND INTERPRETATION**

**TABLE- 1**  
**CULTURAL BARRIERS – RANKING**

S.No.	Factors	Total Score	Mean Score	Rank
1.	Lack of participation	23948	47.9	V
2.	Not willing to share knowledge	24273	48.55	IV
3.	Lack of trust	24779	49.56	II
4.	Knowledge sharing not a part of daily work	23899	47.8	VI
5.	Lack of training	25126	50.25	I
6.	Lack of rewards/Recognition for knowledge sharing	24558	49.12	III

Source: Output generated from SPSS 20

**Interpretation:**

- Cultural barrier in KM relates to factors which is mostly affected are to be ranked. Shown as lacks of training first factor have mean score of 50.25 and 49.56 of lack of trust, and other factors are as follows.

**TABLE- 2**  
**CULTURAL BARRIERS - FRIEDMAN TEST**

S.No.	Cultural barriers in KM	Mean Rank	Rank
1.	Lack of participation	3.82	2
2.	Not willing to share knowledge	3.87	3
3.	Lack of trust	3.97	5
4.	Knowledge sharing not a part of daily work	3.81	1
5.	Lack of training	4.11	6
6.	Lack of rewards/Recognition for knowledge sharing	3.94	4

Source: Output generated from SPSS 20

**Ho:** There is no significant difference between mean ranks relating to Cultural barrier in knowledge management.

**TABLE- 3**  
Friedman Test

N	500
Chi-Square	37.219
Df	6
P-value	.000
S/NS	<b>S</b>

$P < 0.05$ , S- Significant

Source: Output generated from SPSS 20

**Interpretation:**

- Simply the result of these, chi – square value 37.219, the degree of freedom is equal to minus value as to 1. The 7 factors are to be ranked, resulted as 6 degrees of freedom. Clearly said that significance level is 0.000 at 5% level of significance. So Hypothesis is rejected.

**TABLE- 4**  
**CULTURAL BARRIERS - FACTOR ANALYSIS**

<b>KMO and Bartlett's Test for New Knowledge Creation</b>		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.146
	Approx. Chi-Square	3547.526
Bartlett's Test of Sphericity	Df	6
	Sig.	.000

Source: Output generated from SPSS 20

- Kaiser-Meyer-Oklin (KMO) Measure of Sampling Adequacy (MSA) and Bartlett's test of Sphericity were applied to verify the adequacy or appropriateness of data for factor analysis. Clearly stated that KMO overall matrix to be good as (2778.377) and highly significant  $p < 0.05$ . Bartlett's Sphericity test was effective, as the Chi Square value draws significance at five percent level.

**TABLE- 5**

Comp	Initial Eigen values			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1.	1.779	25.413	25.413	1.779	25.413	25.413	1.637	23.382	23.382
2.	1.562	22.309	47.722	1.562	22.309	47.722	1.508	21.539	44.921
3.	1.258	17.972	65.694	1.258	17.972	65.694	1.454	20.773	65.694

Source: Output generated from SPSS 20

- The results of the factor analysis presented in table, regarding Cultural barrier in knowledge management have revealed that there are 3 factors that had Eigen value exceeding one. Among those 3 factors, the first factor accounted for 25.413 percent of the variance, the second 22.309 percent and the third factor 17.972 percent of the total variance in the scale items measuring the factors of Cultural barrier in knowledge management. Hence, from the above results, it is certain that there are factors of Cultural barrier in knowledge management.

**TABLE- 6  
Communalities**

S.No.	Particulars	Initial	Extraction
1.	Cultural barrier in knowledge management - Lack of Participation	1.000	.687
2.	Cultural barrier in knowledge management - Not willing to share knowledge	1.000	.738
3.	Cultural barrier in knowledge management - Lack of trust	1.000	.607
4.	Cultural barrier in knowledge management - Knowledge sharing not a part of daily work	1.000	.738
5.	Cultural barrier in knowledge management - Lack of Training	1.000	.621
6.	Cultural barrier in knowledge management - Lack of rewards / Recognition for knowledge sharing	1.000	.594

Source: Output generated from SPSS 20

- The above table (Communalities) represents the application of the Factor Extraction Process, It was performed by Principal Component Analysis to identify the number of factors to be extracted from the data and by specifying the most commonly used Varimax Rotation Method.

**TABLE- 7  
Rotated Component Matrix<sup>a</sup>**

S.No.	Particulars	Component		
		1	2	3
1.	Cultural barrier in knowledge management - Lack of trust	-.773	-.094	.001
2.	Cultural barrier in knowledge management - Not willing to share Knowledge	.751	-.280	.310
3.	Cultural barrier in knowledge management - Knowledge sharing not a part of daily work	.576	.504	-.390
4.	Cultural barrier in knowledge management - Lack of training	-.015	-.786	.056
5.	Cultural barrier in knowledge management - Lack of rewards / Recognition for knowledge sharing	-.041	.736	.224
6.	Cultural barrier in knowledge management - Lack of participation	-.361	-.033	-.745

**a. Rotation converged in 7 iterations.**

- Table represents the Rotated Component Matrix, which is an important output of principal component analysis. The coefficients are the factor loadings which represent the correlation between the factors and the nineteen variables. From the above factor matrix it is found that coefficients for factor-I have high absolute correlations with variable Lack of trust.

**TABLE- 8**  
**Component Transformation Matrix**

Component	1	2	3
1.	.853	.317	.415
2.	.012	-.806	.592
3.	-.522	.500	.691

Source: Output generated from SPSS 20

The above table reveals the factor correlation matrix. If the factors are uncorrelated among themselves, then in the factor correlation matrix, the diagonal elements will be 1s and off diagonal elements will be 0s. Since matrix was rotated with Varimax, barring some variables all other variables are found to have, if not zero correlations, fairly low correlation.

Thus the six variables in the data were reduced to three Component factors and each factor may be identified with the corresponding variables as follows:

**TABLE- 9**  
**CULTURAL BARRIER IN KNOWLEDGE MANAGEMENT**

S.No.	Particulars	Component
1.	Cultural barrier in knowledge management - Lack of trust	<b>Factor I</b>
2.	Cultural barrier in knowledge management - Not willing to share knowledge	
3.	Cultural barrier in knowledge management - Knowledge sharing not a part of daily work	
4.	Cultural barrier in knowledge management - Lack of training	<b>Factor II</b>
5.	Cultural barrier in knowledge management - Lack of rewards / Recognition for knowledge sharing	
6.	Cultural barrier in knowledge management - Lack of Participation	<b>Factor III</b>

Source: Output generated from SPSS 20

**TABLE- 10**

**FRIEDMAN TEST–FACTORS INFLUENCING EFFECTIVE KNOWLEDGE MANAGEMENT:**

S.NO.	Factor	Mean Rank	Rank
1.	Factual	3.1	4
2.	Conceptual	2.91	3
3.	Procedural	1.3	1
4.	Meta –Cognitive	2.69	2

Source: Output generated from SPSS 20

This table lists the mean rank of each variable. High rank corresponds to the lower values of the variables.

**Ho:** There is insignificant difference between mean ranks of factors influencing effective knowledge Management.

TABLE- 11

N	500
Chi-Square	676.287
Df	3
Asymp. Sig.	.000
P<0.05, S- Significant	

Source: Output generated from SPSS 20

#### Interpretation:

- This table lists the result of the Friedman test. For these rankings, the Chi-Square value is 676.287, Degree of freedom is equal to the number of values minus 1. As 4 options are ranked, there are 3 degrees of freedom. It is clear from the above table that significance level is 0.000 at 5 percent level of significance. Hence the hypothesis is rejected. At least one of the variables differs from the others

#### SUGGESTIONS:

1. To make the knowledge development process compelling, fiscal and non-money related prizes ought to be given to the employees.
2. Communication between the colleagues can be expanded.
3. Knowledge based and quality preparing ought to be given to the employees.
4. Organization ought to acknowledge and bolster individual developmental efforts.
5. Allowance, protection plans and different prizes ought to be expanded to spur the employees.

#### CONCLUSION:

Knowledge Management is progressively turning into an essential and vital component in corporate methodology. Associations that have effectively supported knowledge sharing among employees have exhibited improved authoritative performance to advance knowledge sharing. The accomplishment of a KM is unforeseen on knowledge commitment as well as on how well such knowledge is utilized or connected for the benefit of the association. The examination investigated that boundaries in Knowledge Management like absence of preparing and knowledge sharing not a piece of every day work were positioned first and least position choice separately and there is critical distinction between mean positions identifying with social obstruction in knowledge management. A portion of the critical elements that speak to career through Knowledge Management were advancement and professional specialization which positioned first and least positioned alternatives individually.

There is huge contrast between mean positions for Factor that Effective Career through Knowledge Management. Among every one of the issues identified with KM were Information over burden and Reinventing the haggling of knowledge in the association was positioned first and least alternative. There is critical distinction between mean positions for the Problems Relating to Knowledge Management. Taking everything into account, it could be expressed that the impact of Knowledge Management is imperative for IT employees to create career in compelling way.

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- The impact of knowledge management on employee’s sense of well being, January 2018 with 824 Reads, DOI: 10.1007/978-981-10-6053-3\_34, In book: *Proceedings of the 2nd Advances in Business Research International Conference*, pp.359-368
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