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FOREIGN TRAINING FEEDBACK KNOWLEDGE PROCESSING FOR THE PUBLIC SECTOR

Rupasinghe D H D

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University of Moratuwa
TH3137

Department of Computer Science & Engineering

University of Moratuwa

Sri Lanka

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ABSTRACT

Knowledge creation can be defined as a dynamic human process of justifying personal belief and skill in a search for the "truth." The knowledge skilled person in an organization is an asset which cannot be included in the balance sheet. One of the key requirements of the public sector is to provide knowledge-based goods and services for the general public towards the development process of Sri Lanka. It is believed that sufficient experience in the area of work and extensive training will contribute to achieving the said goal with the assistance of public sector employees. The skills of the public sector employees, who acquired training domestically and internationally, will be vital to bridge any gaps in achieving the development goals of Sri Lanka within the knowledge-based economical environment. Sharing the acquired knowledge, particularly training acquired in overseas countries, with all other public sector employees will make a value addition to the training that they had.

Studying the existing systems in the Sri Lankan Public sector giving special attention to the public value of having Knowledge Processing Systems based on the feedback on foreign training is one of the main objectives of this research. This work also proposes a Knowledge Processing System to facilitate key activities of knowledge sharing if they are not already available.

Based on a wide literature survey, a Framework for a Knowledge Processing System for feedback on foreign training for the public sector was identified as part of this research. In this framework, the main variables are Organization Cultures, Organizational Structure, Technology, Policies, Training, Knowledge Assets, Performance of Sharing Training Feedback. Research findings include observations about the public value knowledge sharing and key aspects that can be incorporated in order to effectively utilize a Knowledge Processing System for sharing feedback on foreign training for Sri Lankan public sector employees.

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LIST OF ABBREVIATIONS

Abbreviation	Description
ERD	External Resources Department
FTO	Foreign Training Opportunities
GEN	General
GOSL	Government of Sri Lanka
ICT	Information, Communication and Technology
INTAN	National Institute of Public Administration
KMS	Knowledge Management System
KPS	Knowledge Processing System
LGN	Lanka Government Network
MMU	Multimedia University Malaysia
NGO	Non Government Organizations
POC	Point of Contact
SPSS	Statistical Package for Social Sciences
TA	Technical Assistance
WWW	World Wide Web

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