

# RELATIONSHIP BETWEEN KNOWLEDGE MANAGEMENT AND HUMAN RESOURCE DEVELOPMENT – A STUDY ON TELECOMMUNICATION INDUSTRY

**Dr.R.Gopinath**

Visiting Faculty, Bharathidasan School of Management, Bharathidasan University, Tiruchirappalli. Mobile no 9442200888,  
**Abstract:** Human resource managers are analytical; they use methods and skills to assess the work done by the knowledge worker. They serve as a staff counselor and thus help them to improve their skills and abilities. Roles of the human resources function How the human resources function is affected by the growing importance of knowledge capital and why human resources managers should be concerned with it. For this study, telecommunication industry taken as a study unit especially BSNL SSA, Trichy. The population sample size is 1300. The respondents are executive and non-executives. With 20% of population as pick up for this research through random sampling technique. AMOS used in this study. From the findings, the researcher founded that knowledge management is an human resource capital. When the capital increased automatically the development occurred. The researcher concluded that the knowledge management is an essential for human resource development for making profit more and more.

**Keywords:** knowledge management, HRD, Knowledge creation, Recruitment, Training

## I - Introduction:

Economic, social, cultural and security models have not changed in shorter periods of time. Everything that was valid and applicable yesterday has become old, ranging from theories, practices and management techniques and ends with lessons learned and new methods of organizational realities. Knowledge is the human entity; its purpose is to develop, retain, publish, translate, and increase the characters themselves. The methods of the gate of knowledge are the five senses; with these inputs by the organs of the senses, the senses are well understood and saved in the mind of the individual. Knowledge is a self-generated energy that develops well and is propagated in the human mind towards a new branch of knowledge. Once it was considered that knowledge is the sole property of discipline philosophy. When knowledge is treated and treated by humans as a whole, it has been divided repeatedly and knowledge has gained a special recognition as a specialized knowledge. Tacit knowledge can only be acquired through practical experience in the relevant field and context. Clear knowledge can be acquired and generated through logical reasoning and gained through practical experience in the relevant context. Human beings are social animals and the knowledge they create is transmitted through the social interactions of people. This transfer can be defined as a "knowledge dissemination" that allows ideas to be communicated. In the old days the knowledge management was verbal. It was then developed to use symbols and numbers to give ideas an infrastructure; stone sculptures were considered as non-perishable ways of storing knowledge also in the walls of some caves and temples. The dominant goal of knowledge management is to manage, share, and create relevant knowledge assets that will assist and meet the tactical and strategic requirements of organizations. Recognizes that organizations are complex systems consisting of individuals, processes, procedures and information systems that guide relevant actions. Senior FAO officials meet and decide on basic knowledge assets, knowledge strategy, and infrastructure to support this. This helps identify, capture, share, and retain knowledge and if it can be reused. Human resource managers are analytical; they use methods and skills to assess the work done by the knowledge worker. They serve as a staff counselor and thus help them to improve their skills and abilities. Roles of the human resources function How the human resources function is affected by the growing importance of knowledge capital and why human resources managers should be concerned with it. Knowledge capital cultivation requires concerted action in all areas of the human resources function simultaneously. Since HRD is a process in which staff are continuously assisted in a planned way to acquire or sharpen abilities, they need to perform a variety of functions related to their current or future roles. Also by developing their public abilities, discovering their own inner potential and exploiting them fully for their own development and organization. It then leads to the development of an organizational culture where the relationship between superior subordinates and teamwork and cooperation among different sub-units becomes strong and contributes to organizational health, dynamism and employee pride.

## II - Review of Literature:

**Dr. R. Gopinath(2019)a** concluded that Knowledge Creation, Knowledge Acquisition, Knowledge Storage & Representation, Knowledge Auditing, Knowledge Application, Knowledge Development, Knowledge Strategy are acting vital role to organisational effectiveness.

**Dr. R. Gopinath(2019)b** found that higher education needs knowledge management practices. Especially self-financing engineering colleges. When knowledge management is practiced automatically, it supports its colleges based on a 720-degree performance evaluation. When colleges see organizational support, commitment to their function is at a high level.

**Dr. R. Gopinath(2019)c** analyzed factors involved in the function are motivation, training, personal factors and job personalities have a significant relationship to knowledge management. Factors involved in the function affect knowledge management in a very positive way. The self-financing department therefore focuses on creating functional inter-faculties.

**Thomas (2015)** stated that the strategic development function of human resources could make a significant contribution to the success of the Organization. This will be reflected in the organization's ability to innovate, the quality of strategic decision-making, individual performance and productivity, and the congruence of the organization's skills with its mission and strategic plans.

**Safirullah et al., (2001)** was conducted to study the impact of the Aga Khan Rural Support Program on human resource development, particularly on livestock management in Chitral Province. The following effects of the study resulted in improved management of mental practices that caused significant development such as improved production and increased income of beneficiaries, ie up to 62%, changes in agricultural practices by up to 19%, and higher occupancy rates in 65% of beneficiaries.

**Byrne (1999)** from the point of view that human resources development is a function of an organization that provides opportunities for individual workers to improve current and future functioning, while taking advantage of human capital to improve the efficiency of the organization itself. Ideally, well-developed and well-executed HRD systems are an integral part of the company's strategic plan and benefit both the employee and the company.

### **III - Objectives of the Study**

To evaluate the relationship between knowledge management with human resource development among BSNL Trichy.

### **IV - Limitations of the study**

- The research was sized to Bharat Sanchar Nigam Limited Trichy district only. Therefore, the results cannot be generalized.

### **V - Period of the study:**

The research lasted three months from September 2018 to November 2018.

### **VI - Methodology**

#### ***a. Sample frame:***

For this study, Bharat Sanchar Nigam Limited secondary switching area(SSA) in Trichy as a study unit. It covers five revenue District. The population sample size is 1300. The respondents are executive and non-executives. With 20% of population as pick up for this research through random sampling technique.

#### ***b. Data collection method:***

Data composed primarily from the respondents through a structured questionnaire. Questionnaire circulated to 20% of respondents. But 250 questionnaires received in the usage form.

#### ***c. Statistical tools:***

Preliminary data were evaluated. A pilot study of the questionnaire and component analysis was organized. Internal consistency was calculated through Alpha Cronbach. AMOS 20 was used in this study.

#### ***d. Hypothesis study***

NH 1: There is no significant relationship between knowledge management with human resource development.

NH 2: There is no significant difference between knowledge management factors with human resource development.

VII - Findings:

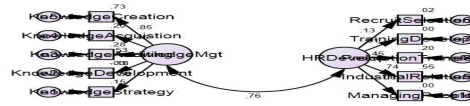


Figure No.1 Measurement model of the study

Table No. 1. Reported values of model fit for the measurement model

Absolute fit measures					Incremental fit measures			Parsimony fit measures	
	$\chi^2$	Df	$\chi^2/df$	GFI	RMSEA	RMR	NFI	CFI	AGFI
Criteria			<5	$\geq 0.90$	< 0.08	<0.05	$\geq 0.90$	$\geq 0.90$	$\geq 0.90$
Obtained	174.232	63	2.766	0.954	0.048	0.020	0.868	0.916	0.925

Note:  $\chi^2$ : Chi-square; Df: degree of freedom; GFI: Goodness of fit index; RMSEA: Root mean square error of approximation; NFI: Normated fit index; CFI: Comparative fit index; AGFI: Adjusted goodness of fit index; RMR: Root Mean Square

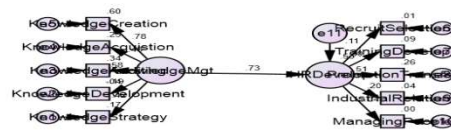


Figure No.2 Path model of the study

Table No. 2 Regression Weights: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P
HRDevelop	<---	KnowledgeMgt	.835	.243	3.431	***
KnowledgeStrategy	<---	KnowledgeMgt	1.000			
KnowledgeDevelopment	<---	KnowledgeMgt	1.572	.212	2.699	**
KnowledgeAuditing	<---	KnowledgeMgt	1.745	.317	5.511	***
KnowledgeAcquisition	<---	KnowledgeMgt	1.532	.303	5.064	***
KnowledgeCreation	<---	KnowledgeMgt	4.415	.773	5.710	***
RecruitSelection	<---	HRDevelop	1.300	.262	1.146	**
TrainingDevelop	<---	HRDevelop	1.120	.283	2.486	***
PromotionTransfer	<---	HRDevelop	2.461	.705	3.491	***
IndustrialRelations	<---	HRDevelop	1.000			
ManagingPeople	<---	HRDevelop	1.038	.159	4.242	**

\*\*\* significant @ 1% level \*\* Significant @ 5% level

IX - Discussion of the results and Conclusion:

The measurement model was assessed using the maximum estimation techniques (ML) provided by AMOS 20.0. The results of the relevant measurement model (Table 1) indicated that absolute fitness measures were GFI and RMSEA 0.954 and 0.048 respectively, and that the additional efficiency measures for NFI and CFI were 0.868 and 0.916, respectively, and the AGFI

compliance criterion was 0.925. All these measures exceeded the minimum recommended values. Furthermore, and more importantly, the composite reliability and average variance obtained for all the elements listed in Form 0.5 exceeded. In addition to these indicators, the ratio of  $\chi^2 / df$  2.766, which was within the acceptable threshold level (for example,  $1.0 < \chi^2 / df < 5.0$ ). Correlation statistics therefore confirmed that the measurement model showed adequate data adequacy, indicating that no further modifications to the model were required. Thus, a one-dimensional model was created (Bern, 2010; et al., 2013). From the table no. 2, the results shows that knowledge management have a positive significant relationship with human resource development(p value <1%). From the findings, the researcher founded that knowledge management is an human resource capital. When the capital increased automatically the development occurred. The researcher concluded that the knowledge management is an essential for human resource development for making profit more and more.

### Reference:

- Byrne, S. M. (1999). The value of human resource development to an organisation; providing technical assistance to small manufacturing companies Ph.D. dissertation submitted to the faculty of the Virginia polytechnic institute & state university in adult learning & human resource development, unpublished.
- Byrne, B.M. (2010), Structure Equation Modeling with AMOS: Basic Concepts, Applications, and Programming, 2/e, Routledge: New York, NY.
- Dr. R. Gopinath(2019)a. Impact Of Knowledge Management Practices On Organisational Effectiveness Of Self-Financing Engineering Colleges' Faculties, International Journal of Scientific Research and Review, ISSN NO: 2279-543X, Volume 8, Issue 5, pp 32 – 39, 2019.
- Dr. R. Gopinath(2019)b. Knowledge Management Practices On Faculties Of Self-Financing Engineering Colleges, Journal of Emerging Technologies and Innovative Research, Volume 6, Issue 5, ISSN-2349-5162, pp 394—399. May 2019.
- Dr. R. Gopinath(2019)c. Job Involvement Influence To Knowledge Management – A Study, International Journal of Research, Volume 8, Issue 5, pp 1461-1466, MAY-2019. ISSN NO:2236-6124
- Safirullah et al. (2001). Effect of Human Resource Development on Livestock Production in District Chitral, Khyber Pakhtunkhwa, Pakistan (A Study Conducted by Agha Khan Rural Support Programme) Pakistan Journal of Nutrition 12 (9), 821-826.
- Thomas N. Garavan. (2015). Strategic Human Resource Development. Journal of European Industrial Training,15(1),17-30.