

Establish “Action-Oriented” knowledge management system to improve the efficiency of higher education administration

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Abstract: -Today’s “technology leader” emphasizes the use of the new technology tool, coupled with the adoption of information technology as the change agent, in order to speed up and enhance the changes introduced. School’s administration mechanism impacts the overall quality of the education provided. In this paper, we apply the “Knowledge Management” theory and the “Action Oriented Technology” to build a digital administrative system, in order to assist the school to stay focused on the important goals, to reform the education mechanism, to provide integral and relevant information, and to serve as the basis for management decision making. “Action-Oriented Technology” can break the restriction of time and space to deliver information. Through the sharing of digital information, the communication between the school members will be improved. By using these “Action Carrier”, information will be made available everywhere, and people can access the school information from anywhere that’s convenient to them. Such ubiquitous access of information enables the school members to obtain and update information relevant to them easily. The management can also access the information they need to assist in administrative and strategic planning and execution at the time and location to their convenience. This kind of information availability helps cutting down the time and work required to perform many common tasks; creates a new communication pattern for information; establishes a new way of managing information and establishing strategy. And ultimately, this kind of information availability elevates the competitive advantages of the implementer. The proposed update to the school information infrastructure enables a new approach that encourages creativity to embrace changes effectively; creates a self-conscious and self-improving school administration environment; helps improving the quality of the school administration decisions; enables each school to establish a administrative system most suitable to its characteristics; and allows the school to catch up with the modern management and information technology trend.

Key-Words: Action Management; Knowledge Management, School Administration

1 Introduction

In Taiwan, higher education teaching and management in our society is being assaulted in several different ways: such as by social diversification, the current rules of the WTO regarding education, the increase in quality of universities and colleges, and the decrease in school enrollment.

The management of the school is facing a politics and economics society transformation and challenge. The leadership of the traditional authority is no longer to satisfy the need of the school. The management of the school has to be had the courage to accept a new challenge, uses new technology, and has the new style of the leadership and a new method

of managing. The administration management of the higher education is not the same as the general elementary and junior high schools. Each school has its own historical inheritance and the characteristic. Due to its background and domain closeness, the reform idea of the school can not carry out to each department. The reform measure is unable to suite the environment. The teaching demand and the school affairs practical experience is also unable to inherit or the exchange mutually. The same problems happen constantly.

This article is for the purpose of pondering by the knowledge management theory, the modernization action technology integration

proposed an operation solution pattern. By using the theory and modernized action technology of information management to have the better communication with each department and to help the school continuously review its educational policy, educational system, the methods of teaching, and the effect of its personnel training program. To apply the way to reduces the resistance which the education innovates, to promote the quality of the administration and the development of the higher education, to resolve influence school competition ability, to resolve the problem of the coordination and management, to help the members of the different realm specialty of school organization participate together, to expand the school administration operation.

2 To discussions the main factor which influence the administrative quality of institution of higher learning

The administration of school leads the operation of school, influenced the education quality and the competitiveness of the whole school. The planning of the school development (elasticity), the utilization of the school funds (achievements) and the administration (productive forces) are the three factors which influence the competition ability of the school.

2.1 Studies on the institutions of higher learning development plan elasticity:

At present, the teacher also needs to do the administration work. Because of the changing duty frequently or the teaching work, the teacher can't devote one's mind to the administration affair or new duty, or lacking experience accumulation to ignore some ration indicators such as the study of the development and the innovation programming.

2.2 Discusses ton the achievements of the school funds using:

Due to the disproportionate distribution, it is difficult to get the overall support of relevant funds for the reforms of school, and often cause rumors which affect the member's morale. of influence by the fact that the transparency that the funds use is insufficient and apt, and is it use assessment of funds to lack, unable to appear all funds promote the concrete achievement of educational reform. Because the lack of the valuation of making the budget, it can't present the concrete result of each budget of the promotion

education reform.

2.3 Analyze on the administration and productivity:

In the past, the lacking of the explicit description of the teachers and administrators individual work, the personnel often avoids the increasing of the work load, but it also reduced to the work reform sincere. When ones carried on using the self-criticism or the research conference way that is limited factors and so on space and time environment and only could produce reluctantly catalogs or the subject type rule and simple narration, and ones was unable to share or the inheritance.[6]

3 Induct the administrative affairs of schools target planning blueprint of the management style of knowledge

3.1 Combine a whole and individual knowledge (the knowledge categorize):

The theory of the knowledge management mainly emphasizes to find out and analyzes useful knowledge , to transform becoming the property of the organization in order to achieve the goal of the organization and to combine the knowledge management theories to create "the knowledge categorize.

The knowledge management theory in "the applying of the knowledge":

- (1) The scare knowledge
- (2) The knowledge about other's knowledge
- (3) The behavioral knowledge
- (4) The task-oriented knowledge [8]

Utilize members to join discussing, combine members' expectation and task, ask for the new knowledge, and promote the growing of the personnel .

3.2 Establishment the common target (knowledge transformation):

Four kinds of forms that has in the course that ' knowledge is transformed ' in the management theory of knowledge:

- (1) Latent and latent while getting inside (Melt together): To transfer of latent knowledge and form the common thought and common understanding through the observation, imitating among the members.

(2) From apparent to apparent (links): By combining different source to show the knowledge integration to become outside whole common of show knowledge outside.

(3) From the apparent to latent (internalizes): By show the proliferation of the knowledge then influence a member outside, common experience becomes inside the knowledge.

(4).From latent to the apparent (outside): Induce organization member to convert the actual situation knowledge show knowledge towards organizing usefully of outside.

Induce organization member to convert the actual situation knowledge show knowledge towards organizing usefully of outside. With ego direction for the knowledge target of the manage process and converting of built up the target system for following the sequence and advancing gradually in the process, to induce personal position that participate, and make member to understand an oneself in the target, to establish the work target in own business. Every member makes self goal for each month, tries to use the technology in order to reach the goal and, get the fulfillment, and then challenge higher goal. Help the supervisor and member to communicate better in order to promote the administrative affairs of schools.

3.3 To integrate with the division of labor with the Action-Oriented Technology (knowledge performance):

There are four periods in application of the transformation of information management.

(1) Utilize the rule and order: The latent knowledge will change to outside knowledge; this causes the professional knowledge catalog to become more efficient.

(2) Proper order: Combine the different members specialty knowledge in order to coordinate and communicate better.

(3) Routine: Carrying out the specific task a member has in the group. This enhances performance within each small group.

(4) Problem solving and policy formation: The entire small group solves complicated problems together and makes important decisions together [7].

On the “knowledge performance, combining budget system and task, the member would like to accept and pursue the responsibility of bearing voluntarily and to make the self-instruction and the self-control to face the overall goal advance.

4 To induct the Action-Oriented Technology to promote the communication of the members and the administration potency solution.

The fast development of the technology has broken the restrictions of the time and space to deliver information. 'Action-Oriented ' means light and thin and short and small, aptly to carry, belong to individual and can possess the wireless communication function. It is the better tool for communication. Realization portability, wireless, the mobilized [9], in the age of the 90th wireless act technology fast development, the 21st century utilization also gradually increase in the different domain utilization [10].

Moving the technical fast development, the network and the information domain, the penetration of the Action-Oriented Technology is forming for the medium assistance communication and the sharing environment, promotes the management and study quality [1], also increased the information use value. The school enters to the new technical time; the leader shall have the ability of using the new technology [12]. The member need to have new literacy's, provides a reliable infrastructure, engaging teachers and students to use the technology [3], use the net of the Action-Oriented Technology to manage the communication patterns, to help the school the school affairs communication and the operation, provides the community the team cooperation, creation resources sharing the space and time provides multiplex the communication environment. To reduce the expense by internet, renew the data immediately [4], in order to improve the school administration programming [11].

"Action equip" includes a PDA, Web Pad, Tablet PC, notebook, and cell phone ...ect. The member of the school can use those tools to connect the school's affairs to accomplish the works such as the Fig. 1.



Fig. 1 the entrance platform of the action knowledge

5 The management of action knowledge

5.1 The planning of the administrative affairs of schools

It can fully combine the experience of practice at the basic level, according to the main administrative affairs of schools theme and worked out more concrete administrative affairs of schools as the Fig.2.



Fig.2 the management target planning of the knowledge.

5.2 The management and interactive of school affairs

After knowledge goal system set up, by using these "Action Carrier", information will be made available everywhere, and people can access the school information from anywhere that's convenient to them. Such ubiquitous access of information enables the school members to obtain and update information relevant to them easily such as the Fig.3.



Fig3 the checking of the task by the Action Knowledge Management

5.3 The school affairs implementation result investigation.

It can understand the related part performance situation, statistics each progress, result and analyze related data, build up humanization of result auditor. It can building up the information of the works, provide individual or the school administrative policy decision to help the member to understand the work rate of the process at any time such as the Fig.4.



Fig.4 the audit of the Action Knowledge Management

6 To build the appearing and expectancy benefit of constructing of the Action Knowledge Management.

According to their responsibility, the supervisor or personnel can link to the school action knowledge management center to do the research at any time or work with the other co-sponsor unit together. According to its various default of the school administration target data, or work of the performance condition, the school administration management of the school can enter the action management style to operate interface.

The relevant personnel, accordance with its authority, can connect to the platform and read the materials in any place and at any time such as the Fig5.



Fig.5 the entry of the administrative center of the Action Knowledge Management

It can check and correct the process of the performance of school affairs such as the Fig.6



Fig.6 the catalogue of administrative center of the Action Knowledge Management

It also can understand other units' coordinate work execution situation such as Fig.7.



Fig7 the information of every unit of the Action Knowledge Management

After setting up the planning of the new network administrative affairs of schools, it can change the culture of the school, and then reach the change on the facilitating attitude.

- (1) The administrative affairs of schools goal can be reached and it also will encourage the personal growth of knowledge by the management theory of knowledge.
- (2) The administrative affairs of schools are planned, it will put the school affairs into practical, and it will limber up the atmosphere of the organization of the campus.
- (3) It will save the time of the information search and the transmission and the written material series printing cost.
- (4) After the traditional work changes into the action procedure, it makes the work more efficient and efficiency promote productivity.
- (5) The materials in planning all appear in the network, all the relevant personnel can read the information through the internet at any place and at any time to find out the implementation progress of the administrative affairs of schools work.
- (6) Utilizing this internet network management platform to reform the whole administrative affairs of schools.
- (7) To improve the administrative affairs of schools and plan operation procedure after the procedure is rationalized, the knowledge is accumulated and can pass on, and it will shorten the time of the procedure.
- (8) By using the action platform, it will shorten the time of the communicating, simplify the step of linking up, accelerate message circulate freely, and achieve knowledge sharing and purpose of cooperation.
- (9) Improving the study of the organization and the growth of the specialty such as the increase of knowledge, the changing of the guide attitude, the promotion of the ability and the performance.

7 The research results and discussing

The school provides the new technology to help the member willing to participate, develop the vision of the future, and obtain the equity of access having effective professional development in order to accomplish the goal [5]. By using these "Action Carrier", information will be made available everywhere, and people can access the school information from anywhere that's convenient to them. Such ubiquitous access of information enables the school members to obtain and update information relevant to them easily. The management can also access the information they need to assist in administrative and strategic planning and execution at the time and location to their convenience. This kind of information availability helps cutting down

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