

Abstract

The objectives of the research on “Knowledge Management Ability of the Personnel of the Agricultural Land Reform Office” are 1) to study the current knowledge management ability of the personnel and 2) to study factors that affect such ability. The study is based on document research and data collected from the field survey based on the questionnaires with 75 workers of the Agricultural Land Reform Office. The data is processed using percentage, means and standard deviation, paying attention to the analysis of personal data, the administrative model of the organization, and difference between such administrative model and the knowledge management ability of its personnel concerned. The findings of the study can be summarized as follows:

Most of the personnel are female, less than 30 years old, with a bachelor's degree. Most are civil servants working in the position of land reform officials, with a salary less than 20,000 baht and with work experience of 1-10 years. The majority think that the organizational structure is informal, while the organizational culture is participatory. The administrative power is decentralized, with a formal communication pattern. The performance-based evaluation is most suitable for the organization, while the personnel's knowledge management ability on the whole is ranked as very high. The factors that cause differences in the knowledge management ability of the personnel, with regard to “knowledge generation”, are the organizational culture and power of the organizational administration. On the other hand, the organizational culture, organizational communication, and organizational evaluation have an impact on knowledge management with regard to “knowledge processing”, while organizational evaluation is the only factor that affects knowledge management with regard to “knowledge dissemination and exchange”, and there is no factor that has an impact on knowledge management with regard to “knowledge application”.

The study recommends that the organization should attach importance to cultivating an organizational culture that promotes greater work participation among the personnel so that the organization can better adjust itself to the changing environment.

Further studies should be carried out on other factors that affect the knowledge management ability of the personnel such as the nature of work involved, desirable characters of the leaders, and work motivation.