

Techniques to Push and Withdraw Knowledge on Time to Achieve Performance Beyond Expected: An Analytical Study in the Office of the Ministry of Higher Education and Scientific Research

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Abstract

The study is based on the idea that for a good determination of the techniques adopted in pushing or withdrawing information and knowledge according to the requirements of the type of decisions and according to the appropriate time will lead to achieving a performance that exceeds the ministry's expectations and outside the familiar and the scheme and on that the researcher used the philosophical analysis and preparation of a questionnaire using the Likert pentagon scale and the adoption of descriptive and statistical analysis of the side results Practical, where I found a correlation and influence between the variables of the study, but it is relatively medium in most of its variables to show the ministry's need to support and enhance the capabilities necessary for workers to obtain knowledge at the specified time for the urgent need for them to accomplish the tasks entrusted to them.

Keywords

Statistical Analysis, Likert Pentagon Scale.

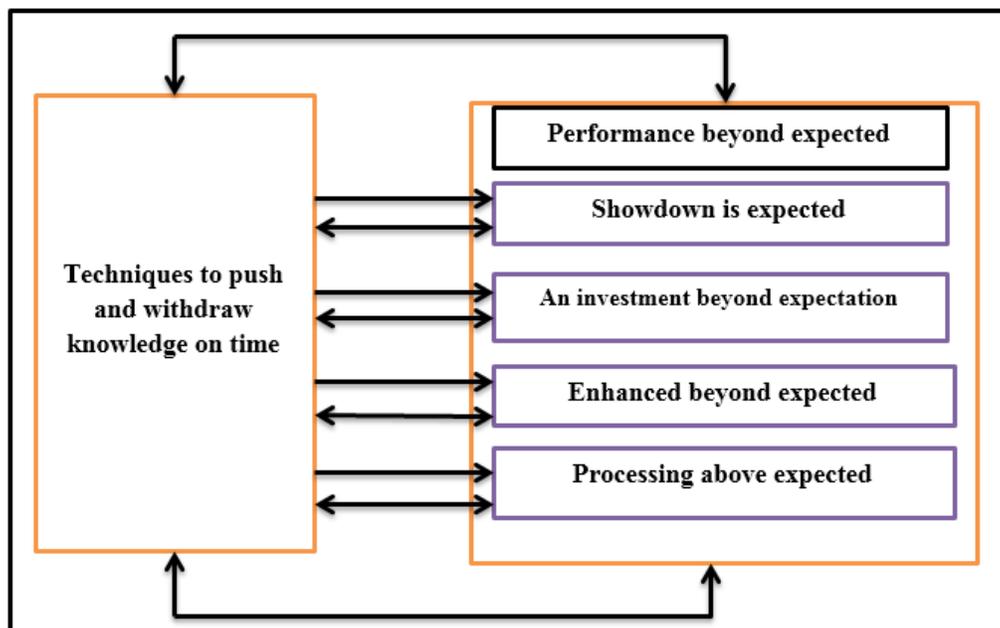
Introduction

Today, the world is moving towards knowledge and the possibility of communicating it to its users at the specified time for its significant contributions in raising and developing organizations and societies alike. With the increase and acceleration of change in the external environment and the persistent competition, it is imperative for organizations to manage their knowledge in a manner that differs from what was previously approved and that meets their needs of knowledge at the time The need for it and the required speed through a new approach, which is how to adopt techniques to push and withdraw knowledge at the appointed time, which works to provide the correct information and good use of what is available and available to the appropriate people and at the time of

actual need for it in order to achieve the performance above expected to enable the organization to compete with others, and in light of That research presented the problem of a defect in choosing and defining the approved paths to push and withdraw the information and knowledge necessary to make the right decisions in a timely manner, which in turn is effective and effective to achieve performance that exceeds the ministry's expectations and the following questions have been raised:

1. Are there clear techniques for withdrawing and pushing knowledge on time to achieve above-expected performance in the researched ministry?
2. What is the level and nature of the study variables in the researched ministry?
3. Is there a correlation and effect between study variables in the researched ministry?

The importance of the study emerged as a result of the importance of its variables represented in how to use knowledge pushing techniques that proactively transfer knowledge to decision-making by relying on electronic databases and records as documented knowledge, while the pulling technique that links processes to the real demand for knowledge and from different sources as new knowledge does not exist Its use requires decision-making, and therefore the study aims to know how to enhance and improve the use of knowledge and communicate it at the time as it is one of the requirements of decision-making in order to achieve performance that exceeds the Ministry's expectations. The researcher reached to construct a hypothetical scheme of the study as follows:



Source: - Prepared by the researcher

Then the researcher reached to construct hypotheses to measure and test it as follows:

1. The first main hypothesis "Techniques for pushing and withdrawing knowledge at the specified time are statistically significant and significant in achieving performance beyond expected."

It is divided into four sub-hypotheses:

- 1.1. The techniques of pushing and pulling knowledge at the specified time are statistically significant and significantly more than expected.
 - 1.2. The techniques of pushing and withdrawing knowledge at the appointed time are statistically significant and significantly more than expected.
 - 1.3. Techniques for pushing and withdrawing knowledge at the appointed time are statistically significant and significantly more significant than expected.
 - 1.4. The techniques of pushing and withdrawing knowledge at the specified time are statistically significant and significantly more than expected.
2. The second main hypothesis: "The techniques of pushing and withdrawing knowledge at the specified time will have a statistically significant effect on achieving performance beyond expectation".

It is divided into four sub-hypotheses:

1. The techniques of pushing and withdrawing knowledge at the specified time are statistically significant, with a significant significance of confrontation beyond expected.
2. The techniques of pushing and withdrawing knowledge at the specified time have a statistically significant effect with an investment beyond the expected.
3. The techniques of pushing and withdrawing knowledge at the appointed time have a statistically significant effect with an above-expected strengthening.
4. The techniques of pushing and withdrawing knowledge at the specified time affect statistically significant with significant significance with the treatment of the expected.

Intellectual Foundations

Techniques for Pushing and withdrawing Knowledge on Time

1. Concept

Knowledge needs to be efficiently managed in an organization as one of the important resources in it, and there is one entry that deals with knowledge as a commodity and is

knowledge management on time (JIT-KM), and a note (Wsa, 2013) that it is one of the concepts of JIT that was used in The field of knowledge management in order to achieve a matching process for withdrawing and pushing knowledge, has been explained (Kerschberg & Jeong, 2005) as the correct information that should be available to the right person at the right time and place so that it is ready when requested to make the appropriate decision, and for the sake of maintaining On the effectiveness of knowledge management, JIT is the most important component in this aspect and it can gradually reduce ineffective time of work and facilitate smooth flow.

Required Technologies

In order to deliver information, business organizations need effective techniques to support timely delivery and include two different forms of timely access of information, according to what (Barnett & Chueh, 2006) (Kerschberg & Jeong, 2005).

The First Form

Withdrawal technology is a method by which the system links operations with the real demand for knowledge from various sources such as the Internet, curricula, books, colleagues and others, that is, it is a new knowledge that does not exist and needs to be used, and the arrival of knowledge here represents as queries that interest the decision-maker and support the evidence that Confirm the decision of the current scenario, which enables him to reach the appropriate procedure, and is also considered a way to link the operations system to the real demand for new knowledge that does not exist and needs to be used from different sources, i.e. obtaining knowledge requests on time, and confirms (et al., 2011 Erix) The application of knowledge is first of possession.

The Second Form

Payment technology / is the transfer of knowledge proactively to the decision-maker by relying on electronic databases and records and used either to alert or warn or draw the attention of the decision-maker to a specific situation (Barnett, 2006) and it is of two types:

1. Knowledge of the payment process arrives and represents content delivery through a message to a user via internal feed, or through specialized subscription services, and you may have searched the content related to the decision maker file and generated alerts that are delivered to the device or their preferred device.

2. Knowledge can be pushed to the individual independently of any work associated with it, using information or events about past work.

Performance beyond Expected

Concept

It expresses the ability of the organization or the individual to do business in a manner different from others, which contributes to the continuity and stability of the organization or the individual and to preserve its survival, and it was defined by (Al-Anzi, 2015) that it is a set of practices for interconnected human resources that help in obtaining outputs Outstanding work from the workers, and it can be said that the performance above the expected is the highest level of performance achieved by the individual depending on what he possesses of skills, experiences and knowledge so that it exceeds the expected levels of expectation 0 according to the optimal investment of the available resources, and it is necessary to develop strategies that lead to investing opportunities and avoid threats and adapt with it in an iodine manner To achieve goals that exceed expectations.

Able to Expect Ability

Ability to Outperform Ability can be described in the following:

A. Over-expected Confrontation

Organizations face various kinds of threats from the external environment, whether in the political, social, technological, economic or legal aspects, including according to what he indicated (Al-Sheikhly, 2009).

(Intense competition, globalization, scarcity of available resources, technological changes, increased rates of change)

The above expected confrontation can be achieved through five basic steps, according to what he indicated (Johnson 1999)

- Environmental assessment
- Checking the factors of the total environment
- Determining the factors of the competitive environment
- Locating competitors
- Identify threats

B. Extra-Expected Investment

Investment is affected by the conditions of time and space, so managers must work to invest opportunities to achieve performance beyond expected, as it is affected by several factors such as entering new markets or the possibility of developing new technology and its application in manufacturing products and services of high quality, and for the purpose of investing opportunities in an optimal manner, it is preferable to rely on a scientific method One minute according to the following basic steps (Al-Jader, 2007).

- Knowing the nature of the available opportunities
- Evaluate the opportunities available
- Arrange opportunities according to their priority
- Find solutions to problems

C. Reinforcement above Expected

Reinforcement is considered one of the most important qualifications and resources that the manager and the organization possess, as it contributes to achieving a competitive advantage and thus superiority to all competitors through it through the implementation of competitive strategies, which leads to the growth and continuity of the organization (hitt et.al, 2003).

The most important sources of reinforcement, according to what Thompson and Strickland referred to, 1996.

- Human assets
- Tangible and intangible assets
- Organizational assets
- Skills and experiences
- Mutual projects
- Competitiveness

D. Extra-Expected Treatment

The ability to deal with weaknesses includes the ability to identify these points that are present in the internal environment of the organization and take the necessary measures to address them, and it is necessary to rely on a scientific methodology to achieve the ability to address above expected according to the following steps and according to the following (Patrick et.al, 2002).

- Carefully study the general situation
- Diagnosis of weaknesses in the organization
- Knowing the root causes of strengths
- Work to address weaknesses quickly

Based on the foregoing, the researcher can say that in order to achieve the performance beyond the expected, the top management in the organization must constantly monitor the internal and external environment in order to identify and know the strengths, weaknesses, and objectives.

Describing the Research Sample and Presenting and Analyzing the Results of the Field Research

The First Axi: the truth and consistency of the questionnaire

1. **The honesty test:** Honesty is an important statistical measure in the field of scientific research, as it indicates the extent of the questionnaire form in its paragraphs (37) to measure what was set for it and we will address two methods to test it.
 - A. **Al-Dhahir Al-Thahri:** It confirms the importance of presenting the questionnaire in its primary form to a group of specialized professors to judge its validity in representing the subject of the study. The test results were as follows:

Table 1 Shows the apparent honesty

Number of paragraphs of the questionnaire	Themes of Study	The number of paragraphs agreed	Agreement rate	The researcher's comment
17	Techniques to push and withdraw knowledge on time	16	94.1%	Check the requirement for virtual honesty
20	Performance beyond expected	18	90%	Check the requirement for virtual honesty
37	All paragraphs	34	91.8%	Check the requirement for virtual honesty

Through the table, the arbitrators' agreement was revealed in high proportions, confirming the reliability of the questionnaire and its results

- B. Truthfulness of the content. The extent of the truthfulness of the paragraphs of the questionnaire in representing each variable represents techniques for pushing and

withdrawing knowledge on time and performance above expected by means of a terminal comparison that must arrange the data descending "or ascending" with taking 27% of the top section of the data and 27% of The lower section of the data then applies the (T- Test) test, where the validity condition will be available when the calculated value of (T) is greater than the tabular amount of (2.074) at a significant level (0.05).

Table 2 Shows the validity of the content

	Themes of Study	T-Test	The researcher's comment
1	Techniques to push and withdraw knowledge on time	48.53	Check the condition of honesty
2	Performance beyond expected	61.88	Check the condition of honesty
3	All paragraphs of the questionnaire	63.74	Check the condition of honesty

Through the schedule, it was proved that the calculated value is greater than the tabular, which demonstrates the passage of all paragraphs to test the truth.

2. Stability test ... the reliability of the data that we will get from the distribution of the questionnaire on the selected sample, and the researcher has adopted the application of (cronbachs Alpha) method to find the stability factor where the stability condition will be available if the value of the stability factor is more than (0.50)

Table 3 Shows the stability of the questionnaire

	Themes of Study	cronbachs Alpha	The researcher's comment
1	Techniques to push and withdraw knowledge on time	0.91	High stability
2	Performance beyond expected	0.93	High stability
3	All paragraphs of the questionnaire	0.92	High stability

It is noted from the table that the total stability factor is greater than (0.500) to confirm the reliability of the data.

The second axis: description and diagnosis of research variables, analysis of sample responses and interpretation of results.

First: Description and diagnosis of paragraphs and criteria of techniques for pushing and withdrawing knowledge on time (independent variable):

Table 4 Arithmetic media calculations, deviations, and relative importance, techniques for pushing and withdrawing knowledge on time N = 50

the scale		Weighted mean	standard deviation	Relative importance
Techniques to push and withdraw knowledge on time				
1.	The organization provides facilities that help the manager communicate knowledge about work	3.82	0.82	76%
2.	The manager can review databases and knowledge when a decision is needed.	3.98	0.79	80%
3.	The manager is able to obtain the required units of knowledge completely when needed.	3.84	0.79	77%
4.	It is difficult to obtain knowledge on time to need it.	3.08	1.0	62%
5.	The manager can quickly make decisions about having the various knowledge exchange channels.	3.56	1.1	71%
6.	The manager invests the software that the organization provides in making the decision.	3.92	0.90	78%
7.	The focus is on developing electronic work and its requirements.	4.26	0.83	85%
8.	The learning curve of managers helps achieve knowledge exchange according to the necessities of withdrawing and pushing this knowledge.	3.68	0.98	74%
9.	The organization shares an information network with its specialized departments to enable workers to withdraw and push knowledge at the exact time needed for it	3.88	0.89	78%
10.	The organization uses electronic records to track knowledge management operations on time.	4.04	1.1	81%
11.	The organization has flexible and structured infrastructures that help it deliver knowledge at the right time and for the right person.	3.64	1.1	73%
12.	The regulatory environment supports knowledge makers and workers in their work.	3.50	1.0	70%
13.	The organization has the ability to control and control to access knowledge easily and more effectively.	3.74	0.80	75%
14.	The organization can compete because it has how much knowledge it can use on time to seize opportunities and invest them.	3.46	1.0	69%
15.	The organization can compete for having how much knowledge can be used on time to counter threats.	3.58	0.99	72%
16.	The organization can compete for having how much knowledge it can use on time to reinforce its strengths.	3.50	0.89	70%
17.	The organization can compete for having how much knowledge it can use on time to address weaknesses.	3.52	0.94	70%
Total push and pull techniques defined on time		3.70	0.94	74%

Source: Results of statistical analysis using the statistical program spss v.25.

Measuring the independent variable (techniques of pushing and withdrawing knowledge on time) through paragraphs (1-17). Table (4) indicates the arithmetic circles and the standard and standard deviations related to the sample viewpoint regarding marketing intelligence, as the aforementioned table reflects a general average arithmetic higher than The mean and mean arithmetic mean ((3 if it reached (3.7), and the standard deviation reached (0.94), and the relative importance reached (74%), and this indicates the existence of agreement (medium response) in the responses of the members of the sample either paragraphs of this dimension has achieved paragraph (7 And that stated (focus is on developing electronic work and its requirements.), At the top of the mathematical media by (4.26) and with a standard deviation of (0.83), and with a relative importance of (85%), which reflects the existence of homogeneity and agreement (high response) in the responses of the sample members, And this indicates (that the organization is interested in

developing its business performance electronically and is seeking to provide the infrastructure for that), while paragraph (4) which states (It is difficult to obtain knowledge at the specified time to need it) has been achieved at the least in the arithmetic community at this level. The dimension that reached (3.08) and the deviation of M. Standard (1.0), and with a relative importance of (62%), which reflects the presence of neutrality (medium response) in the answers of the members of the sample, and this indicates (that there is some difficulty in obtaining knowledge at the specified time when it is needed.

Description and Diagnosis of Performance Paragraphs and Criteria for Performance above Expected (Respondent Variable)

Table 5 Arithmetic mean calculations, deviations, and the relative importance of performance above expected and its sub-variables N = 50

	the scale	Weighted mean	standard deviation	Relative importance
A-	A- Over-expected confrontation			
18	The organization seeks to turn threats into unpredictable opportunities.	3.28	1	66%
19	I develop working methods according to the available opportunities in order to avoid threats.	3.82	0.87	76%
20	Rely on your knowledge accumulation before entering new, risky business areas.	3.98	0.71	80%
21	I believe that risk tolerance and adoption is positive.	3.82	1.1	76%
22	He had the ability to define the nature and impact of environmental challenges faced by the organization in its time.	3.66	1	73%
Total confrontation above expected		3.71	0.94	74%
B-	An investment over expected			
23	I am conducting studies to find the best responses to the accelerating environmental changes.	3.82	1.1	74%
24	Work to develop working methods according to the available opportunities and the new changes.	4.08	0.8	82%
25	Invest opportunities in a way that enables you to achieve goals through deliberate expansion measures.	3.92	1	78%
26	I constantly monitor and study the external and internal environmental changes that occur and that are important and critical to the organization at the time it occurs.	3.7	1.1	74%
27	Work on investing unexpected and unexpected opportunities when they happen even if they are out of plan	3.38	1	68%
Total investment over expected		3.78	1	76%
C-	Enhanced beyond expected			
28	I seek to know the strengths and try to build and invest in strengthening the infrastructure.	4	0.99	80%
29	Empowering employees to support, invest and develop strengths.	3.9	0.81	78%
30	Spreading a culture of converting the possible performance into a performance that can be performed according to organizing smart training programs.	3.76	0.87	75%
31	I am constantly organizing training programs on developing risk tolerance skills and investing strengths.	2.73	0.91	55%
32	I trade in strengths, weaknesses, opportunities, and threats to find the perfect state and combination of unexpected performance	3.62	1.1	72%
Total reinforcement above expected		3.6	0.94	72%
D-	Treatment beyond expected			
33	There are many skills and experiences of many workers.	3.82	1	76%
34	The organization finds successful solutions in cases of failure at certain times.	3.5	0.97	70%
35	The organization works to minimize the damage that might occur in cases of failure.	4.02	0.89	80%
36	Everyone has a spirit of cooperation in addressing the existing weaknesses and imbalances to avoid their occurrence in the future and prevent their exacerbation.	2.91	1.1	58%
37	The organization is able to recognize its weaknesses, reduce them, and eliminate them through cooperation or participation	3.46	1.1	70%
Total processing is above expected		3.54	1	71%
Total competitive strategies		3.66	0.97	73%

Source: Results of statistical analysis using the statistical program spss v.25.

It is clear from Table (5) that the level of responses to performance above expected is the following:

Based on the values of the arithmetic mean for the four dimensions, the independent variable achieved the performance above the expected on the total level, an average of (3.66) and a standard deviation (0.97), and this indicates an average response about the performance paragraphs above the expected.

A: Expected: This strategy was measured through paragraphs (18-22). Table (5) indicates the arithmetic mean, standard deviations and the relative importance related to the viewpoint of the sample examined regarding the expected expectation, as the aforementioned table reflects a general mean arithmetic higher than the arithmetic mean The standard number (3) is (3.71), and the reason for this may be the organization relying on its knowledge accumulation before entering new business areas characterized by risk and its endeavor to convert threats into job opportunities that can be invested unexpectedly, and this is reflected in the value of the standard deviation (0.94)), And with a relative importance of (74%), and this indicates the existence of an agreement (medium response) in the responses of the sample members.

B: Extra-Expected Investment: Measure this dimension through paragraphs (23-27). Table 5 indicates the arithmetic mean, standard deviations, and the relative importance of the sample viewpoint regarding the above-expected investment, since the aforementioned table reflects a general mean arithmetic higher than the arithmetic mean The normative amount is (3), when it reached (3.78), and the reason for that is due to the organization's work to develop work methods according to the available opportunities and the new changes, but there is a lack of investment in unexpected opportunities when they occur, which are often outside the plan and this is reflected in the value of (1.0), And with a relative importance of (76%), this indicates the existence of an agreement (medium response) in the responses of the sample members.

C: Strengthening above expected: Measure this dimension through paragraphs (28-32). Table (5) indicates the arithmetic circles, standard deviations, and the relative importance related to the viewpoint of the sample examined regarding the follower's strategy in the market. The standard arithmetic amount (3), when it reached (3.60), may be due to the workers seeking to know the strengths and trying to build and invest them to strengthen the infrastructure, as it faces a weak continuity in organizing training programs on developing risk-tolerance skills and investing strengths in them and this is reflected in the value of deviation Benchmark (0.94), with relative importance (72%).

D: Extra-Expected Treatment: Measure this dimension through paragraphs (33-37). Table (5) indicates the arithmetic mean, standard deviations and the relative importance related to the viewpoint of the sample examined regarding this dimension, since the mentioned table reflects a general mean arithmetic higher than the standard arithmetic mean. The amount of (3) is (3.54), and the reason for this is that the organization is working to reduce the damages that may occur and mitigate its effects as a result of the failure that may affect it in the performance of its work, which may be due to a lack of ownership of the spirit of cooperation between workers in the organization and work individually. In reducing instances of failure or addressing the weaknesses facing the organization, this was reflected by the value of the standard deviation (1.0), and with a relative importance of (71%).

Search Hypothesis Testing

Test the Correlations between the search Variables

The analysis of the research scheme requires testing its main and subsidiary hypotheses according to their presentation in the research methodology, and the researcher seeks in this paragraph to determine the nature of the relationship between the independent variable (techniques of pushing and withdrawing knowledge at the appointed time) and the respondent variable (performance above expected) and knowing the extent to accepting or rejecting the first main hypotheses, And its subsidiaries, using the simple correlation coefficient (Spearman), which is one of the statistical methods used to measure the strength and direction of the relationship between two variables using the SPSS version 25.

In order to analyze the nature of the relationships between these variables, the grade correlation coefficients for Spearman were calculated to examine the existence of the relationship, as in the following table (6):

Table 6 Matrix of Spearman correlation coefficients between the techniques of pushing and withdrawing knowledge on time and performance

Hypothesis	Variables		The simple correlation coefficient of Spearman	Significance level Sig. (2-tailed)	The strength of the relationship and its direction	
	The Independent	Effector				
Secondary	01-Jan	Techniques to push and withdraw knowledge on time	Showdown is expected.	0.363**	-0.01	Weak Immediate
	01-Feb		Investment according to expected.	0.461**	-0.01	Medium Immediate
	01-Mar		Reinforcement is expected.	0.562**	-0.01	Medium Immediate
	01-Apr		Processing is above expected.	0.557**	-0.01	Medium Immediate
The first president	Techniques to push and withdraw knowledge on time	Performance beyond expected	0.643**	-0.01	Medium Immediate	
Acceptable hypotheses			the number	Five moral assumptions out of five		

Source: Results of statistical analysis using the statistical program spss v.25

Table (6) indicates the presence of a direct correlation of the mean and morale at a significant level Sig. (2-tailed) (0.01), i.e. with confidence limits of 99% between the techniques of pushing and withdrawing knowledge on time and performance above expected, where the value of the rank correlation coefficient of Spearman (0.643) and this result indicates that the higher the level of techniques of pushing and withdrawing knowledge in The specified time led to an increase in the level of performance above the expected, then the first main hypothesis is accepted which stipulated (there is a significant correlation with statistically significant between the techniques of pushing and withdrawing knowledge at the specified time and performance above expected).

Impact Testing between search Variables

This paragraph seeks to test the second major research hypothesis related to testing the effect between research variables: techniques for pushing and withdrawing knowledge on time (independent variable) and performance beyond expected (respondent variable) and the hypotheses derived from it using simple linear regression analysis.

To test the validity of the second main hypothesis, whether there was a significant effect of the techniques of pushing and withdrawing knowledge at the specified time in performance beyond expected or not, simple linear regression analysis was used and the results were as in Table (7) below.

Table 7 Table of variance analysis to offset the regression techniques of pushing and withdrawing knowledge at the specified time in performance

Hypothesis		Variables		F-Test	Significance level Sig. (2-tailed)	Regression coefficient β	The coefficient of determination R ² % Interpretation ratio
		The Independent	Effector				
Secondary	2-1	Techniques to push and withdraw knowledge on time	Showdown is expected	17.151	(0.01)	0.609	26.3%
	2-2		Investment according to expected	18.376	(0.01)	0.741	27.7%
	2-3		Reinforcement is expected	28.375	(0.01)	0.768	37.2%
	2-4		Processing is above expected	31.684	(0.01)	0.793	39.8%
The second president		Techniques to push and withdraw knowledge on time	Performance beyond expected	50.417	(0.01)	(0.728)	51/2%
Acceptable hypotheses			the number	Five moral assumptions out of five			

Extra-Expected N=5

Source: Results of statistical analysis using the statistical program spss v.25

Table (7) shows the F-test values for the model as a whole. The value of the test-F test for the effect of knowledge push-and-pull techniques has reached the time specified in performance above expected (50.417) and the Sig level. (2-tailed) (0.01), this means that there is a significant effect of the techniques of pushing and withdrawing knowledge at the time specified in performance above expected, and the value of the coefficient β , which represents the value of the slope of the regression line (0.728), which is interpreted as the amount of change in the value of the respondent variable When a change in the value of one unit occurs in the value of the independent variable, meaning that increasing the value of the knowledge push and pull techniques variable at the specified time, one unit will lead to a change by (0.728) in performance beyond expected, and indicated the value of the determination coefficient (R²) of (0.512), which means That (51.2%) of the variance that occurs in the performance over the expected is an explanation variation due to the techniques of pushing and withdrawing knowledge at the specified time that entered the model, and that (48.8%) is a variation explained by factors that did not enter the regression model.

So, the second main hypothesis is accepted, that is, there is a statistically significant effect of the techniques of pushing and withdrawing knowledge at the specified time in performance beyond expected.

Conclusions

1. The Ministry is concerned with developing business performance electronically and strives to provide the necessary infrastructure for that and preparing and training administrative cadres to use them in a manner that enables the Ministry to achieve performance that exceeds the Ministry's expectations for the future.
2. Because of the weakness of available technologies, it is difficult to obtain knowledge in the time required for it to take the quick decisions necessary to complete its work.
3. The Ministry is working hard to achieve performance that exceeds expectations by developing the working methods used in a manner that is commensurate with developments in the external environment.
4. The Ministry relies heavily on the knowledge it possesses it uses in its fields of work, especially those that are characterized by risks.
5. The Ministry is seeking, with all its strengths, to build, invest, develop and strengthen the infrastructure.
6. The Ministry suffers from poorly organized smart training programs.
7. A weakness in the spirit of cooperation to address weaknesses and imbalances to avoid their occurrence in the future.

Recommendations

1. The ministry seeks to increase interest in developing business performance electronically, training administrative cadres on how to use them optimally, and opening horizons of cooperation with various specialized organizations and bodies.
2. Providing the necessary technologies in a way that enables the administrative cadres to obtain knowledge on time by signing agreements and contracts with companies and industrialized countries.
3. Follow-up developments in the external environment and support the process of developing the working methods followed in it and in a manner consistent with that by allowing and nominating workers to participate in the courses periodically so as to include everyone
4. Enhance knowledge communication processes with different entities to increase the amount of knowledge storage used in administrative work to ward off potential risks faced by the ministry through participation and communication with various electronic libraries.
5. Building bridges of cooperation with various entities to obtain the best machinery and equipment for the promotion and maintenance of infrastructure and its investment as strengths of the Ministry by signing mechanisms of cooperation with those entities.
6. Increase the organization of training programs, especially smart ones, in order to benefit from them and invest them as strengths to achieve performance that exceeds expectations by relying on the best training programs with the most developed entities.
7. Establishing awareness-raising seminars to urge cooperation among workers and consolidate cooperation and trust between them to address weaknesses and imbalances that may appear to avoid future impacts.

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