INFLUENCE OF KNOWLEDGE MANAGEMENT ON THE JOB PERFORMANCE OF ADMINISTRATIVE STAFF IN A PERUVIAN DISTRICT MUNICIPALITY, 2023

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ABSTRACT

In an increasingly competitive world, knowledge management has become a key factor for job performance in 21st century organizations. This research aimed to determine the influence of knowledge management on the job performance of administrative staff in a Peruvian district municipality, 2023. For a better analysis, the knowledge management variable was broken down into three dimensions: training, organizational learning and competency management; on the other hand, the job performance variable was subdivided into three other dimensions: efficiency, skills management and capabilities. The research was developed under the quantitative approach, correlational scope and used the non-experimental cross-sectional correlational-causal design; the participants were 70 administrative workers from the district municipality under study to whom a Likert-type questionnaire composed of 22 items was applied. The results revealed that knowledge management significantly influences job performance, with a Nagelkerke coefficient of 0.565. Likewise, a positive influence of this variable on efficiency and skills management was detected with Nagelkerke coefficients of 0.867 and 0.581 respectively. However, there is a gap in the staff's capacity (Nagelkerke coefficient of 0.391) to solve problems and achieve the entity's objectives, which highlights the need to improve knowledge generation methods, emphasizing the crucial role of knowledge management in the public sector and providing valuable perspectives for future policies and practices.

Keywords: Knowledge Management, Job Performance, Efficiency, Skills Management, Capabilities.