The main objective of the government is to enable its citizens to access the services provided without having to negotiate complex, and structural relationships. At the same time, the services and information offered must be in a well-structured and easily understood manner, in order to meet the needs of the citizens. This means that the government cannot continue to work in the way they have always been working as they must meet the citizens" needs. All countries are aiming to achieve the goal of high quality citizen-focused services, and this is the key drive for knowledge management within the government sector. Successful implementation of knowledge management is therefore dependent on the use of ICT. Knowledge management in government must involve the integration of resources to reduce the number of locations the citizens have to consult with in obtaining a given service. Therefore; the researchers chose to take a closer look at the government domain by creating a framework of the concept involved. The research studied some issues pertaining to the role of knowledge management and portal in the government sector, and the recommendations on how public consultation could be used effectively as a part of the knowledge portal. This research included the development of a prototype government portal to support the research objective. This web portal was developed to assist in future development, which would later support a fully integrated system linking the government and the citizens.

Keywords: Knowledge Management; Knowledge Portal; public consultation

https://www.civilica.com/Paper-CSBSCCIT01-CSBSCCIT01_180.html
نمایید.