CHAPTER: 7

FUTURE SCOPE & LIMITATIONS OF THE STUDY
7. FUTURE SCOPE & LIMITATION OF THE STUDY

7.1 FUTURE SCOPE OF KM FOR e- GOVERNANCE IN A PSO

- The discipline of KM for e-governance is driven in part by new applications which require new capabilities not currently being supplied by today's technology.

- The study have been carried for the public service organization including the Pune Municipal Corporation, including more number of municipal corporations across India, the research can be carried forward which, can give better insight of the whole scenario.

- Future research may cover testing with the balance score card’ all the four perspectives including financial performance data such as ROI (Return on Investment), ROE (Return on Equity), net revenue, or other financial indicators as well as customer perspective where citizen can be taken as dependent variable for knowledge management performance.

- Similar studies are required to be carried out in other public services organizations who have implemented KM systems such as Universities, airlines, and railways etc at the national as well as international level so as to suggest a general model for evaluating the effectiveness of Knowledge Management System for e-Governance.

- The applications areas of Knowledge Management for e-governance vary from defense, bio-informatics to the government businesses. Study can be undertaken to explore these application areas too.

- The proposed model in this study needs to be validated for the future research.

- The methods to implement the KM systems for e-governance at Municipal Corporations can be taken into consideration and study can be carried out on the implementation methods.
• The relationship between knowledge Infrastructure, knowledge Processes, and knowledge functions can be explored further.

• Research also can determine whether the variables and their relationship are consistent over time in a longitudinal case study.

• The study should be replicated in different industries or countries as this would most likely strengthen and validate the findings of some of the hypotheses.

• The current study was conducted only in the PMC and future all the public service organizations of Maharashtra and simultaneously India can be taken.

• Future studies may add other variables, such as reward systems and top management support, into the knowledge management model and make the model more complete.

• Future studies should add socio-demographic characteristics of participants.

• This information can be used to explore other intervening variables such as gender, age, ethnicity, length of service, etc.

7.2 LIMITATIONS OF THE STUDY

• The proposed model is based on the study of a public service organization that is Pune Municipal Corporation. Also the number of respondents is limited.

• The geographical region selected for the study is Pune region; the study can be carried out in other areas also.

• The proposed model in the study suggests only three criteria with number of sub criteria for the smooth functioning of KM for e- governance, which needs to be further refined by taking an exhaustive list of the criteria affecting the evaluation.

• This study was limited to measuring attitudes of respondents who was contacted personally, or reached through e-mail, and who were willing to respond to the survey about knowledge management for e- governance in a PSO.
This study was primarily a “one-time survey” study due to the constraints of cost and time, although a longitudinal approach is very important for a study of knowledge management process.

The design is non-experimental which threatens internal validity.

The very low response rate and a self-selected final data-producing sample pose threats to external validity.

Knowledge about the relationships between the variables examined in this study was based on the findings obtained using multiple regression analyses.

Structural equation modeling and hierarchical linear modeling (HLM) might have provided additional information about the relationship between the variables.

The questionnaire contained too many items compared to prior studies, and similarity in content between items may have confused participants or made them lose patience and not give accurate answers.

The study represents a case study approach as it has included a single PSO namely the PMC.