

Development of a Knowledge Transfer Guideline for the Provincial Electricity Authority, San Kamphaeng Branch Based on ISO 30401:2018

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Abstract

Knowledge management is a critical mechanism for enhancing organizational efficiency and ensuring operational continuity, particularly within public sector organizations characterized by technical complexity and frequent personnel turnover. Provincial Electricity Authority (PEA) relies heavily on the experiential knowledge of senior employees, posing a significant risk of knowledge loss due to retirement and job rotations. This research aims to develop a framework for operational knowledge transfer by integrating Wiig's Knowledge Management Cycle, the ISO 30401:2018 Knowledge Management Systems standard, and corporate knowledge transfer concepts.

Adopting a developmental research methodology, the study begins with a comprehensive literature review and organizational context analysis to design an integrated knowledge transfer framework. The framework's appropriateness and clarity are subsequently validated through focus group interviews with experts. The expected outcome is a systematic knowledge transfer framework tailored to the organizational context, capable of supporting organizational learning, ensuring knowledge continuity, and promoting sustainable operations within the Provincial Electricity Authority.

