KNOWLEDGE MANAGEMENT: CONTROL TOOL FOR EFFECTIVE MANAGEMENT, AN ADMINISTRATIVE INSTRUMENT IMPLEMENTED IN THE ACADEMIC SECRETARIAT OF A PUBLIC INSTITUTION OF HIGHER EDUCATION.

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Abstract:

This article deals with the identification of bottlenecks found in an academic secretariat of a teaching unit in a federal public university, in which knowledge management is sought, the control tool capable of solving the problems that are routine in the department's daily life, in this case, we find the problems and use as a solution a simple but effective tool, which is the use of the requirement, for the purposes of managerial control and in the management of knowledge in decision making.

Key words: knowledge, control, organizational management

Introduction

Identification of problems in the department

The general coordination sector of the Academic Unit of Serra Talhada of the Federal Rural University of Pernambuco has as some of its attributions, the issuance of documents for students and teachers, as well as carrying out all the control and academic management of the courses. Due to the monitoring of these tasks, the question arose: How to control the issuance of documents and record events so that we can identify problems and prevent them from occurring?

I started my activities in the general coordination, on June 13, 2016, where I was transferred to the activities developed by the department, and immediately I entered the routine of the sector, where I could verify that the records of movement in the issue of documents were not carried out, as well as, the requests were made verbally, immediately, I started to follow the problems that this empirical process causes for the institution, such as: the absence of history of the developed activities, the non-control in the issuance of documents to the users, who request the same document several times, the problems that are dealt with verbally, are repeated in several situations, hindering effective decision making.

Solution forwarding for identified problems

Methodology and possible solution to the problem encountered

We use as a methodological process, the qualitative descriptive research, which is that through the researcher's analysis, the facts are interpreted, which were used systematic observation in loco, and the survey of the literature on documentary procedures, research on technical sites and the current legislation specific. As part of the identification of problems and the detection of bottlenecks or

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problems in the sector, we listened to employees, who did not want to formally express their opinion, only tacitly or informally expressed their point of view, but requested that their opinions not be formally registered. Given the context, I used the techniques of observation and literary research.

Proposed solution to the problem situation

To solve the identified problems, we use the request (printed) for all requests from internal users (teachers, students and technicians) and external (people without direct link to the institution), in which everyone must request their request via request, provided a document issue, even a complaint or problem, every administrative action must be formalized in writing.

In this context, we researched and adapted the following requirement model:

Table 1- Institutional Requirement Model

Source: author (2016)

SERRA TALHADA ACADEMIC UNIT

REQ UERI MENTO

PNo. protocol :.	Çbear: Period:	Date:
To Mr. Coordinator:		
Applicant's name:		No. of Registration:

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5 - ITEMS:

01) Transfer Admission 20) Transfer Guide

02) Admission by Reinstatement 21) School History - Semester

03) Admission as a Degree Holder 22) School History -Complete

04) Authorization to study Disc. in another IES's23) Justification of Absences (Attached)

05) Course completion certificate 24) License for Management

06) Holiday Course (specify subject) 25) Enrollment in Isolated Subject

07) Statement of Recognition 26) Special Season Registration

08) Declaration that is a student 27) Request for Proofreading (Specify)

09) Slow declaration 28) Request for 2nd Call

10) Declarations of Disciplines Attended 29) Proof in Special Character

DOPEDIDO:	OTHERS:
The student (s) below signed will require checked. DATE //.	
DESPACHODO Mr. DIRECTOR:	ARCHIVED BY:
DEFERRED () UNDEFERRED () DATE: // ASS.	DATE //.

COPURCHASE DELIVERY OF THE SINGLE APPLICATION OF NO .: R $		
No. of Registration:	Applicant's name:	
Ihas Requested:	Reception: / / Time: Sig.	Protocolo:

FINANCE TO PRESENT THIS TEST WITH ADVANTAGE BECOMES A SUBMISSION OF YOUR
Theoretical or legal context (theoretical foundation)

Issuing and controlling records and documents as a source of information for effective administration.

According to the National Archives (2005), "a document is any record of information, regardless of the format or support used to record it". Document construction is studied by sciencegives information or archivology, and their concepts are identified in different ways or forms, having several opinions depending on the subject in question, since the description of documents has a generalist and heterogeneous aspect, in the middle of science, means to say that in certain areas of the knowledge or in some specialized branches of activities, definitions may adopt more specific concepts.

According to the above quote, we understand that the formation and registration of administrative acts and facts, leads to the constitution of a document, but for this to occur it is necessary to carry out the formal registration, with representation of request and response to it and its successive replicas of the parties involved.

From the Latin documentum it means "a document, a letter, a diploma or a writing that reproduces an event, a situation or a circumstance". It is understood as a text that presents information, which can be used to explain something. (CONCEPT.DE, 2016)

In this context of defining a document, we verify that it is of utmost importance the written or digitalized record of an event, to compose the history of the sector and, consequently, of the organization.

Also according to Conceito.de (2016), the idea of a document has undergone several changes with the evolution of information technology. Before, a document was characterized as a paper or any other physical medium. However, with the advent of information technology, a document is a digital file that can be viewed or shared through a computer or any other data transfer device. In this context, a computer document can be a text, an image, a sound, an animation or a video.

Analyzing the thought of the aforementioned author, we note that in view of the large number of information, we must improve the process of issuing, storing and managing documents, because with the high demand for information in organizations, it is difficult to find physical space to store the great quantity of documents, to facilitate, we can scan the physical documents and store them virtually, using specific software (programs) for this purpose.

The recording of acts and facts is of paramount importance for any type of management, as many of these records become documents that serve as evidence for judgment and / or decision making in the administrative and judicial spheres, as what is written and evidenced has greater significance and importance, than what is verbalized. In addition, the issuance of documents is as important as the procedure of controlling the documents, as this will allow other procedures to be elaborated following the system defined in it. (ISO CERTIFICATION, 2016)

Collaborating with the aforementioned author, we understand that efficient management depends directly on the effective use of information, thus, documents and records of administrative facts and acts, direct and guide the assertive decision making, therefore, for the manager to reduce or eliminate the risks and uncertainties in its activities, it is necessary to make the correct use of documents, to support its decisions.

Document Management and Control

Document Management is the "set of procedures and technical operations related to their production, processing, use, evaluation and filing in current or intermediate phase, aiming at their elimination or collection for permanent custody". (Article 3 Law No. 8,159 / 91).
For a better understanding, we will quote the document management law:
> Art.1ºLeinº8.159 / 91: "It is the duty of the Public Power to manage documents and provide special protection for archival documents, as an instrument to support administration, culture, scientific development and as evidence and information".

The document control process defines methods or ways of preparing, identifying, distributing, easily identifying and keeping documents. It is a type of model or reference that defines standards and ensures that documents are analyzed, issued, changed, approved or disapproved under forms of control, in order to avoid the use of obsolete or invalid documents. (ISO CERTIFICATION, 2016)

It is important to consider that, according to the author's view, standardization is important for good document management and control, since a criterion is needed for the organization of documents

and this chosen model must prevail for the entire collection, since, if it is not used correctly, its existence does not make sense, because the model aims at efficiency through the use of the method, its absence makes its use unfeasible.

For Fernandes (2006), document control aims todetermine a standard and check compliance with it, thus seeking information management within organizations. These standards-based models, previously established and accepted methods, certify that documents are checked and controlled, in order to avoid the use of obsolete or invalid documents.

In this sense, it is necessary to conceptualize standards, which according to ISO - International Standardization Organization is a "document approved by a recognized body that provides, through common and repetitive use, rules, guidelines or characteristics of products, processes or services ".

These definitions will serve to better present the procedures that explain the control of documents. It is necessary to know that this is a process that must be in the domain of the person in charge of management, with the accompaniment of the board or some trusted professional directly linked to the executive. Several organizations are disorganized in their structure, failing to conform to established standards.

Information for decision making

The information is formed when we have the records organized and summarized andpresent a utility, for those who use it, it is only information, when the data is useful. Data or records can be exemplified as: letters, numbers and signs, the results of which must bring some meaning to the user, since for us to form information it is necessary to format, organize and summarize to obtain some meaning.

Figure 1 - Process

Source: author (2016)

It is important to highlight that the information generated or processed by the user had a processing, and came from sources which we must know its origin and how or how it was formed, the methodology used for its construction and whether the method or input (raw material), of their production are valid.

In the view of Cassaro (2003) it is through information that the decision-making process takes place, because information is the direction for assertive decision, that is, as more certainty, more correct, which will bring more advantages for those who decide. According to the author's thinking, we understand that we need to have a good data source to form consistent information based on techniques to avoid errors and uncertainty about the subject in question.

For Mañas (2002), "information and knowledge make up strategic resources, essential for the success of a company". In this sense, we can understand that the information needs to obey certain characteristics in order to present advantages in the decision-making process, for this we highlight the classification of information, in the view of the same author, as the classification can be public (it is

available to everyone), private (restricted to only those interested), confidential (problems with its disclosure) and secret (serious problems with its disclosure). In this context, we understand that it is important for the company to carry out its activities, based on reliable information to generate efficient and effective decisions.

Final considerations

Given the survey of information about the object of the research (problematic), we were able to clearly identify the bottlenecks in the sector, carrying out the department's situational diagnosis, after identifying the problems, we studied the current and situational situation of the sector. Where we found that the lack of control of documents and issuance of record of occurrences cause losses for the organization, such as: lack of proof of administrative acts and facts through documentary history; lack of informational support for daily records; inefficiency in decision making due to lack of knowledge management.

In order to solve such problems, we seek in scientific information, scientific tools, capable of neutralizing these problems, which are so detrimental to the good organizational functioning. And for that, we search and prepare a form (requirement) to register all administrative acts and facts, with the following objective: to organize, safeguard, plan, all administrative acts and facts that take place in the sector.

The use of this tool seeks to record everything that goes through the sector, where we can identify and correct problems, more efficiently and effectively in the conduct and operation of the department.

A simulation was carried out on a working day, by sector employees, who immediately informed that the tool is important, but needs to be improved in terms of filling time, elimination of unnecessary fields and control of the protocol. The latter, suggest that they use a sequential after the date of the day.

04102016001-example of the protocol -day / month / year / sequential

Source: author (2016)

In this sense, the use of the protocol contributed significantly to the control of care and substantially to the assertive decision making in the sector.

It is concluded through the research and analysis carried out that the information (registered, summarized, ordered) is decisive for any and all organizations to remain open and functioning, meeting all the needs and orders of the globalized market. The decision process is based on the quantity and quality of information collected and verified on the product or service practiced in the market. In any condition found by the manager, the information determines, helps and encourages business decision making that is directly related to the information process, how it is treated, ordered and manipulated in the business world.

Finally, we suggest and emphasize the importance of training the sector's personnel, with the supporting tools or instruments, for the development of activities in an efficient and effective manner, as well as, it is also necessary to qualify the technical staff in handling and managing conflicts department users.

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