Analysis of the Impact of Social Capital on Knowledge Management  
(Case Study: Alborz Province Education Department)  
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Abstract—This study examines the impact of social capital on the development of Knowledge Management in Education Alborz Province is discussed. Beginning with a review of the research literature and the studies of other researchers in this field, and a questionnaire is consistent with the organization, design, and distributed. To check the confidence of validity and reliability, Cronbach's alpha was used to examine the distribution of alpha equal to 30 basic questions 0.79 is acceptable. The population of the research and education organization with 3,000 makes up the Alborz, based on the number of Morgan samples required to determine the randomly distributed 348 questionnaires and 322 questionnaires were collected. Data collected using the software SPSS 20 and AMOS 20 was analyzed. Results indicate that social capital on the development of knowledge management in Alborz Province Department of Education has an impact. The results of this study are consistent with results of other research in the field.

Index Terms—Capital, Social capital, Knowledge Management.

1 INTRODUCTION
In recent years, the rapid and continuous changes that occur in the information technology, traditional business models to cope with the changing business environment to fit the current state of your stay to continue. The only organization that can anticipate these changes and taking advantage of the knowledge can hope that the business benefits are enjoyed today's knowledge-based economy (Hung et al. 2005). Thus, knowledge-based economy having considered the information as a competitive advantage in order to achieve sustainable competitive advantage, according to the available knowledge, how to effectively use it and create a new structure for the use of information and knowledge is considered vital. Organizations should be given special attention to it (Gibbert et al., 2002).

It was the most advanced of knowledge management in your organization, it may be best to use because today invisible assets, organizations and governments to attract attention. Their pattern of competitive knowledge-based economy based on industrialization and cost effective production and distribution of wealth has changed for the creation and transfer of knowledge because today invisible assets, organizations and governments to attract attention. Their pattern of competitive knowledge-based economy based on industrialization and cost effective production and distribution of wealth has changed for the creation and transfer of knowledge. One of the factors that influence the development of social capital is the knowledge management in organizations. Social capital is a new concept, today, sociology and economics, management and organization, and recently has been used widely, this concept links the connections among network members as a valuable source refers to the norms and trust that members will lead to the realization of goals. The capital was largely based on social and cultural factors, and identify it as an investment in the overall management and administration of organizations and businesses can create a new understanding of economic systems - have created social and managers in better guidance system can help.

From the perspective of experts in different dimensions of social capital are considered. In this study, the dimensions of social capital have been studied from the perspective Nahapit and Ghoshal. Nahapyt and Ghoshal organizational approach, different aspects of social capital in the three-story structure, cognitive and communication are in place. Therefore, this study investigates the impact of social capital on the development of Knowledge Management in Education Alborz Province is discussed.

2 THEORETICAL AND RESEARCH BACKGROUND
Knowledge Management
Knowledge management is a broad and complex concept is why experts have looked at it from different angles. What can be deduced from the different definitions of knowledge management process of identifying, taking charge, organize and process information for knowledge creation is that it is distributed and is available for others to create more knowledge and effectively be used in decision-making. Studies show that knowledge management, social issues and human play an important role in its success (Afzareh, 2011). Knowledge man-

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agagement encompasses all the ways in which organizations manage their knowledge assets i.e., how to collect, store, transport, use, update, and create knowledge. Desouza (2005) believes that knowledge management as a way to convert raw data into information and then interpret that information knowledge. Knowledge management and human capital into intellectual property organized to create value for the organization. Recognizing the importance and value of knowledge management in the information age in its decision following the application of knowledge management solutions and techniques at all levels of your organization. On one hand, the absorption of new knowledge into knowledge management system and also the effective management of change in an organization where knowledge is the most important factor due to the proximity to the decisions and actions of the organization much more data can improve the performance and thus the quality of services in general, and government agencies to specifically improve (Bates, 2005). Given the multidimensional nature of the definitions of some of the most important definitions of knowledge management, knowledge management table (1) is given.

<table>
<thead>
<tr>
<th>Definitions of Knowledge Management</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management plan, a set of business processes such as knowledge creation and knowledge sharing in the organization handles.</td>
<td>Buck (2001)</td>
</tr>
<tr>
<td>Research exploring the production, reproduction, dissemination and application of knowledge</td>
<td>Shapir et al (1998)</td>
</tr>
<tr>
<td>A set of processes for creating, maintaining, transmitting and applying knowledge</td>
<td>Newman (1997)</td>
</tr>
<tr>
<td>Specify a set of approaches and processes that are designed to manage knowledge</td>
<td>Whigs (1995)</td>
</tr>
<tr>
<td>Systematic and explicit knowledge management processes that create, collect, organize, disseminate and apply knowledge is linked.</td>
<td>Skrim (2003)</td>
</tr>
<tr>
<td>Systematic and organization-wide integration process, including acquisition, creation, storage, distribution and utilization of knowledge by individuals and groups to achieve organizational goals</td>
<td>Gandry et al (2010)</td>
</tr>
</tbody>
</table>

Some models of knowledge management is given below:

<table>
<thead>
<tr>
<th>Definitions of Knowledge Management Model</th>
<th>Model</th>
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</thead>
<tbody>
<tr>
<td>Nonaka (2001) model of dynamic knowledge creation and knowledge transfer processes has provided</td>
<td>Nonaka model</td>
</tr>
<tr>
<td>Phil Perry and Alykatvmy (2001) argue that any partial orientation, knowledge management will be faced with serious problems. According to this view, the six-dimensional model is presented for the implementation of knowledge management.</td>
<td>Six-dimensional model of knowledge management</td>
</tr>
<tr>
<td>Johnson (2000) also provides a model for the implementation of knowledge management. In this model, knowledge management practices with regard to the consideration of two factors: the amount and complexity of interactions needed to do it deems applicable.</td>
<td>Johnson model</td>
</tr>
<tr>
<td>Adll and Grasyon (1998) have proposed a model for knowledge management. This model is based on two main pillars. 1 - Knowledge management processes in this process include: Knowledge creation, knowledge identification, knowledge collection, knowledge organization, distribution, evaluation and implementation, utilizing 2 - Provider of Knowledge Management: The second element of the model parameters constitutes a fundamental role in the formation of knowledge management in an organization play. These factors are divided into four categories: leadership, culture, technology, student assessment. These four elements include the creation of new knowledge, storage and maintenance, knowledge distribution and knowledge sharing, and applying knowledge.</td>
<td>Adll and Grasyon model</td>
</tr>
<tr>
<td>Model Halls (2001) has a strong emphasis on knowledge processes. Six strategies of this model are presented as follows: Search for new knowledge, learning, storage, distribution, elimination of redundant knowledge, utilizing</td>
<td>Halls Model</td>
</tr>
</tbody>
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Social capital
In recent years, social capital has become a concept and slogan very common political and academic elites accordingly. Multidimensional concept of social capital and social sciences affecting many spheres of society and literature development has special status. The missing link in such a way they do and development (Majedi and Lahsaee, 2006). Social capital refers to features of social organization such as networks, norms and social trust that facilitates cooperation and coordination in order to achieve mutual benefits. World Bank, Social Capital the sum of the norms and social relations knows that there are social structures and enable individuals to achieve desired objectives make cooperative action (Amirkhani, 2008). A new concept of social capital in organizations that can give
the effect of service quality and to kill, including the main effect of social capital can facilitate the organization of knowledge, improve teamwork, commitment and quality of products and services mentioned. When employees feel that they enjoy the support of the organization the staff level through better performance will increase (Nazari 2009). Managers or people in their organizations to create social capital, career and organizational success paved the way for the formation. Social capital life, gives meaning and makes life more enjoyable (Ashna, 2005). On the other hand one of the most important aspects of life of every individual, his job. In addition, it provides employment cost indices life, psychological needs as well as social contact, self-esteem, confidence, competence, and will satisfy (Lavance G., 1997).

Social capital is defined as the ability of individuals to work together to achieve common goals in groups and organizations. Social capital can be obtained by phenomena such as mutual trust, reciprocal social interaction, social groups, a sense of collective identity, sense of shared image of the future and work together in a social system as (Fukuyama 1995). From the perspective of experts in different dimensions of social capital are considered. In this study, the dimensions of social capital have been studied from the perspective Nahapyt and Ghoshal. Nahapyt and Ghoshalorganizational approach provided different aspects of social capital in the three-story structure, rather than their cognitive and communication (Rhodes et al, 2008).

Confidence, expectations and mutual commitments provide a formal mechanism that allows its members as a tool in order to better understand their goals and easier to use (Dancho, 2006). From the perspective of experts in different dimensions of social capital are considered. In this study, the dimensions of social capital have been studied from the perspective Nahapyt and Ghoshal. Nahapyt and Ghoshalorganizational approach, different aspects of social capital in the three-story structure, rather than their cognitive and communication (Rhodes, Jo and Lok, peter and et al 2008).

- The cognitive dimension of social capital refers to resources that provide representations, interpretations, interpretations, and systems of shared meanings among groups. The most important components are the following: language, codes and narratives shared a common culture.
- Structural dimension of social capital refers to the communication pattern those members of a group or social unit. This post has components: network ties, network arrangements, the organization is good.
- After describing the relationship of social capital is a kind of personal relationships that people interact with each other because of their interactions. The most important components are the following: trust, norms, obligations, expectations and identity.

Social capital is one of the areas with different levels of organization. Research and Posak Cohen (2001) to examine the idea of social capital in organizations are discussed. They believe that social capital can contribute to economic development. Aha mentioned some of the benefits are: better knowledge sharing, trust-based relationships, creating a spirit of cooperation, to retain institutional knowledge and.... Monavryin and Amini in 2009, a model based on the role of facilitators of social capital have provided knowledge management cycle based on the model assumptions are made in this study.

Development of research hypotheses and conceptual model

Based on the literature review the following hypotheses have been suggested for further study of the conceptual model are:

**The main hypotheses:**
1. Social capital has a positive and significant impact on the development of knowledge management.

**Sub-hypotheses:**
1 - the structural dimension of social capital has a significant positive impact on the development of knowledge management.
2 - Cognitive aspects of social capital have a significant positive impact on the development of knowledge management.
3 - The relationship between social capitals has a significant positive impact on the development of knowledge management.

![Fig. 1. Conceptual model of research.](image-url)
3 Research Methodology

3.1 Research Population and Sample

The study in terms of objectives is applied and in terms of methods for data collection and descriptive is survey. The population of the research and education organization whose number is equal to 3,000 Alborz Province is constituted. In this study, random sampling is used. Accordingly randomly distributed 348 questionnaires and 322 questionnaires were collected. Questionnaire used in this study has two parts. The first part included demographic variables and the second part was devoted to measure the variables in this study. Grading scale from strongly agree to strongly disagree questions on a score from 1 to 5 were prepared.

3.2 Measurement of Variables

Face validity of the questionnaire was confirmed by experts and professors. Cronbach's alpha was used to determine the reliability of the test. Cronbach's alpha for all questions related to the variables in the analytical model to study 79/0 per cent were found to have acceptable levels.

Table 3 Cronbach's alpha of each of the variables of the study is:

<table>
<thead>
<tr>
<th>Dimensions</th>
<th>Number of questions</th>
<th>Variable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Structural, cognitive, communicative</td>
<td>17</td>
<td>Social capital</td>
</tr>
<tr>
<td>Business registration, transfer, creation</td>
<td>32</td>
<td>Knowledge Manag</td>
</tr>
<tr>
<td>and application of knowledge</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4 Results of Data Analysis

Results of confirmatory factor analysis

<table>
<thead>
<tr>
<th>Variables</th>
<th>communicative</th>
<th>Cognitive</th>
<th>Structural</th>
<th>Application</th>
<th>People</th>
<th>Transfer Register</th>
<th>Business</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMIN/DF</td>
<td>1.91</td>
<td>1.31</td>
<td>1.12</td>
<td>2.93</td>
<td>1.51</td>
<td>1.11</td>
<td>1.18</td>
<td>1.21</td>
</tr>
<tr>
<td>RMR</td>
<td>0.05</td>
<td>0.01</td>
<td>0.002</td>
<td>0.06</td>
<td>0.01</td>
<td>0.003</td>
<td>0.004</td>
<td>0.03</td>
</tr>
<tr>
<td>GFI</td>
<td>0.91</td>
<td>0.98</td>
<td>0.99</td>
<td>0.91</td>
<td>0.98</td>
<td>0.97</td>
<td>0.92</td>
<td>0.94</td>
</tr>
<tr>
<td>AGFI</td>
<td>0.90</td>
<td>0.91</td>
<td>0.99</td>
<td>0.88</td>
<td>0.94</td>
<td>0.93</td>
<td>0.89</td>
<td>0.92</td>
</tr>
<tr>
<td>IFI</td>
<td>0.92</td>
<td>0.99</td>
<td>0.99</td>
<td>0.92</td>
<td>0.99</td>
<td>0.97</td>
<td>0.93</td>
<td>0.98</td>
</tr>
<tr>
<td>NFI</td>
<td>0.93</td>
<td>0.99</td>
<td>0.99</td>
<td>0.91</td>
<td>0.99</td>
<td>0.98</td>
<td>0.91</td>
<td>0.98</td>
</tr>
<tr>
<td>CFI</td>
<td>0.92</td>
<td>0.99</td>
<td>0.99</td>
<td>0.92</td>
<td>0.99</td>
<td>0.97</td>
<td>0.93</td>
<td>0.98</td>
</tr>
</tbody>
</table>

Measurement models are a good fit

I.e. general indicators to confirm that this data clearly support that pattern. All of the factor loadings higher than 0.5 and a significance level of 0.000, respectively. A structural equation modeling analysis after review and approval of the measurement model in the first step, the second step is to test the hypotheses; structural equation modeling analysis is fitting. The overall model parameters are presented in Table 5.

Information presented in Table 5, the results are as follows: Amos output results in the standard model prediction shows that the path analysis model is an appropriate model. Normal Chi-square is 1.55 which is between 1 and 3. RMSEA value model with 0.05 and appropriate, as well as the GFI and AGFI and NFI and CFI and IFI indices are all near or above 90 percent. Finally, the RMR is close to zero. The values of fit indices for all models in the reception area are these indices indicate a good fit of the data to the model by the data collected are well supported in the model. Hypotheses with partial regression coefficients and the values of the parameters associated with each hypothesis are presented in Table 6.

Table 4 Results of Hypotheses Testing

<table>
<thead>
<tr>
<th>Test</th>
<th>correlation coefficient</th>
<th>Critical value</th>
<th>significant number</th>
<th>Sample</th>
<th>Hypothesis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verification</td>
<td>0.43</td>
<td>12.33</td>
<td>0.000</td>
<td>322</td>
<td>Knowledge Manag</td>
</tr>
</tbody>
</table>

Social capital
Indices showed a good fit to the data model and the data collected by the data as well as models are supported. Hypotheses with partial regression coefficients and the values of the parameters associated with each hypothesis are presented in Table 8.

5 Discussion and Conclusions

The results of the study show that the main hypothesis Hypothesis 1: Social capital has a significant positive impact on knowledge management. The results of path analysis showed that social capital has a significant impact on KM.

The results show that secondary research hypotheses Hypothesis 1: Capital structure has a significant positive impact on knowledge management. The results of path analysis showed that Capital structure has a significantly positive effect on KM. Hypothesis 2: Cognitive capital has a significant positive impact on knowledge management. The results of path analysis showed that Cognitive capital has a significant positive impact on KM.

Hypothesis 3: Communicative Capital has a significant positive impact on knowledge management. The results of path analysis showed that communicative Capital has a significant positive impact on KM. Therefore, organizations must have the following consideration:

- Effective communication training
- Improving relationships between employees and managers within and outside the organization.
- Creating a Culture of Collaboration
- Mutual trust and teamwork and team
- Internal communications programs in the areas of interpersonal communication, communication between organizational units
- Creating loyalty and trust between managers and employees through open and transparent communication
• establish working teams to develop and enhance a sense of corporate identity in the company
• Regular staff meetings with managers at various levels
• Staff participation in affairs
• Equity in the distribution of rewards and development opportunities.

REFERENCES