



**Thesis Title** Knowledge Management Process to Develop Capacity of Parents in Taking Care of Cerebral Palsy Children

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**ABSTRACT**

The objective of this research was to study on the process of knowledge management to enhance the capacity of parents in taking care of disabled children. The research was conducted with ten parents who have brought their children to receive treatment at Ratchanakarin Institute of Child Development. All of the children are sick from muscular dystrophy, contraction and mobility disability. More than three years, parents have brought their children to the institute for physical therapy. The methodologies used in this research are interview, group discussion, participatory and non-participatory observation and study on relevant existing researches and academic papers. The research has been done based on Nonaka Takeuchi's SECI model.

The research has revealed that the parents of the disabled children have informal process of knowledge management. They usually share knowledge to each other and adopt skills and knowledge received from the institute in to their lives. It is called Tactic Knowledge. The researcher also founded that when using knowledge management process with the parents to enable knowledge transmission they were able to manage and consolidate their existing Tactic Knowledge in to Explicit Knowledge. These data received from the parents has been processed and organized by researcher to develop a manual for parents of mentally disabled children. However, without constant development, the knowledge might be faded and then lost because there has no obvious core agent to responsible in establishing group of practitioners on this matter. It is necessary to encourage and convince parents to participate in learning, sharing their own useful experiences and practices, if not; the knowledge is just an individual Tactic Knowledge that can not be in the process of knowledge management.