

## **Abstract**

**Title: Knowledge management and its role in planning for the management of social services institutions**

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The study is one of the descriptive studies that describe the reality of the application of knowledge management processes in social services institutions and its role in planning the management of these services. To achieve this, the study used the social survey method for a sample of workers and administrative leaders in government institutions responsible for planning for the Department of Social Services, which are the Directorate of Social Solidarity, the Directorate of Health and the Directorate of Education in Minya Governorate, which is responsible for managing many governmental and private institutions such as; Schools, hospitals, social units and associations, The results of the study showed that there is effectiveness in the use of social services institutions of knowledge management processes of diagnosing, planning, updating knowledge, disseminating, sharing, distributing, generating, acquiring, organizing, storing, retrieving, implementing knowledge, and following up and controlling knowledge, There are obstacles facing the application of knowledge management .