Knowledge Management Status in Namibia, and Establishing Knowledge Management CoP

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- Outline of Presentation -
- Discussion of the KM Assessment Tool by Collison and Parcell (Learning to Fly)
- Namibia Knowledge Management Policy For the Public Sector(OPM)
- MEFT Knowledge Management Policy
- Ministry of Agriculture, Water and Land Reform (MAWLR
- Banks etc.
- International Agencies
- Knowledge Management Science Studies at IUM
- Concluding Remarks

What is Knowledge Management (KM)?

- Managing knowledge is creating a system to channel ideas and innovations in the organisation to anyone who needs it at the right time

- Knowledge is said to be of **two kinds** i) explicit knowledge = recorded documents, lists, reports, lessons learnt, best practices of leaders and employees ii) Tacit knowledge = experiential knowledge from long-serving employees, unrecorded ideas, connections and network is the most important form of knowledge in organisations.

- Knowledge is said to have **four components**: i)**People** – they are the ones who create new ideas, review and confirm the accuracy of harvested knowledge, and use knowledge to make the organisation efficient/ provide top-range service delivery.

i**i) Process** – the way we organize the knowledge to make it available to employees

What is KM?

iii) Technology – it helps to store knowledge, but also in searching so it is found whenever it is needed across space and time.

iv) Leadership – plays an important part in the whole of KM because it provides a sense of direction and in using knowledge they become role models which other employees may want to emulate/ give resources

<mark>What are the benefits of KM</mark>? **i) Reduction of costs** – strategically gathered knowledge helps to find the answers quickly and reduce costs and increase efficiency/ improve service delivery **ii) Productivity –** shorten the learning curve for new staff and enable other staff to participate in knowledge sharing unselfishly and improve decision making, learn from failure and success and from the past

What is KM?

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iii) Innovation – defined as new ideas and products. Is heavily dependent on access to the right knowledge either internally or externally to transfer knowledge. The right environment at the workplace to generate new thinking and innovative ways of doing things is also important.

The elephant in the room for all this is the organisation culture change towards sharing knowledge and eliminating silos and hoarding of ideas.

KM Assessment Tool

- The self-assessment Tool requires us to look at KM Strategy, Leadership Behavior, Networking, Learning Before-During-and-After, and Capturing Knowledge.
- We can evaluate ourselves/organizations across 5 levels, from "awareness" to "the way we work."
- The value is in the conversation rather than ticking the boxes. Particularly when there are different perceptions as this teases out good practice and how unevenly distributed the competence is.

Namibia Knowledge Management Policy For the Public Sector (OPM)

1. The OPM is currently developing a Public Sector Knowledge Management Policy (PSKMP)and its implementation framework. The Objective of the policy and framework is to promote and institutionalize knowledge management (KM) in the public sector for improved service delivery.

2. During the policy formulation process factors that inhibit effective knowledge management in the public organisation will be interrogated and suggestions for a systematic and integrated approach to infusing KM in the various policies of public organisations will be made.

Namibia Knowledge Management Policy For the Public Sector (OPM)

- Furthermore, opportunities will be provided by ICT to process, capture, store, and use information for improved service delivery.

3. Namibia Institute of Public Administration and Management (NIPAM) has been contracted by OPM to develop the policy on KM for the public sector. The bottom-up process started (Nov. 2022) with extensive stakeholder consultations throughout the country and is scheduled to be completed by the end of June 2023.

4. Different government ministries and departments will develop their own KM policies from the OPM template.

MEFT Knowledge Management Policy

- The Knowledge Management Policy of the Ministry of Environment, Forestry, and Tourism (MEFT) was completed in May 2022.

- The justification states as follows "The ministry generates massive data, information, and knowledge, however, there is no legal instrument to manage and direct this knowledge in terms of knowledge production, knowledge accessibility, knowledge utilization, knowledge transfer, and knowledge retention".

- The internal policy presents a multi-pronged approach toward knowledge generation, access, utilization, and retention in the Ministry, which will eventually lead to effective governance

MEFT Knowledge Management Policy

- Vision, Mission, and Objectives of the MEFT Policy

  1. **Vision**

The vision of the knowledge management policy is to be a role model in the application and management of knowledge

- **Mission**

To develop a data resource system that encompasses long-term strategies, research, and resolutions which will enable current MEFT officials, public and future leaders to easily manage and retrieve information needed for the development of conservation and tourism

MEFT Knowledge Management Policy

- **Goal**

To enhance the overall productivity of MEFT through information management.

Objectives:

1. Develop a Knowledge Management Culture

2. Objective 2: Promote timely and easy access to information

3. Objective 3: Development & implementation of the KM processes and mechanisms

4. Objective 4: Identification and Publication of Sources of Data, Knowledge, and Information

5. Objective 5: Monitoring and evaluation of KM activities

Banks & International Agencies /IUM

- Several Banks in Namibia have a Knowledge Management System in place or are in the process of creating one. eg. The Bank of Namibia, First National Bank (FNB), Standard Bank, Development Bank of Namibia, and Agri Bank also have good knowledge management sharing systems in place.

- Among International Agencies the following have well-developed Knowledge Management Systems: UN, UNDP, FAO, UNFPA, UNICEF, and UNESCO, USAID are all very active in knowledge management. UNICEF has been a great supporter of activities going on at the IUM as we shall show shortly.

- The IUM has started two formal courses on Knowledge Management Sciences. The first course is the **Postgraduate Diploma in Knowledge Management Sciences** and the 2nd program is an **MSc by Dissertation in Knowledge Management Sciences**. Efforts to start the courses as a collaboration with an external partner were blocked by the NQA which required work permits/financial guarantees from any such partner.

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Knowledge Management Science Studies at IUM

- **Holders of this qualification are able to:**

- Create customer value based on knowledge leadership and impact-bearing provision of knowledge products and services.

- Assist customers to access the right knowledge available at the right time in the right format to take the right decision and action.

- Facilitate the creation of knowledge networks; unleash the knowledge, experiences, and co-creativity of intercultural and international teams and communities.

- Provide leadership in the digitalisation of information flows and knowledge processes.

- Drive the national transformation process into inclusive knowledge societies and contribute to sustainable development.

- Establish mastery in the field of knowledge management practices, tools application, and apply key theories of KM and policy and strategy formulation for a Knowledge Management system.

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Knowledge Management Science Studies at IUM

- The one-year PG KMS course has the following courses, some of which are optional.
1. Advanced academic Writing (NCB)
2. Knowledge Management Practices, Tools, and Strategies
3. Communication and Knowledge Sharing
4. Knowledge Management Technologies
5. Research Project or Case Study
6. Indigenous Knowledge Management Systems and Decolonisation
7. Intellectual Property Management
8. Organisation Leadership and Knowledge Management
9. Management of Innovations and Digital Transformation
10. Knowledge-Based Economy
11. Knowledge for Sustainable Development

Knowledge Management Science Studies at IUM

- **Outcome for the MSc Qualification:**

- **Demonstrate comprehensive, systematic, and in-depth mastery of knowledge management sciences, research, and analytical skills used in the formulation of new, cutting-edge learning, practice principles, or processes relevant to knowledge management sciences.**

- **Demonstrate advanced knowledge of existing discourses, issues, and paradigms related to the area of knowledge management sciences.**

- **Formulate and undertake research on new areas and generate new ideas that add value and new knowledge in knowledge management sciences.**

- **Apply the knowledge acquired to improve theory and practice in the specific area of knowledge management sciences.**

- **Disseminate widely the research results through scholarly publications, conference papers, and contributions to academic and policy platforms in Namibia and abroad.**

Namibia Knowledge Management Forum

- Objectives of NKMF:
- To conduct advocacy by all those interested in knowledge management in Namibia
- To promote knowledge management as a formal profession in the country
- To create a Community of Practice (CoP) network interested to further the interests of knowledge management and innovation
- To develop networking connections with other similar groups in SADC, Africa, and internationally

CoP

- https://www.youtube.com/watch?v=StwlPSepCew
- Red Hat has successfully implemented a Community of Practice (CoP) program—an internal, global forum for exchanging best practices, golden standards, customer challenges, technology and business solutions, and customer feedback. In this whiteboarding video, we will take you through the Red Hat® CoP journey and highlight the Automation CoP and Automation Adoption Journey programs. You will gain open organization best practices and learn how CoPs can benefit your organization. Presenters: Phyllis Westerman & Walter Bentley

Sources

References

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- Banhenyi, S. (2007). *A Knowledge Engine Driving Africa's Development. A paper presented in KMA Africa, Nairobi.* Retrieved on September 3, 2012, from http:/www.kmafrica.info/news 5-18.