KNOWLEDGE MANAGEMENT IN THE WATER SECTOR

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OVER TIME EVOLUTION

1. Age of agriculture (10 000-2 500 BC)

- Wealth was defined as the possession of land

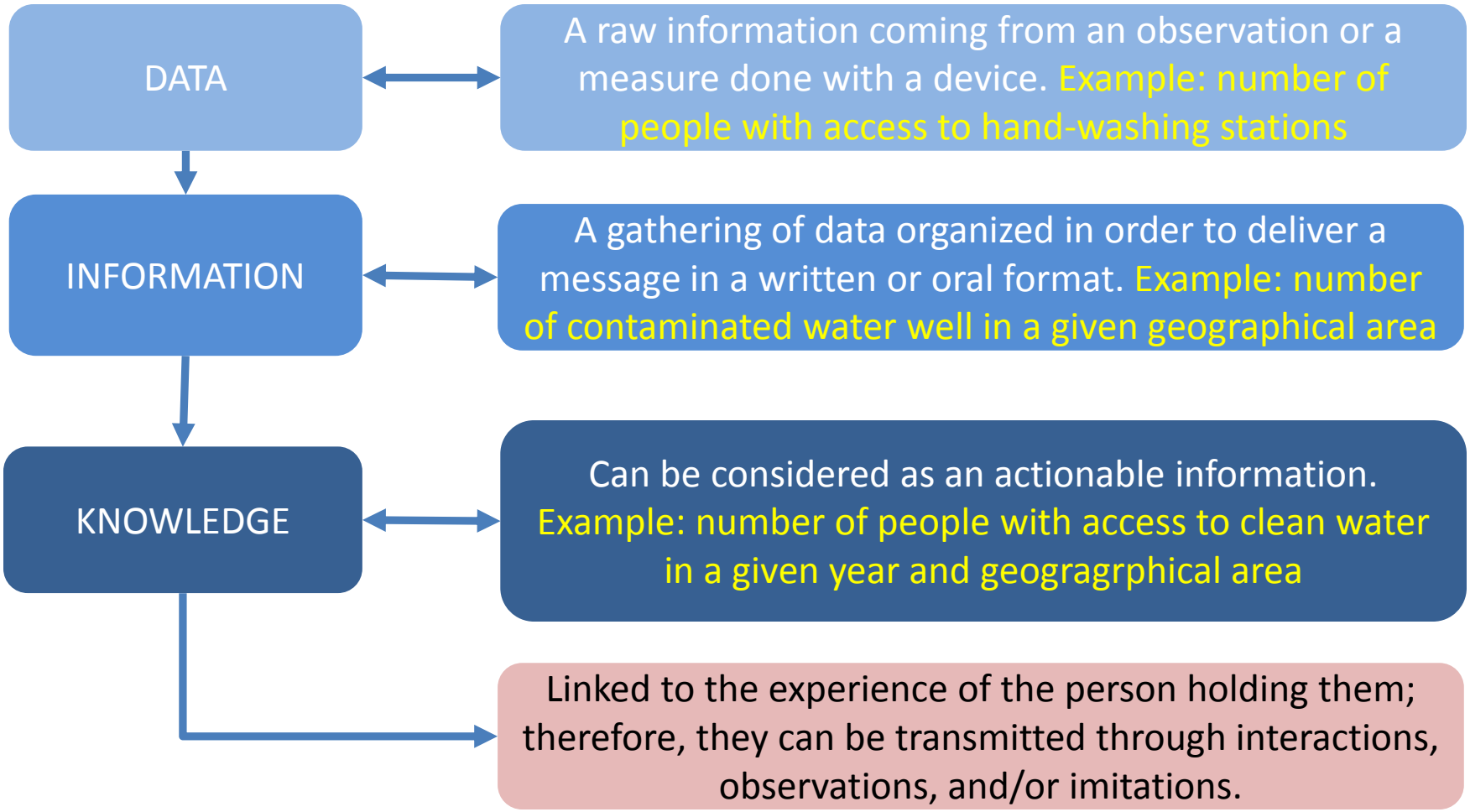
2. Age of industry (1760-1840)

- Wealth was defined as the possession of capital (factories)

3. Age of knowledge (1991 to present)

- Wealth is based on the possession of knowledge and the ability to use it to create or improve goods and services

DATA VS INFORMATION VS KNOWLEDGE



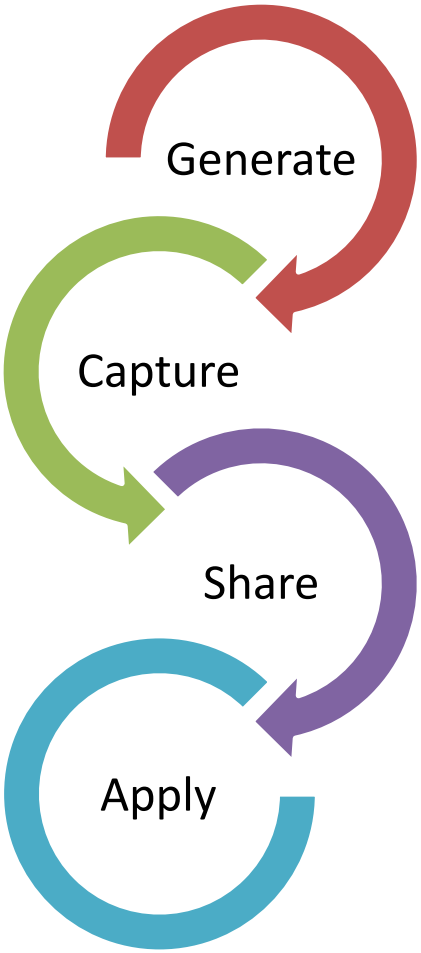
MANAGING KNOWLEDGE

Knowledge management takes into consideration the mastery of the processes to create, store, and share knowledge, as well as the related activities, including the identification of the current state, the determination of the needs, and the improvement of the processes to address the needs

What to avoid in managing Knowledge:

In promoting excellence, it is wise not to make the same mistakes and seek to reinvent the wheel. Others probably faced the same issues, and the solutions they came up with can help us move forward more effectively

KNOWLEDGE MANAGEMENT FRAMEWORK



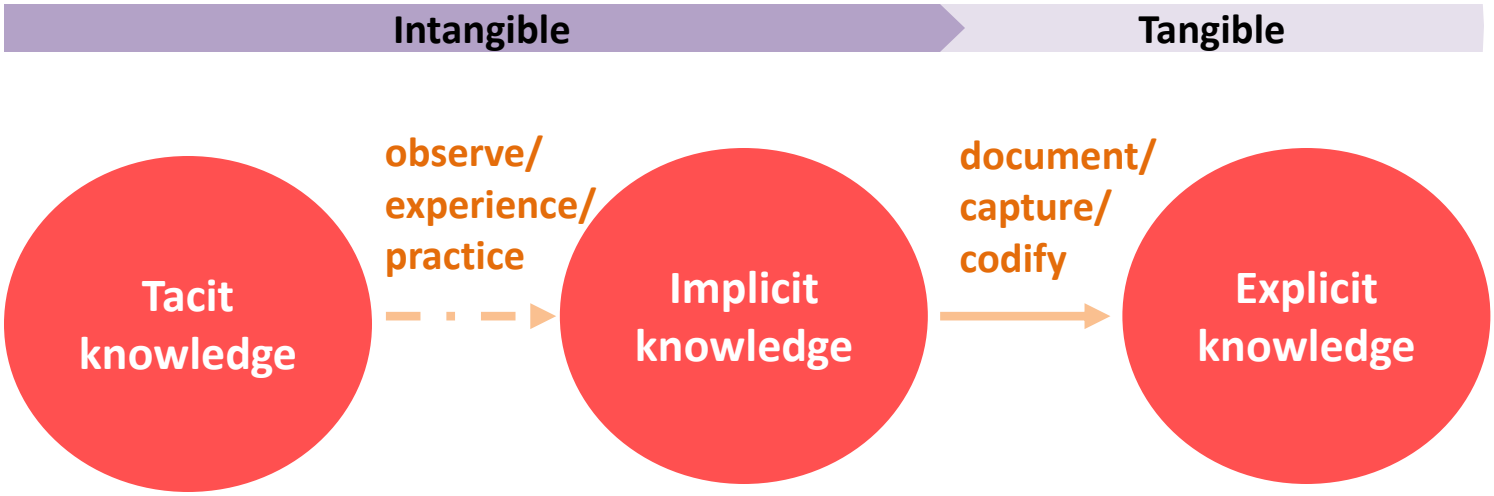
Standards approaches technologies and techniques

Innovative know-how

Through collaboration and networking, technology

Best practices and lessons learned

FORMS OF KNOWLEDGE



Information or knowledge that is difficult to convert into tangible form

Information or knowledge in intangible form that could be converted into tangible form

Information or knowledge that is set out in tangible form

EXAMPLES OF KNOWELDGE 1/2

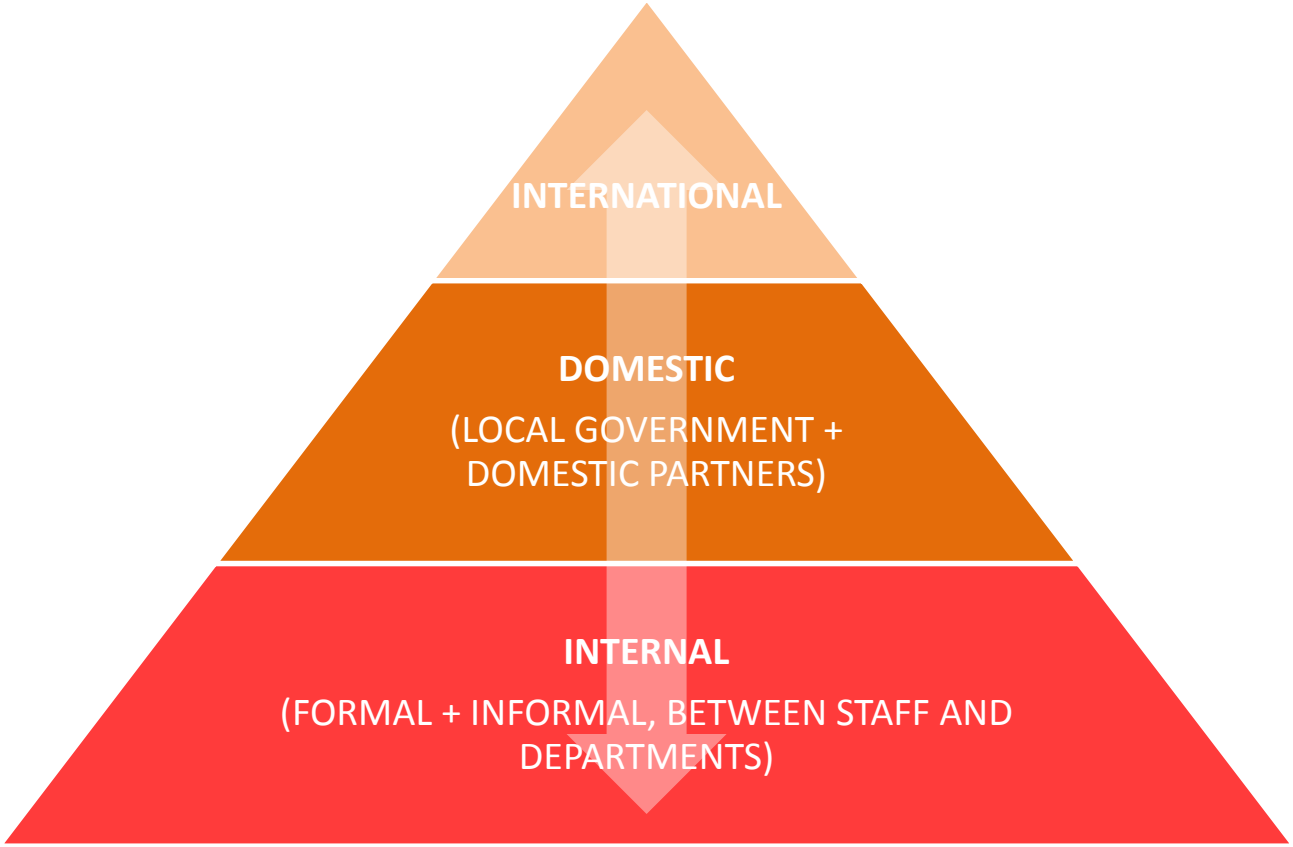
The examples below provide insights into what knowledge is:

- Knowledge of a specific work such as the way to treat waste or the way to teach people how to treat drinking water
- Knowledge of a good practice, if not the best one, to perform a specific task for example hand washing
- Knowledge of how to sort out an issue for example how to address water contamination
- Knowledge of tools/techniques for an effective and efficient management of projects/programs/companies

EXAMPLES OF KNOWELDGE 2/2

- Knowledge of how to form a team in a project/program that can accomplish a specific task
- Knowledge of how to get work accomplished in a project/program/company
- Knowledge of a projects/programs stakeholders needs
- Knowledge of a country and its socio-economic and cultural context
- Knowledge of city business rukes and regulations
- Knowledge of a particular donor dos and don’ts

KNOWLEDGE FLOW



KNOWLEDGE SHARING BENEFITS

The promotion of knowledge helps:

- Support learning as it actually happens
- Fill information gaps
- Increase efficiency
- Promote innovation
- Encourage leadership

https://elearningindustry.com/5-benefits-corporate-knowledge-sharing

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KNOWLEDGE AS ACTIONABLE INFORMATION

For information to be actionable, these elements are required:

Experience:

improves judgment

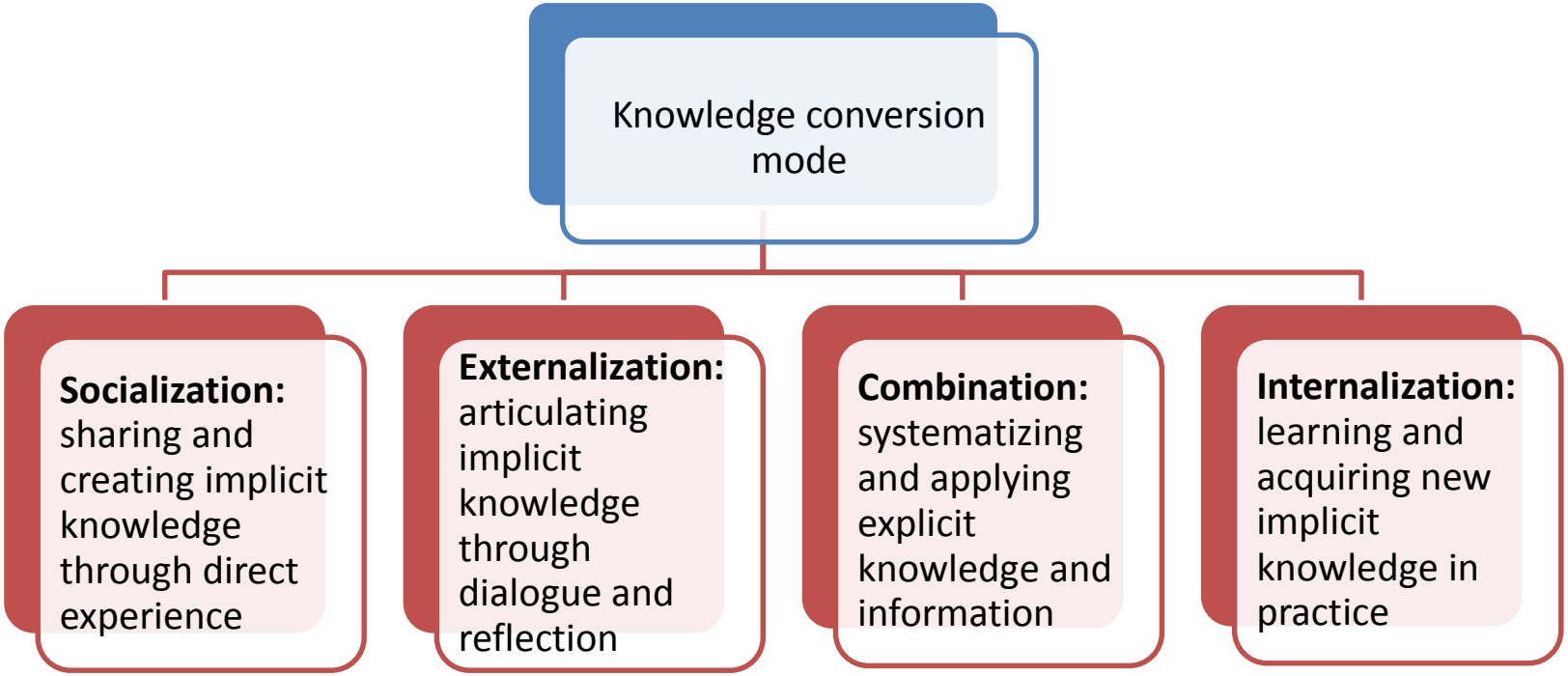
Values, assumptions, beliefs:

color judgment

More knowledge:

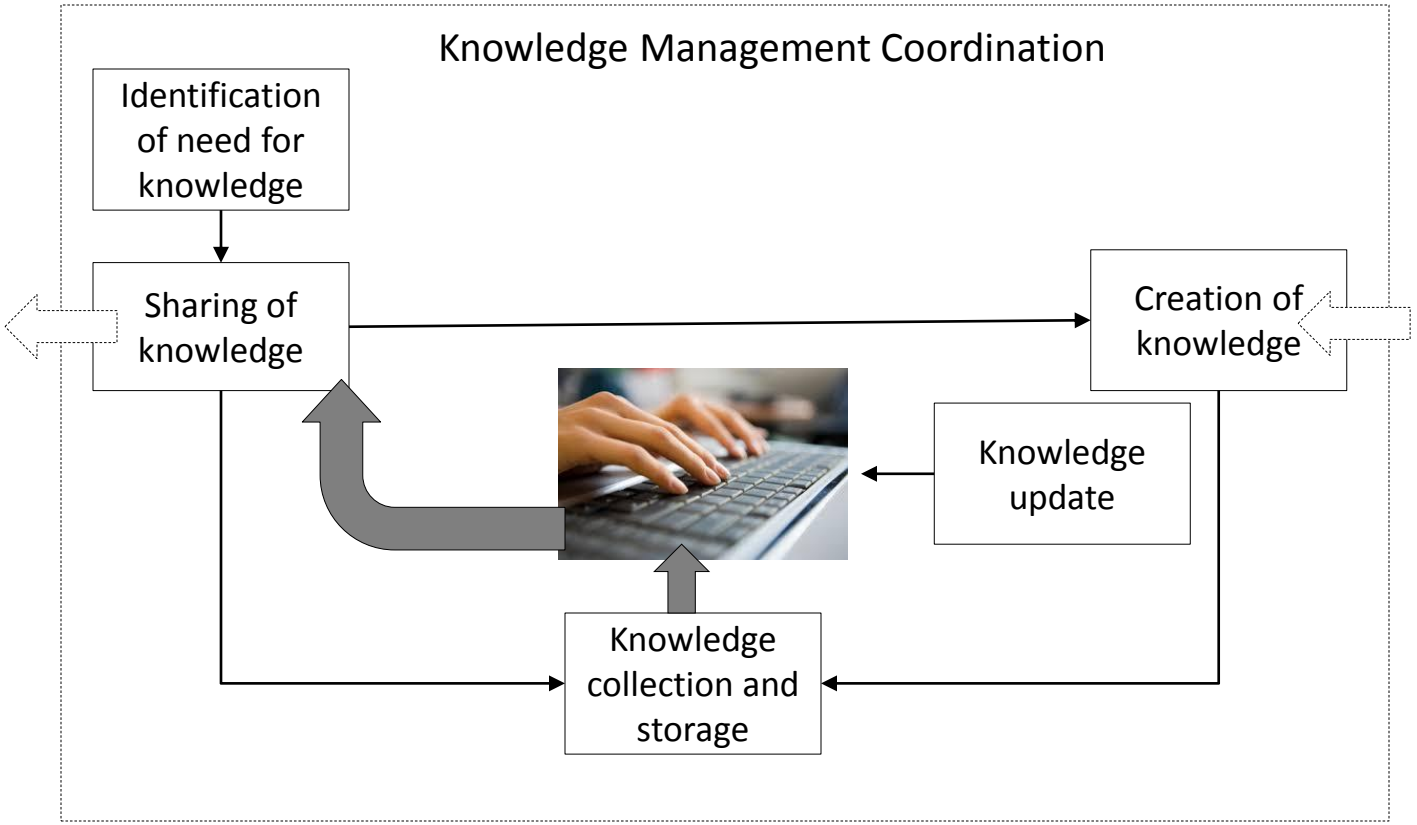
help to know What to do, and when and how to do it

KNOWLEDGE CONVERSION MODES



The New Dynamism of the Knowledge-Creating Company

KNOWLEDGE MANAGEMENT PROCESS MODEL



Knowledge Management Process Model

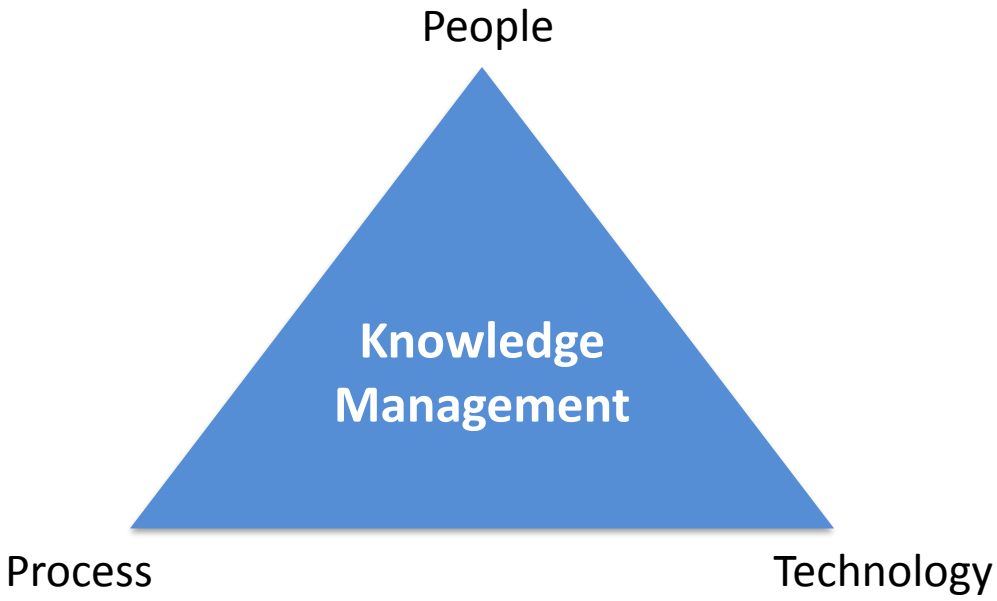
WHY MANAGE KNOWLEDGE?

Knowledge management is a key enabler to:

- Promote a collaborative and integrated approach for creating and capturing an organization's knowledge assets
- Allow for knowledge sharing
- Improve the performance of organizations
- Reduce time and cost
- Empower employees to produce new insights and ideas
- Bring new workers up to speed quickly

Source: Knowledge management: why do we need it for corporates

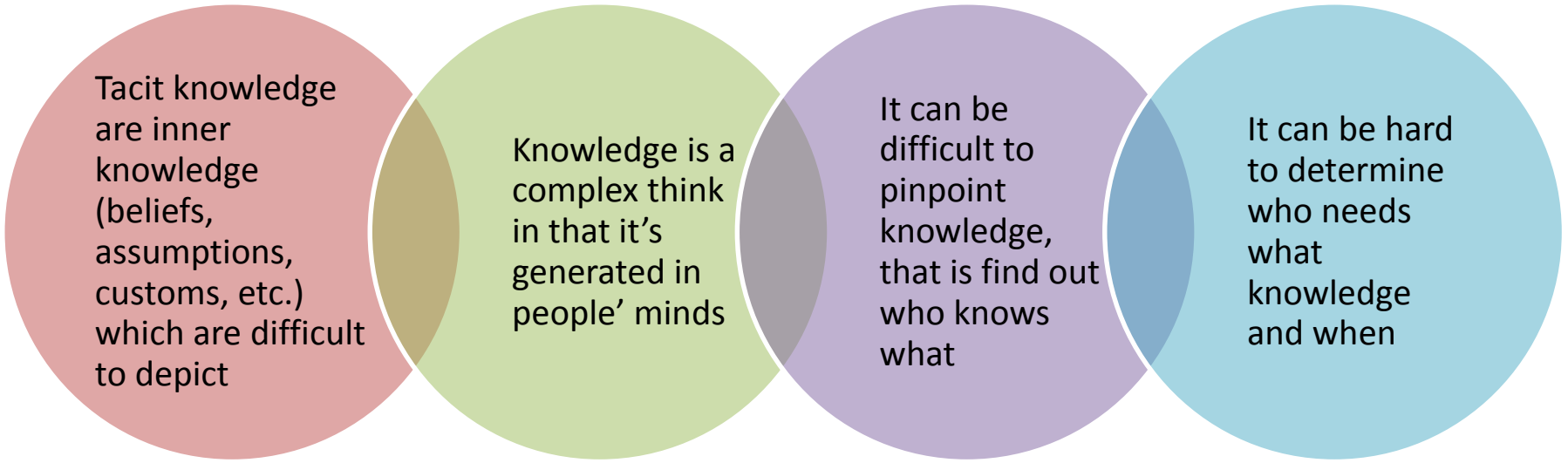
KNOWLEDGE MANAGEMENT COMPONENTS



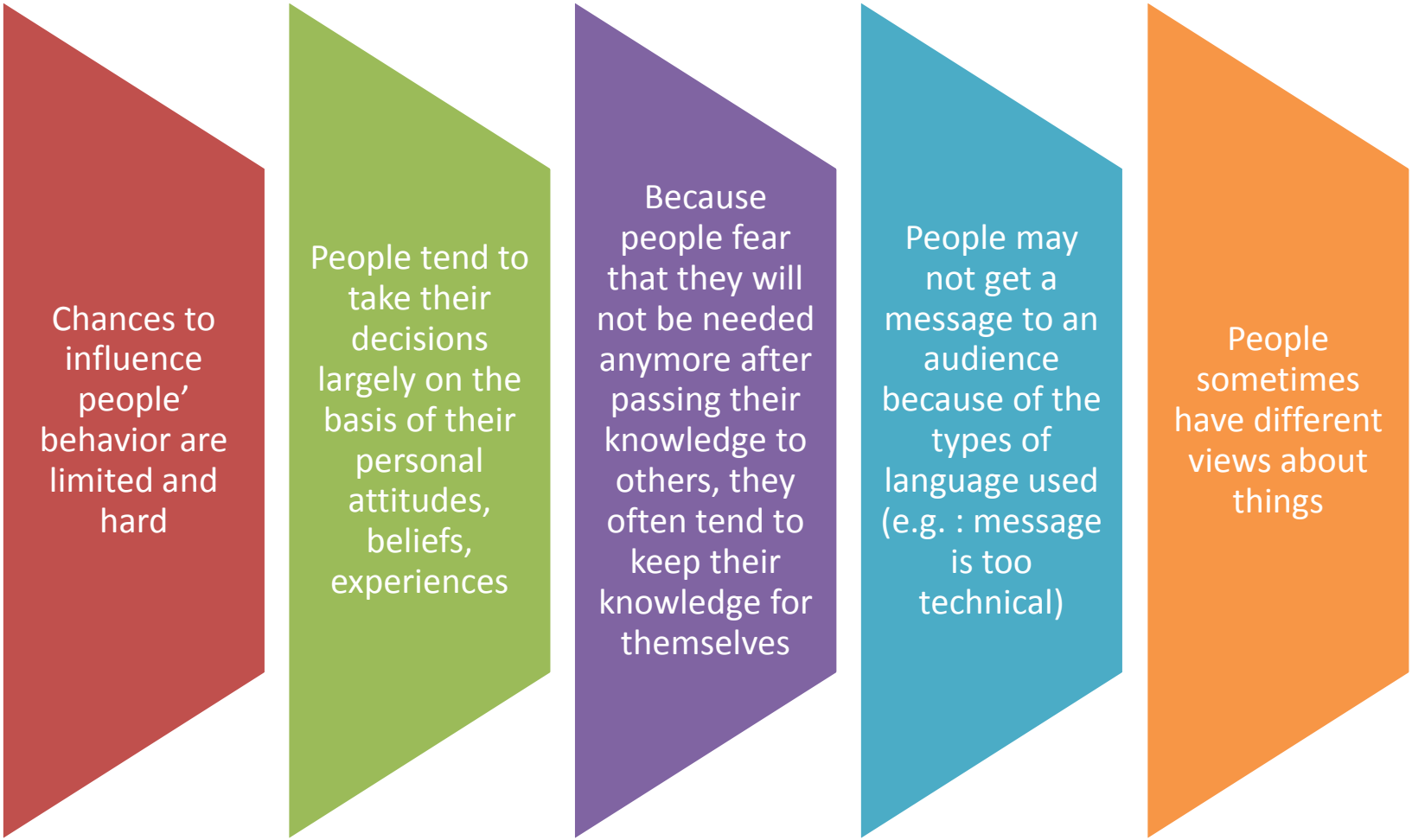
- Process component includes methodologies and standards to document best practices and case studies
- Technology component provides functionality to support information sharing, collaboration, workflow, and document management accross the water sector

Source: Knowledge management: why do we need it for corporates

ISSUES REGARDING THE NATURE OF KNOWLEDGE



ISSUES REGARDING THE NATURE OF PEOPLE



ISSUES REGARDING ORGANIZATIONS

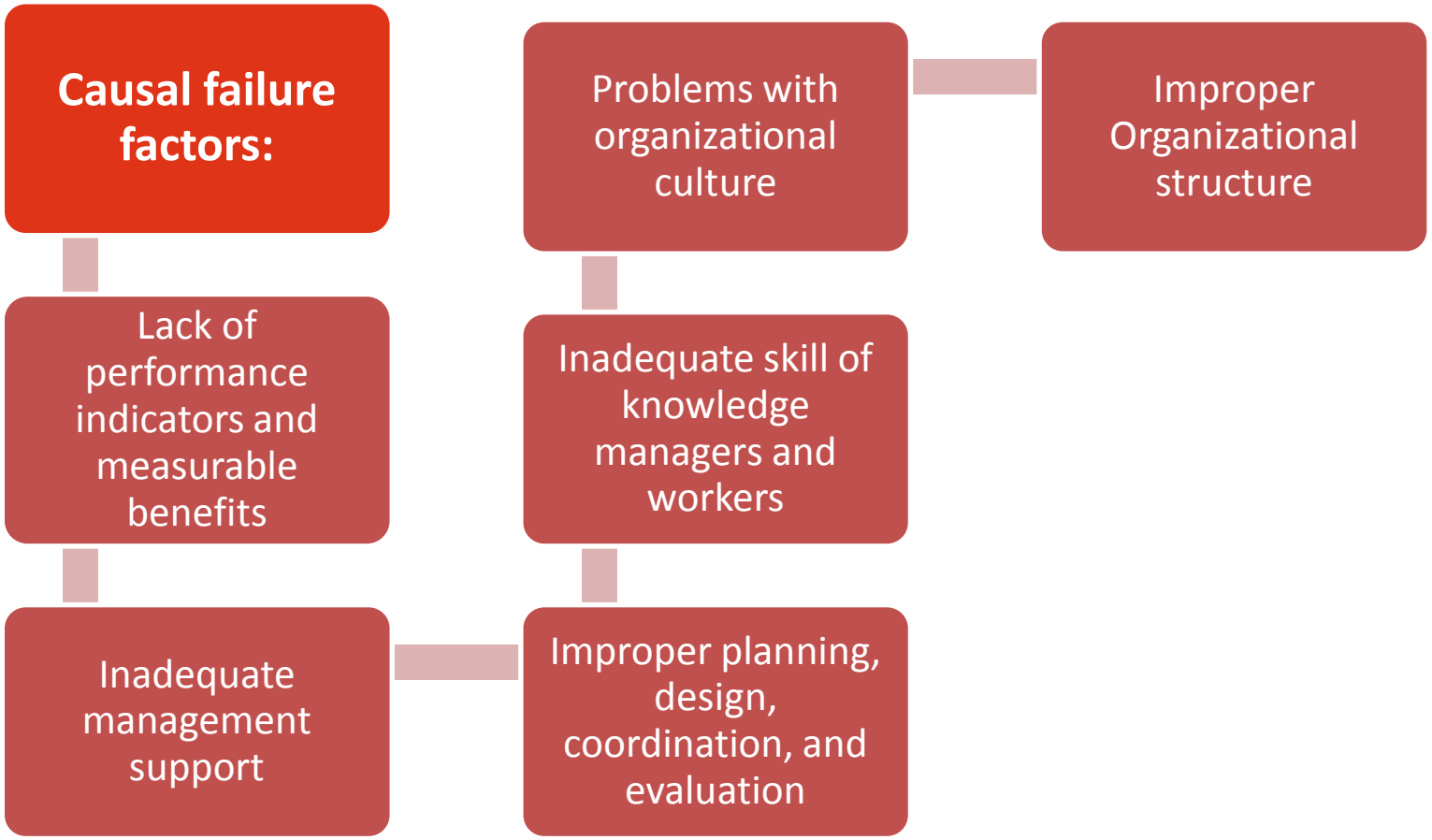
Projects/programs' organizational culture may not encourage employees to share knowledge

Lack of smart people and incentives can hinder the flow of knowledge in projects/programs

Large organizations are often characterized by different cultures, languages, and time zones which can be a challenge for good knowledge management

When growing, organizations tend introduce more hierarchies which reduce their flexibility and thereby their ability to manage knowledge

KNOWLEDGE MANAGEMENT FAILURE FACTORS 1/2



KNOWLEDGE MANAGEMENT FAILURE FACTORS 2/2

Resultant failure factors:

- Overemphasis on formal learning, systematization, and needs
- Improper implementation of technology
- Improper budgeting and excessive costs
- Lack of widespread contribution
- Lack of relevance, quality, and usability
- Lack of responsibility and ownership

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POSSIBLE SOLUTIONS

The poor level of knowledge management and information sharing can be remedied through the following actions :

- Improve the quality of the dissemination tools (internet, magazines, etc.)
- Increase internet access and speed
- Raise funds for information sharing (conferences, workshops, etc.)
- Make available lessons learned, techniques, reports, and any support documents
- Develop smarter and more interactive systems
- Promote knowledge management and information sharing culture within and between institutions

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CONCLUSION

Access to clean water, sanitation, and hygiene services is still low in many African countries.

One of the solutions is knowledge sharing which relies upon concrete tools to make projects/programs more operational.

It is true that obstacles to knowledge management and information sharing exist; however, with better coordination between stakeholders and good quality information dissemination tools, knowledge management and information sharing will improve significantly for the benefit of many.

THANK YOU

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