

**Role of IT in supporting knowledge sharing and retention:
A case study of the Infectious Diseases Institute(IDI), Makerere University
College of Health sciences**

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Presentation Outline

- Introduction/Background
- Justification
- Research Questions
- Methodology
- Research findings
- Summary and Recommendations
- What has been implemented
- Conclusion

Introduction

- KM : Process of creating, sharing, using and managing the knowledge and information of an organisation
- The use of IT to shape and change work processes in organisations cannot be doubted in the 4th Industrial revolution
- IT plays a critical role in supporting knowledge sharing and retention
- Unfortunately there is still low uptake of using IT to foster knowledge sharing and retention in many organisations
- **The study aimed at assessing the role of IT in supporting knowledge sharing and retention at the Infectious Diseases Institute (IDI)**

- According to Jain (2007:377) not so much has been done in Africa to explore KM practices yet a lot can be learned from the past if knowledge is shared and documented

Motivation of Study

- Reflecting on the case study, the IDI has a mission of strengthening health systems in Africa and produces a variety of knowledge assets which if shared across the institute and across Africa, it could reduce on the burden of Infectious Diseases

Knowledge management (Context)

| Prevalent mode | ICT application |
|-----------------|--|
| Socialisation | Virtual design tools (e.g. 2D/3D-CAD, structural-design-software, design software for electricity components, internet-based messengers) |
| Externalisation | Word editing software |
| Combination | Email, Internet, virtual communities, project database, emails, corporate databases, text editor |
| Internalisation | Corporate databases, Virtual design tools, structural design software, design software for electricity, workflow systems |

Problem statement

- Yesil and Hırlak (2013:41) argue that IT fosters and hinders knowledge sharing in organisations due to a lack of integration of IT systems and processes
- This calls for understanding how IT can be applied to eliminate these barriers to knowledge sharing
- There is limited literature on the role of IT in supporting knowledge sharing and retention in Uganda
- This study aimed at filling the gap and set the pace for other researchers to look at possible ways of using IT to improve on knowledge sharing and retention and contribute to the existing literature.

Methodology

- Employed a qualitative research approach
- Used self-administered questionnaires for primary data
- Sixty (60) participants considered “Information-rich” were selected purposively
- Out of which 50 participants responded positively
- Questionnaires were used for primary data
- Secondary data (literature review from both peer reviewed articles and other sources)

Research objectives

- To assess the level of application of IT in KS
- To identify IT tools being used to enhance KS and retention at IDI
- To identify challenges hindering the use of IT in KS and retention
- To suggest possible solutions and recommendations to increase the use of IT in KS and retention

Research Questions

What is the role of IT in supporting KS and retention at the IDI?

Sub-questions

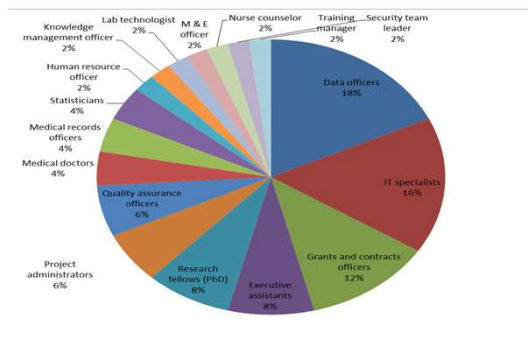
- How is information technology used in KS and retention at the IDI?
- What specific IT tools does the Institute use for KS and retention among staff?
- What challenges does the Institute face in using information technology to foster KS and retention?

Findings

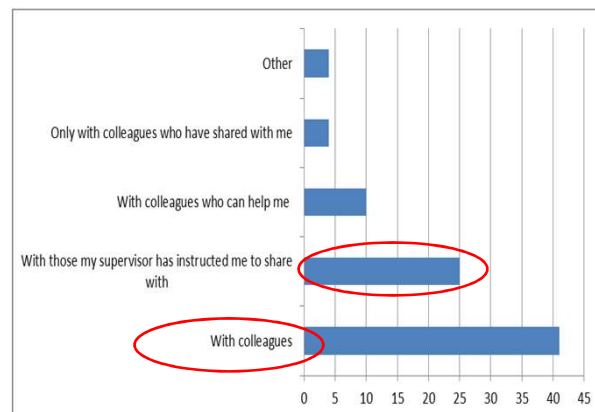
- The findings revealed that majority of the participants appreciate the importance of IT in supporting KS and retention
- They cited IT tools used at the institute for information storage including servers, computers, drop box, electronic library
- Other tools for sharing like emails, websites, WebEx, Skype and GoToMeeting
- Social media tools like Facebook, Twitter, LinkedIn and YouTube
- However, some of these tools were not fully utilized which required efforts to promote knowledge sharing culture and retention
- Need for specific official institutional tools as many respondents used IT tools for personal social networking

- Willingness from respondents to use IT tools but poor KS culture was evident and needed attention
- Lack of awareness and IT phobia among staff affects the utilization of IT for KS and retention
- Restrictions discourage KS among staff for instance respondents cited Facebook being restricted to specific hours
- Skillset & need for training in IT to enhance knowledge sharing and retention

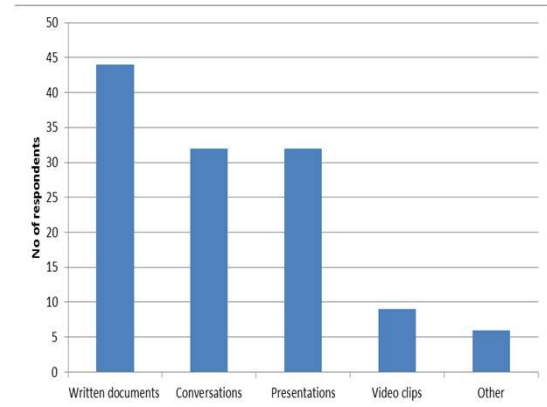
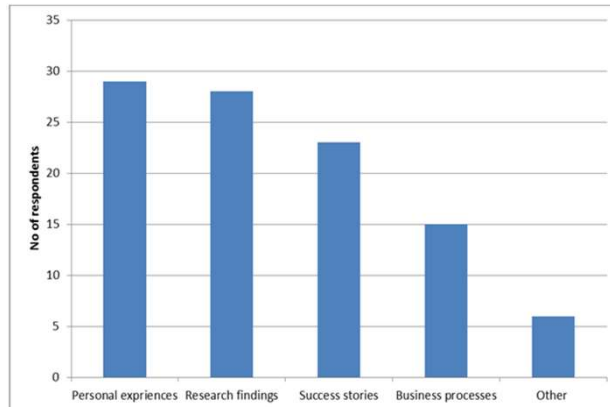
Key highlights of the findings



| Options | Response rate(No=50) | Percentage (%) |
|--------------------|----------------------|----------------|
| Very Important | 43 | 86 |
| Important | 6 | 12 |
| Somewhat important | 1 | 2 |
| No opinion | - | - |
| Not important | - | - |
| Total | 50 | 100 |



What is shared and in which format?



Tools used in KS & Retention

| Tools | Daily | Weekly | Monthly |
|---------------------------|---------|--------|---------|
| Communication tools | | | |
| Email | 45(90%) | 3 (6%) | - |
| Mailing lists | 19(38%) | 5(10%) | 2(8%) |
| Websites | 24(48%) | 8(16%) | 4(8%) |
| Phone | 42(84%) | | 1(2%) |
| WebEx, Skype, GoToMeeting | 1(2%) | 9(18%) | 15(30%) |
| Newsletters | 2(8%) | 3(6%) | 19(38%) |
| Social media tools | | | |
| Facebook | 32(64%) | 6(12%) | 3(6%) |
| Twitter | 8(16%) | 7(14%) | 7(14%) |
| LinkedIn | 7(14%) | 6(12%) | 9(18%) |
| YouTube | 10(20%) | 9(18%) | 4(8%) |
| Other | 3 (6%) | - | - |

Implementation

- **Institutional knowledge management policy formulated**

- To guide knowledge management activities and spell out procedures to be followed when using IT tools for knowledge sharing
- Through the policy we introduced **breakfast meetings every Wednesday for knowledge sharing session**
- Revamped research forum attendance aimed at allowing clinicians and researchers share different case studies with colleagues (Connected Mulago and MKC Campus **(thru RENU Leased line) for live streaming.**

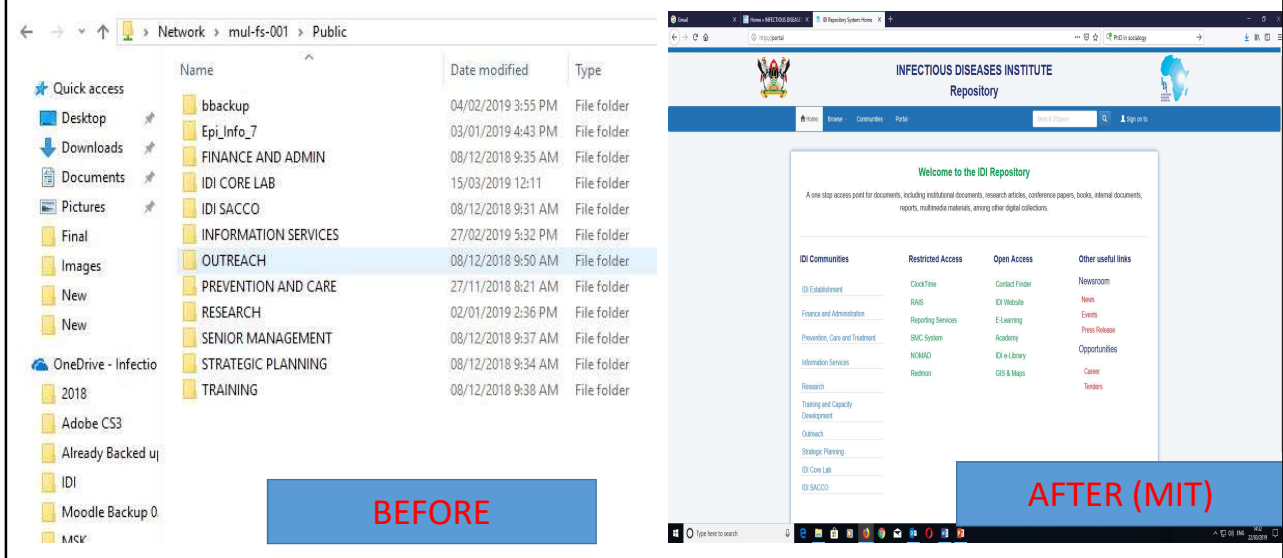
- **Working with Communications, developed the web presence/social media policy**

- To guide the use of institutional social media platforms like WhatsApp, Twitter ,Facebook among others
- This is followed when commenting and posting on behalf of the institute and we maintain audit trails for all actions made on social media platforms
- It has helped in safeguarding institutional reputation and caution staff on using of such platforms to represent their personal views

- **Developed Dspace (Institutional repository) platform to help in storage of critical documents about the institute**

- This is aimed at safeguarding the institutional memory
- Lessons learned, best practices and other operational knowledge is stored to allow free access to all staff
- Very useful to have a single point of reference for all documents produced within the organization
- Revamped and redesigned IDI website to be more engaging & user friendly
- Proposed “**Happy Friday’s**” to allows staff to use any social media platforms at work every Friday without blocking/ limitations (**Under review**)

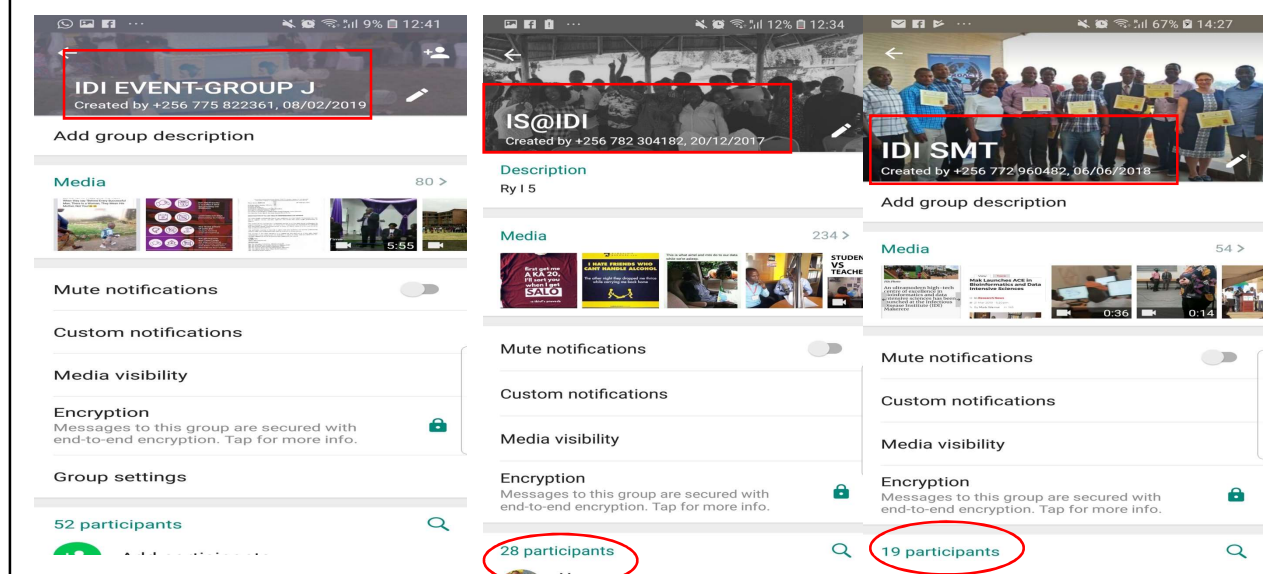
IDI File server VS IDI Repository

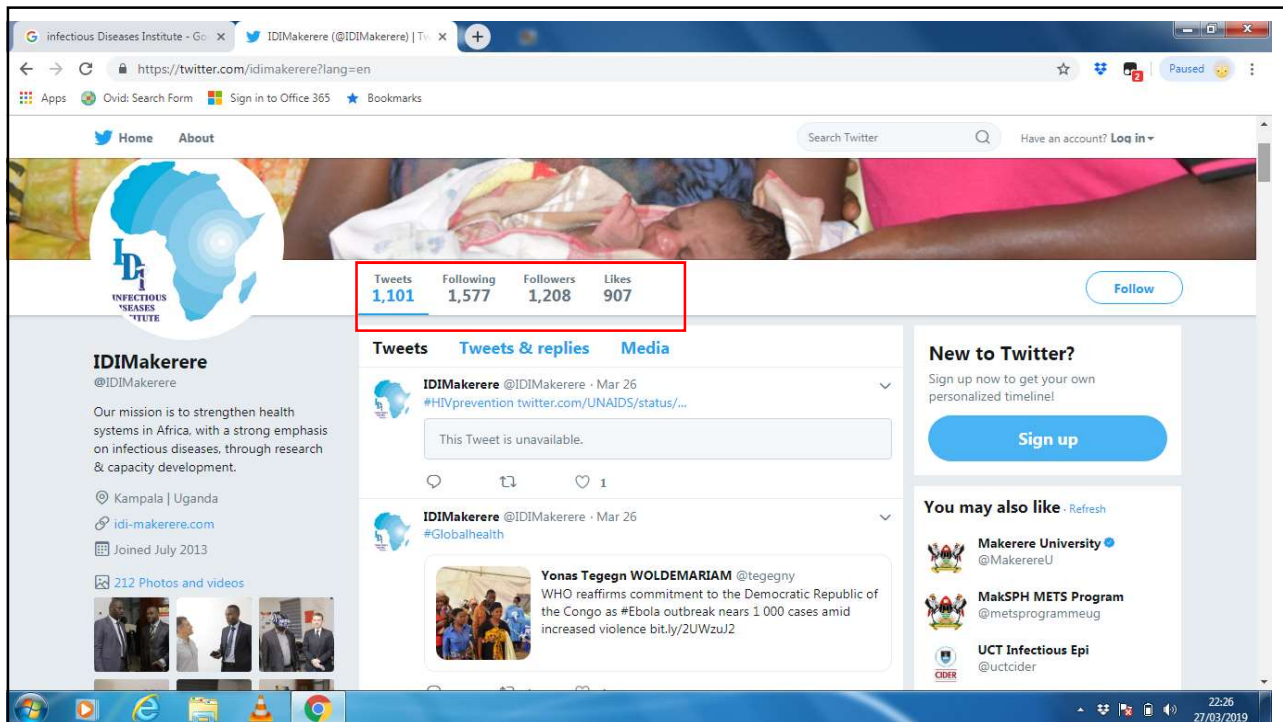


IDI Website

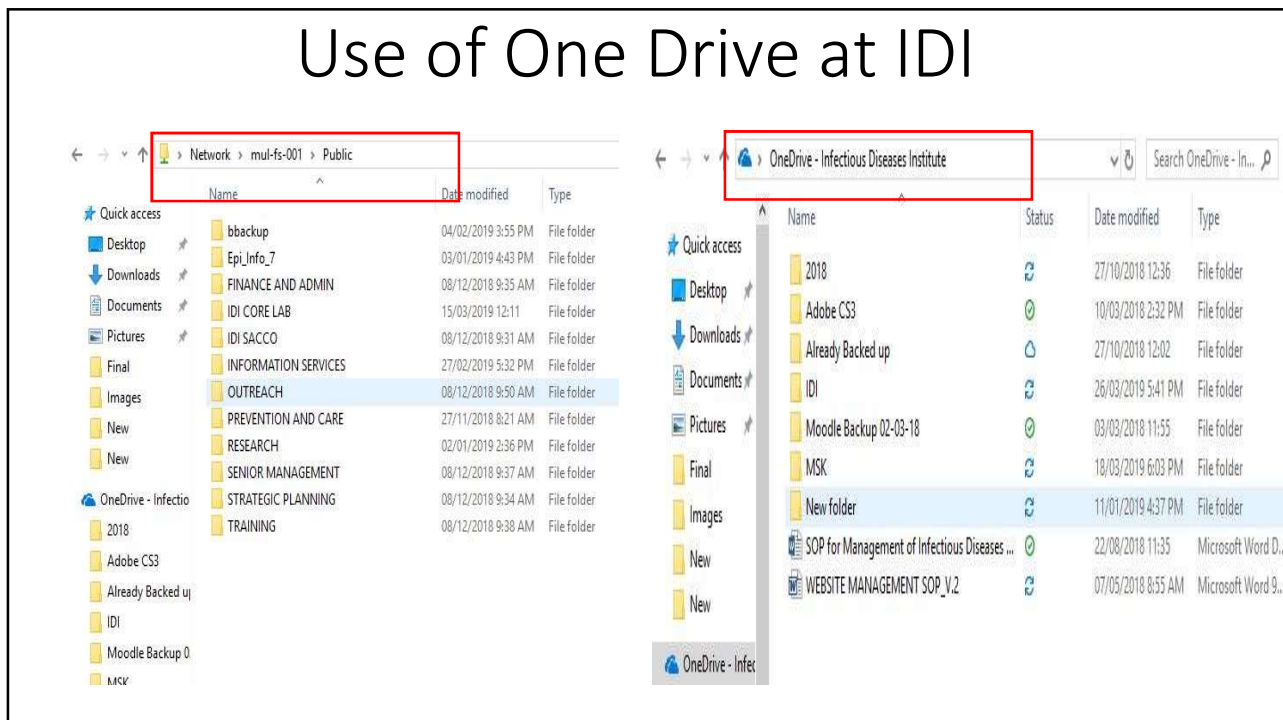


INSTITUTIONAL USE OF WHATSAPP

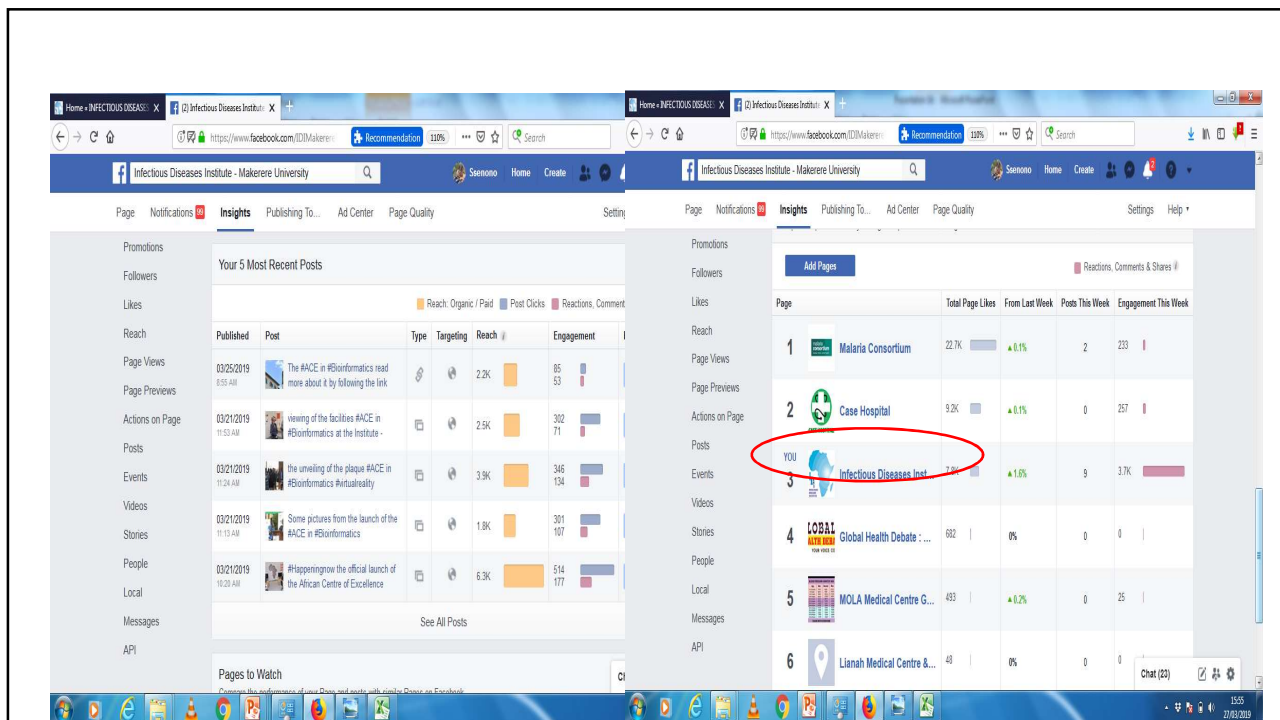
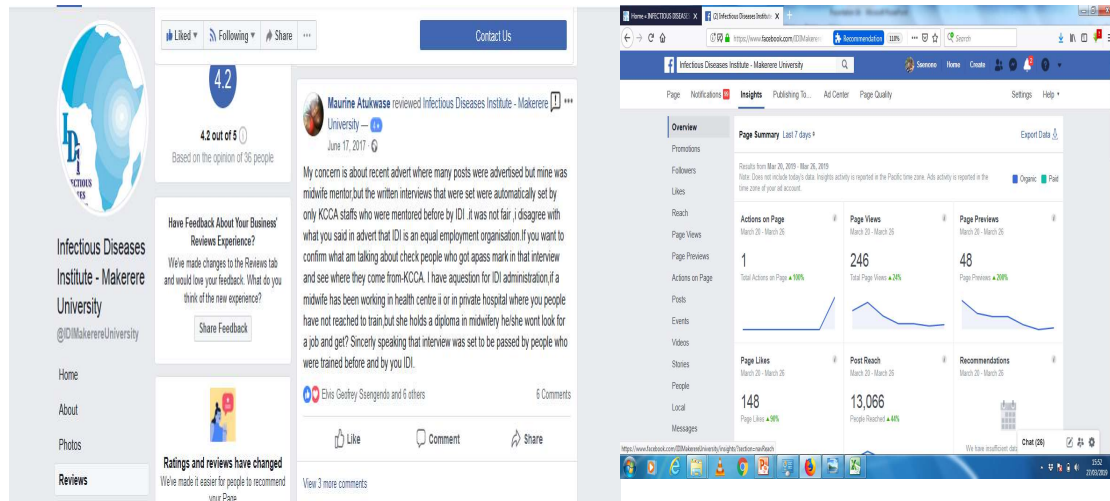




Use of One Drive at IDI



Revamped application/use Facebook (AFTER MIT)



Let's move faster (the 4th Industrial revolution is here)







Source: REUTERS/Reinhard Krause

Richard Senono « INFECTIOUS »

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Richard Senono
Deputy Head of Information Services

Richard Ssenono is the Deputy Head of Information Services Department at the Infectious Diseases Institute (IDI), Makerere University College of Health Sciences. He has over 9 years' experience in information management and ICT's for health. He holds a Bachelor's Degree in Library and Information Science from Makerere University, Post-graduate Diploma in Information Technology from Amity University India and a Masters of Information technology from University of Pretoria, South Africa. Richard is responsible for IT systems availability, Uptime, ICT innovations, web development, monitoring, and control of information resources among others at IDI. He has worked on many projects concerning application of Information and Communication Technologies (ICT) in health and libraries. He trains information literacy skills and provides mentorship to health workers in Uganda and across Africa. He was part of the Centre for Evidence based healthcare for Africa (CEBHA) as a trainer for the health workers, librarians and ICT specialists from six African countries including Uganda, Ethiopia, Burundi, Tanzania and Rwanda. Richard also works closely with the Ministry of Health in Uganda and World Health Organization under the Division of health information (Knowledge management). He supports the Africa centre for systematic reviews and knowledge translation at Makerere University College of Health Sciences as a senior search     presented at regional and international health information related conferences including the Medical Library Association (MLA) conference in Boston 2013 as a panelist, International federation of Library

Thank you Asante sana



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