Preface

The rapid advancement of Information and Communication Technologies (ICTs) in the twenty first century has provided unforeseen and unprecedented opportunities in the collection, organization, management, sharing and usage of large amounts of data, information and knowledge. ICTs have made it possible to leverage information for faster and improved access to services and products in many socio-economic settings. Hence, the information and knowledge sector has gone through a real paradigm shift and transformation.

Knowledge and Records Management are terms used worldwide by information and knowledge practitioners, educators, researchers and policy makers. It is argued that these terms have differences in focus and some overlaps as well as complementing each-other. Records managers are increasingly playing a key role in the management of knowledge since most of this information is captured in records. At the same time, successful records managers must be good knowledge managers. Records serve as the corporate memory of an organisation and provide a mechanism by which organisations can be held accountable for their actions. Knowledge workers take control of managing the business records of various organisations, as their careers consist of a series of projects or assignments while working at different organisations. Knowledge management promotes an integrated approach to identifying, capturing, evaluating, retrieving, and sharing all of an enterprise's information assets. These assets may include databases, documents, policies, procedures, and previously uncaptured expertise and experience in individual workers.

The purpose of this book is to provide a platform for researchers and practitioners of Knowledge and Records Management to share their knowledge and experiences in these two important disciplines. The book specifically focuses on the role of Knowledge and Records Management as tools for enhancing business operations, business continuity and competitive advantage. The book provides an understanding of the concepts and theories such as, concept of explicit and tacit knowledge, difference between knowledge sharing and knowledge transfer, knowledge management governance versus knowledge governance, the nexus between knowledge and electronic resources and diffusion of the concept of knowledge management among African scholars. The book deliberates on the critical issues/challenges facing the implementation of knowledge and records management in business organizations including ethical and legal issues. The book presents case studies on knowledge transfer, managing indigenous knowledge, managing magistrate court records, and, cultural festivals and their business values. The book also discusses recent trends in Knowledge and Records Management in business including preservation of recorded information including preservation of electronic records. A discussion on social media as potential a technological tool for knowledge sharing is also explored in the book. Further, the book also provides a chapter on document description and coding in information, knowledge and records

management which provides basic knowledge on organizing information resources in an organization. The specific chapters in the book comprises of:

Chapter 1 by John S. Edwards titled, "Knowledge Sharing: At the Heart of Knowledge Management" unearths the relevant theories from knowledge management and other fields and presents a model covering the time, place and context of the knowledge sharing activity using theories about decision support systems. This forms the final part of a three-stage approach intended to help managers (and others) make decisions about how to support knowledge sharing activities in organizations.

Chapter 2 by Alphonse Juma and Nelly Mzera on "Knowledge Management and Records Management and Competitive Advantage in Business" examines the concepts of knowledge management and records management and seeks to clarify the relationship between knowledge management and records management. The chapter demonstrates that when well utilised, records management and knowledge management can be effective tools for enhancing competitive advantage in organizations.

Chapter 3 by Gwakisa Kamatula titled, "Social Media: A Potential Technological Tool in Fostering Knowledge Sharing in Government Agencies" explores how Social Media tools are being used in fostering knowledge sharing in Government agencies. The chapter argues that effective utilization of social media tools must be supported by well formulated policies and procedures for capturing and preserving records created through social media.

Chapter 4 by Korhan Arun titled, "Knowledge Sharing in Business Organizations: Leadership Role In Knowledge Sharing at Turkish Enterprises" looks at knowledge sharing in business organizations, particularly on the leadership role in knowledge sharing using selected companies at Turkey Enterprises. The aim of the chapter was to demonstrate how different leadership styles impact upon knowledge sharing in organization. Chapter 5 by Mohammad Reza Ghodoosi is on "Governing Social Network Knowledge Activities: Knowledge Management Governance or Knowledge Governance". The author posits that governance structures need to be put in place if managers are to control the sharing of knowledge in their organizations. Effective control mechanisms need to be put in place to monitor how knowledge is being shared in the organization.

In Chapter 6 Priti Jain emphasizes the importance of being aware of the various "Ethical and Legal Issues in Knowledge Management Life-Cycle in Business". Using various examples, she demonstrates that business organizations cannot ignore the repercussions that are likely to follow due to failure to address ethical and legal issues that are associated with the creation, storage, retrieval and dissemination of recorded knowledge in their business organizations. Chapter 7 by Kgomotso Moahi, Shadrack Rathapo and Peter Mazebe II Mothataetsi Sebina, explores the "Nexus between Knowledge Management and Electronic Resources for Public Sector Reform in Botswana". The chapter highlights some of the reforms that have been undertaken by Botswana government as it seeks to improve the delivery of public services and discusses some of the factors that have contributed to the successes and failures of such reforms.

Chapter 8 by Akakandelwa Akakandelwa reports on the "Diffusion of the Concept of Knowledge Management among African Scholars: A Bibliometrics Perspective" on publications emanating from Africa on knowledge management. The findings show that the bulk of the research outputs on knowledge management are form South Africa. Chapter 9 by Nathan Mnjama focuses on the "Preservation of Recorded Information in Public and Private Sector Organizations". The chapter posits that records are not only essential tools for accountability, transparency and good government, but are necessary for the protection of the organizations rights and entitlements and their preservation contributes towards the preservation of the corporate memory as well being an essential factor in mitigating against the effects of disasters. Chapter 10 by Ruth M. Abankwah and Nampa Hamutumwa presents the findings of a study

on the "Management of Magistrate Courts Records in Namibia". The Chapter highlights the challenges of managing court records in Namibian courts and proposes solutions for addressing them.

Chapter 11 by Olugbade S. Oladokunand and Saul Zulu is on "Document Description and Coding as Key Elements in Knowledge, Records, and Information Management". The chapter argues that easy location, retrieval and accessibility to organizational information resources largely depends on how the documents are arranged and organized and the intellectual tools that have been developed. Without adequate descriptions and coding valuable time will be spent on looking for information that ought to be readily available within the organization whether published or unpublished.

In Chapter 12 John Jackson Iwata and Ruth G. M. Hoskins present the results of a study on "Managing Indigenous Knowledge in Tanzania: A Business Perspective". The findings indicate that while indigenous knowledge is readily available in Tanzania, there is need to develop mechanisms for the capture and dissemination of such knowledge including policies aimed at protecting the rights of holders of indigenous knowledge in the country. Finally, Chapter 13 by Andy Chebanne on "Cultural Festivals of Botswana Ethnic Communities: Business Values and Challenges" discusses Botswana's ethnic communities' cultural festivals and activities and their possible contribution to economic development and diversification. The Chapter proposes a framework for managing cultural festivals through which local communities can be rewarded in their efforts of promoting their cultures.

It is hoped that this book will be useful to knowledge management practitioners, educators and students of knowledge and records management academics/researchers, students, professionals, policy makers, business community, who have an interest in Knowledge and Records Management.

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