The 1st International Conference on

INFORMATION AND KNOWLEDGE MANAGEMENT

Nairobi, 24th to 26th August 2016

Conference Theme:
“Transformative Information & Knowledge Management for Sustainable Development”

CONFERENCE PROGRAMME
Kenya National Anthem

Oh God of all creation,
Bless this our land and nation,
Justice be our shield and defender,
May we dwell in Unity,
Peace and Liberty,
Plenty be found within our borders.

Let one and all arise,
With heart both strong and true,
Service be our earnest endeavour,
And our homeland of Kenya,
Heritage of Splendour,
Firm may we stand to defend.

Let all with one accord,
In common bond united,
Build this our nation together,
And the glory of Kenya,
The fruits of our labour,
Fill every heart with thanksgiving.
The 1st International Conference

on

INFORMATION AND KNOWLEDGE MANAGEMENT

Nairobi, 24th to 26th August 2016

Conference Theme:

“Transformative Information & Knowledge Management for Sustainable Development”

ORGANIZED BY: The Technical University of Kenya and Moi University
WITH SUPPORT OF: United Nations Educational, Scientific and Cultural Organization; Kenya Commercial Bank
KEYNOTE SPEAKER: Prof Adeline Du Toit
VENUE: Sarova Panafric Hotel, Nairobi, Kenya

CONFERENCE PROGRAMME
**Conference Planning Committee**

- Prof Joseph Kiplang’at (Chair)  
  The Technical University of Kenya
- Prof Justus Wamukoya (Co-Chair)  
  Moi University
- Prof Peter M. Matu  
  The Technical University of Kenya
- Prof Ezra Ondari-Okemwa  
  Moi University
- Prof Cephas Odini  
  The Technical University of Kenya
- Dr. Tom Kwanya  
  Kenyatta University
- Dr. Daniel Muthee  
  The Technical University of Kenya
- Dr. Damaris Odero  
  Moi University
- Dr. Grace Kamau  
  The Technical University of Kenya
- Dr. Tabitha Mbenge  
  Moi University
- Dr. Emily Bosire  
  The Technical University of Kenya
- Dr. Philemon Chebon  
  Moi University
- Dr. Duncan Omanga  
  The Technical University of Kenya
- Mr. Erick Ogolla  
  The Technical University of Kenya
- Ms. Angela Kogos  
  The Technical University of Kenya
- Dr. Naomi Mwai  
  The Technical University of Kenya
- Dr. Irene Moseti  
  Moi University
- Mr. Henry Hongo  
  The Technical University of Kenya
- Mr. Collins Mutimba  
  The Technical University of Kenya
- Mr. Jackson Owiti  
  The Technical University of Kenya
- Ms. Sarah Kibugi  
  The Technical University of Kenya
- Mr. Jackson Alunga  
  The Technical University of Kenya
- Mr. Hosea Chumba  
  The Technical University of Kenya
- Mr. Eliud Kulecho  
  The Technical University of Kenya
- Ms. Joyce Nyambala  
  The Technical University of Kenya
- Ms. Lucy Kibe  
  The Technical University of Kenya
- Ms. Racheal Kantai  
  The Technical University of Kenya
- Ms. Qabale Sora  
  The Technical University of Kenya
“TRANSFORMATIVE INFORMATION & KNOWLEDGE MANAGEMENT FOR SUSTAINABLE DEVELOPMENT”

The 1st International Conference on INFORMATION AND KNOWLEDGE MANAGEMENT
Nairobi, Kenya
24th to 26th August 2016

KEYNOTE SPEAKER

Prof. Adeline Du Toit

Conference Theme: “Transformative Information & Knowledge Management for Sustainable Development”

VENUE: Sarova Panafric Hotel, Nairobi, Kenya

Conference Sub-themes
1. Research and Innovation in Information and Knowledge Management
2. Information Ethics
3. Digital Information and Knowledge Services
4. Community and Public Libraries
5. ICTs and Information Services
6. Agricultural Information & Knowledge Systems
7. Open Access Information Systems
8. Marketing and Promotion of Information Agencies, Resources and Services
9. E-governance
10. Leadership of Information and Knowledge Centres
11. Performance Management of Information Centres and Services
12. Management of Indigenous Knowledge
13. Knowledge Management Systems
14. Knowledge Economy
15. Knowledge Management Models, Theories and Frameworks
16. Records Management
17. Social Media and Dissemination of Information and Knowledge
18. Training of Information and Knowledge Management Professionals
19. Scholarly Communication and Intellectual Property
20. Information and Knowledge Management Standards and Policies
21. Emerging Trends in Publishing and Media Sector
## PROGRAMME

### DAY 1 (24TH AUGUST 2016) – ROUNDTABLE ON INFORMATION ETHICS

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Participant</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.00-8.30am</td>
<td>Arrival and registration of guests</td>
<td>Secretariat</td>
</tr>
<tr>
<td>8.30-8.40am</td>
<td>Introductory and welcome remarks</td>
<td>Prof J. Kiplang’at</td>
</tr>
<tr>
<td>8.40-9.00am</td>
<td>Opening address</td>
<td>Prof J. Wamukoya</td>
</tr>
<tr>
<td>9.00-9.30am</td>
<td>Address by UNESCO Representative</td>
<td>UNESCO</td>
</tr>
<tr>
<td>9.30-10.30am</td>
<td>Keynote address on information ethics</td>
<td>Prof Adeline Du Toit</td>
</tr>
<tr>
<td>10.30-11.00am</td>
<td>HEALTH BREAK</td>
<td></td>
</tr>
<tr>
<td>11.00am-1.00pm</td>
<td>Milestones and initiatives on information ethics in Africa</td>
<td>Session Chair: Dr. Daniel Muthee</td>
</tr>
<tr>
<td>• South Africa</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Botswana</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Nigeria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Zimbabwe</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Kenya</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.00-2.00pm</td>
<td>LUNCH BREAK</td>
<td></td>
</tr>
<tr>
<td>2.00-3.00pm</td>
<td>Information ethics success stories in Africa</td>
<td>Session Chair: Prof. Ocholla</td>
</tr>
<tr>
<td>3.00-4.00pm</td>
<td>The way forward</td>
<td>Session Chair: Prof. Japhet Otike</td>
</tr>
<tr>
<td>4.00-4.15</td>
<td>HEALTH BREAK</td>
<td></td>
</tr>
<tr>
<td>4.15-5.15pm</td>
<td>Plenary session</td>
<td>Session Chair: Prof. E. Kiondo</td>
</tr>
</tbody>
</table>

### DAY 2 (25TH AUGUST 2016)– CONFERENCE PRESENTATIONS

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.00-8.30am</td>
<td>Arrival and registration of guests</td>
<td>Secretariat</td>
</tr>
<tr>
<td>8.30-10.30am</td>
<td>Opening Ceremony</td>
<td>TUK music students band; Prof. J. Kiplang’at, DVC-API, TUK; Prof. P.M. Shiundu, DVC-ARS, TUK; Prof. F. Aduol, VC, TUK; Prof. Adeline Du Toit</td>
</tr>
<tr>
<td>10.30-10.40</td>
<td>GROUP PHOTO SESSION</td>
<td>Group photo session</td>
</tr>
<tr>
<td>10.30-11.00am</td>
<td>HEALTH BREAK</td>
<td></td>
</tr>
<tr>
<td>11.00-1.00pm</td>
<td>Session 1A: Indigenous Knowledge</td>
<td>Session Chair: Dr. Asha H. Owano</td>
</tr>
<tr>
<td>Venue: Jambo 1</td>
<td>Rapporteur: Erick Ogolla</td>
<td>Department of Design and Creative Media; The Technical University of Kenya, Kenya</td>
</tr>
<tr>
<td>ENZYMES, ANTS, CHAPATIS AND WEEDS: FIGURING OUT HOW TO “MANAGE” “INDIGENOUS” “KNOWLEDGE”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AN ANALYSIS OF INDIGENOUS KNOWLEDGE LEGISLATION AND POLICIES IN KENYA</td>
<td>Sally Chepchichir; Senior Library Assistant; Tom Kwanya; Department of Information and Knowledge Management; The Technical University of Kenya</td>
<td></td>
</tr>
<tr>
<td>ROLE OF KNOWLEDGE MANAGEMENT SYSTEMS ON THE RETENTION OF TACIT KNOWLEDGE IN RESEARCH INSTITUTES IN KENYA</td>
<td>Riany Kenneth Goga; Akinyi Asenath Adiengie; Kivati Chris; Benard; and Emmanuel Tendwa Makatiani; Kenya Forestry Research Institute; Nairobi, Kenya</td>
<td></td>
</tr>
<tr>
<td>Time</td>
<td>Activity</td>
<td>Participants</td>
</tr>
<tr>
<td>--------------</td>
<td>--------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 11.00-1pm    | ROLE OF LANGUAGE IN INDIGENOUS KNOWLEDGE MANAGEMENT IN KENYA             | Dr. Teresa Otieno and Damien Clement Abong'o  
Department of Language and Communication Studies,  
The Technical University of Kenya  
Nairobi, Kenya |
| 11.00-1pm    | Session 18: E-Governance                                                | Session Chair: Prof. J. Wamukoya  
Rapporteur: Angela Kogos  
Proscovia Svärd, Research Fellow  
Department of Information Science, University of South Africa;  
and Senior Lecturer, Södertörn University, Sweden |
|              | E-GOVERNMENT DEVELOPMENT AND THE CHALLENGES OF MANAGING INFORMATION IN AFRICA | Esther Wairimu Ngingi  
Master of Information Science Student  
Karatina University, Kenya  
Tom Kanya  
Department of Information and Knowledge Management  
The Technical University of Kenya  
Thomas Ibrahim Okinda  
Department of Publishing and Media Studies, School of Information Sciences,  
Moi University, Kenya |
|              | IMPACT OF INFORMATION MANAGEMENT PRACTICES ON COUNTY GOVERNMENTS IN CENTRAL KENYA: A CASE OF NYERI COUNTY | Prof. Elizabeth Kiondo  
Tanzanian Permanent Delegation to UNESCO  
Paris, France |
|              | INFORMATION AS A TOOL FOR PROMOTING PUBLIC PARTICIPATION FOR SUSTAINABLE DEVELOPMENT IN COUNTIES IN KENYA | Godwin, Nwachukwu Arua, Ebere Maryann Ebisi & Casimir E. Ede  
Federal College of Education, Eha-Amufu, Nigeria |
|              | A KNOWLEDGE MANAGEMENT STRATEGY FOR EFFECTIVE IMPLEMENTATION OF THE 2030 SUSTAINABLE DEVELOPMENT GOALS (SDGS) IN AFRICA | Elsebah Maseh (PhD) & Prof. Justus Wamukoya  
School of Information Sciences, Moi University Eldoret, Kenya |
| 1.00-2pm     | LUNCH BREAK                                                             |                                                                                                                                               |
| 2.00-4.00pm  | Session 2A: Records Management                                          | Session Chair: Dr. S. Katuu  
Rapporteur: Hosea Chumba |
|              | THE EFFECTIVENESS OF PERSONEL RECORDS MANAGEMENT IN COLLEGE LIBRARY, FEDERAL COLLEGE OF EDUCATION, EHA-AMUFU, NIGERIA | Godwin, Nwachukwu Arua, Ebere Maryann Ebisi & Casimir E. Ede  
Federal College of Education, Eha-Amufu, Nigeria |
|              | ALIGNING RECORDS MANAGEMENT TO SERVICE DELIVERY AT MOI UNIVERSITY, ELDORET, KENYA | Carolyn Nyaboke Musembe, Juliet Erma & Prof. Justus Wamukoya  
Moi University, Eldoret, Kenya |
|              | SOUND RECORDS MANAGEMENT: A CATALYST FOR ENHANCED JUSTICE DELIVERY IN THE KENYAN JUDICIARY | Elsebah Maseh (PhD) & Prof. Justus Wamukoya  
School of Information Sciences, Moi University Eldoret, Kenya |
|              | THE ROLE OF RECORDS MANAGERS IN SUSTAINABLE DEVELOPMENT IN KENYA         | Prof. Henry N. Kemoni  
Masinde Muliro University of Science and Technology and Research Fellow, University of South Africa |
|              | THE ROLE OF RECORDS MANAGERS IN OPEN GOVERNMENT AND OPEN GOVERNMENT DATA IN AFRICA | Prof. Nathan Mnjama  
Department of Library and Information Studies  
University of Botswana |
| 2.00-4.00pm  | Session 2B: Information and knowledge management education               | Session Chair: Prof. E. Okemwa  
Rapporteur: Jackson Owiti |
|              | CHANGING EMPLOYER EXPECTATIONS: A REVIEW OF LIBRARY AND INFORMATION SCIENCE JOB ADVERTISEMENTS IN KENYA, 2004 TO 2015 | Dr. Wanyenda Chilimo  
University Librarian  
Technical University of Mombasa  
Kenya |
|              | A REVIEW OF KNOWLEDGE MANAGEMENT EDUCATION AND TRAINING IN KENYA         | Tom Kanya  
Department of Information and Knowledge Management  
The Technical University of Kenya  
Nairobi, Kenya |
|              | KNOWLEDGE MANAGEMENT SKILLS AND KNOWLEDGE REQUIREMENTS IN ORGANISATIONS IN SOUTH AFRICA | Mzwandile M. Shongwe  
University of Zululand  
South Africa |
<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Participants</th>
</tr>
</thead>
</table>
| 2.00-4.00pm| Tracing the Graduates of Diploma of Technology in Library and Information  | Dr. Naomi W. Mwai, Dr. Tabitha Mbenge-Ndiku & Dr. Philemon Chebon  
|            | Science and Archives and Records Management Studies of the Technical     | Department of Information and Knowledge Management  
|            | University of Kenya                                                     | The Technical University of Kenya                                                                                                         |
| 2.00-4.00pm| Financial Literacy Among Women                                          | Joyce Kinyanjui & Prof. Dennis Ocholla, Department of  
|            | Entrepreneurs in Kenya: An Overview                                      | Information Studies, University of Zululand, South Africa                                                                                   |
| 4.00-4.15pm| Health Break                                                             |                                                                                                                                              |
| 5.45-8.00pm| Conference Party                                                         |                                                                                                                                              |

**Day 3 (26th August 2016) – Conference Presentations**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Participant</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.10-8.15am</td>
<td>Arrival and registration of guests</td>
<td>Secretariat</td>
</tr>
<tr>
<td>8.15-8.45am</td>
<td>The Interpares Trust Project: Trusting Records in an Increasingly Networked</td>
<td>Dr. Shadrack Katuu</td>
</tr>
<tr>
<td></td>
<td>Society</td>
<td></td>
</tr>
</tbody>
</table>
| 8.45-10.45am| Session 3A: Social media in information and                            | Session Chair: Prof. P. M. Matu  
|            | knowledge management                                                    | Rapporteur: Joyce Nyambala                                                                                                                  |
|            | Venue: Jambo 1                                                           |                                                                                                                                              |
|            | Social media as a tool for sharing                                       | Macdonald Nhakura & Elisha Mupaikwa                                                                                                           |
|            | Academic Knowledge Among Undergraduate Students at HIT University       | Harare Institute of Technology  
|            |                                                                          | Zimbabwe                                                                                                                                    |
|            | Maximising the Potential of Social Media to Promote Academic Library    | Villary Abok & Tom Kwanya                                                                                                                    |
|            | Services: A Case Study of the Technical University of Kenya              | Department of Information and Knowledge Management  
|            |                                                                          | Technical University of Kenya                                                                                                               |
|            | Exploring the Use of Social Media in Knowledge Sharing in Public        | Jackson Owiti Omondi                                                                                                                         |
|            | Institutions in Kenya                                                   | Department of Information and Knowledge Management  
|            |                                                                          | Technical University of Kenya                                                                                                               |
|            | Leveraging on Social Media Tools (SMTs) As Strategy for Effective and   | Justina Ngozi EKERE, Ph.D  
|            | Sustainable Marketing of Reference and Information Service in            | Senior Librarian,  
|            | Developing Countries                                                    | Nnamdi Azikiwe Library,  
|            |                                                                          | University of Nigeria, Nsukka;  
|            |                                                                          | Linda Ihechikwere ANYALEBECHI  
|            |                                                                          | Medical Library, College of Medicine, Chukwuemeka Odimegwu  
|            |                                                                          | University Teaching Hospital, Amaku, Awka, Anambra State, Nigeria  
|            |                                                                          | Oyemike Victor BENSON  
|            |                                                                          | ICT/Virtual Library, Library Division  
|            |                                                                          | Federal Polytechnic, Nekede, Owerri, Imo State, Nigeria                                                                                 |
| 8.45-10.45am| Session 3B: Knowledge sharing and diffusion                            | Session Chair: Prof. Onyancha Bosire                                                                                                          |
|            | Venue: Jambo 2                                                           | Rapporteur: Collins Mutimba                                                                                                                  |
|            | Knowledge Acquisition and Sharing Strategies in Law Firms in Kenya      | Gladys Kemboi & Tom Kwanya                                                                                                                   |
|            |                                                                          | Department of Information and Knowledge Management  
|            |                                                                          | The Technical University of Kenya                                                                                                           |
|            | Strategies for Management of Knowledge and Innovation in Nigerian       | Kabiru Dahiru Abbas, PhD  
<p>|            | Agricultural Research Systems                                           | Department of Library and Information Sciences                                                                                              |
|            |                                                                          | Bayero University, Kano, Nigeria                                                                                                             |</p>
<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Participant</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.45-10.45am</td>
<td>THE IMPACT OF KNOWLEDGE MANAGEMENT ON THE COMPETITIVENESS OF INSURANCE</td>
<td>Rodney Chege Kamau, Tom Kwanya, Department of Information and Knowledge Management, The Technical University of Kenya</td>
</tr>
<tr>
<td></td>
<td>FIRMS IN KENYA</td>
<td>UAP Insurance Company Ltd, Kenya</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Department of Information and Knowledge Management, The Technical University of Kenya</td>
</tr>
<tr>
<td>8.45-10.45am</td>
<td>KNOWLEDGE MANAGEMENT INSIGHTS FROM THE SWEETPOTATO KNOWLEDGE PORTAL: A</td>
<td>Bukania, Christine, Sweetpotato Action for Security and Health in Africa (SASHA) Project, Nairobi, Kenya</td>
</tr>
<tr>
<td></td>
<td>CASE STUDY</td>
<td>International Potato Center (CIP), Nairobi, Kenya</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Department of Computer Science and Informatics, Karatina University</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dr. Tom Kwanya, Department of Information and Knowledge Management, The Technical University of Kenya</td>
</tr>
<tr>
<td>10.45-11.00am</td>
<td>TACIT KNOWLEDGE MANAGEMENT AND ORGANIZATIONAL PERFORMANCE IN UNIVERSITIES</td>
<td>Joan Wakasa Murumba, Dr. Tom Kwanya, Department of Information and Knowledge Management, The Technical University of Kenya</td>
</tr>
<tr>
<td></td>
<td>IN KENYA</td>
<td>Karatina University</td>
</tr>
<tr>
<td>10.45-11.00am</td>
<td>HEALTH BREAK</td>
<td></td>
</tr>
<tr>
<td>11.00-1pm</td>
<td>Session 4A: Role and impact of information and knowledge centres</td>
<td>Session Chair: Dr. Tom Kwanya, Rapporteur: Jackson Alunga</td>
</tr>
<tr>
<td></td>
<td>Venue: Jambo 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TOWARDS A KNOWLEDGE SPECIALIZATION INDEX FOR SUB-SAHARAN AFRICA: AN</td>
<td>Prof. Omwoyo Bosire Onyancha, University of South Africa, Pretoria, South Africa</td>
</tr>
<tr>
<td></td>
<td>INFORMETRICS STUDY</td>
<td></td>
</tr>
<tr>
<td></td>
<td>THE ROLE OF ACADEMIC LIBRARIES IN WEBOMETRIC RANKING OF UNIVERSITIES</td>
<td>George M. Wamahiga, Library Department, Karatina University</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dr. Tom Kwanya, Department of Information and Knowledge Management, The Technical University of Kenya</td>
</tr>
<tr>
<td></td>
<td>THE APPLICATION OF ALTMETRICS IN ASSESSING THE SCHOLARLY IMPACT OF THE</td>
<td>Milcah Wawira Gikunju &amp; Rosemary Musula Otando, University of Nairobi, Nairobi, Kenya</td>
</tr>
<tr>
<td></td>
<td>CONTENT OF DIGITAL REPOSITORIES IN KENYA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>THE EXPECTATIONS OF COMMUNITY AND PUBLIC LIBRARIES IN THE ACTUALISATION</td>
<td>Oyemike Victor Benson, ICT/Virtual Library, Library Division, Federal Polytechnic, Nekede, Owerri, Imo State, Nigeria</td>
</tr>
<tr>
<td></td>
<td>OF SUSTAINABLE DEVELOPMENT GOALS (SDGs) IN DEVELOPING COUNTRIES</td>
<td>Linda Ihechikwere Anyalebechi, Medical Library, College of Medicine, Chukwuemeka Odimegwu University Teaching Hospital, Amaku, Awka, Anambra State, Nigeria</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Nkechi M. Amaechi, PhD, Processing Unit, Federal University of Technology, Owerri, Imo State, Nigeria</td>
</tr>
<tr>
<td></td>
<td>THE INFLUENCE OF PERFORMANCE CONTRACTING ON THE OPERATIONS AND SERVICE S</td>
<td>John Waweru, School of Business Library, University of Nairobi, Kenya</td>
</tr>
<tr>
<td></td>
<td>OF THE UNIVERSITY OF NAIROBI LIBRARY</td>
<td></td>
</tr>
<tr>
<td>11.00-1pm</td>
<td>Session 4B: Digital trends in information and knowledge management</td>
<td>Session Chair: Dr. Kabiru Dahiru Abbas, Rapporteur: Claudior Onsare</td>
</tr>
<tr>
<td></td>
<td>Venue: Jambo 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>IMPACT OF CLOUD-BASED SERVICES ON RECORDS MANAGEMENT IN PUBLIC ORGANIZATION IN KENYA</td>
<td>Lucy Kibe, Department of Information and Knowledge Management, The Technical University of Kenya, Nairobi, Kenya</td>
</tr>
<tr>
<td>Time</td>
<td>Activity</td>
<td>Participant</td>
</tr>
<tr>
<td>----------</td>
<td>--------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 11.00-1pm| DESIGN AND DEVELOPMENT OF A GIS SYSTEM TO MAP AND TRACK TRACHOMA PATIENTS IN KAJIADO COUNTY | Evaline Owiti  
Masai Technical Training Institute, Kajiado, Kenya  
Prof. Joseph Kiplang'at  
Department of Information and Knowledge Management  
The Technical University of Kenya, Nairobi, Kenya  
Mr. Reuben Oyamo  
Department of Information Technology  
Moi University, Eldoret, Kenya |
| 11.00-1pm| IMPLEMENTATION OF ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM IN THE PUBLIC SECTOR IN KENYA | Collins Mutimba  
Department of Information and Knowledge Management  
The Technical University of Kenya, Nairobi, Kenya |
| 11.00-1pm| LOCAL CONTENT MANAGEMENT IN KENYA METHODIST UNIVERSITY (KEMU) | Victor Kamau  
Knowledge Management Officer  
Kenya Forestry Research Institute, Nairobi, Kenya  
Prof. Joseph Kiplang'at  
Department of Information and Knowledge Management  
The Technical University of Kenya, Nairobi, Kenya  
Prof. Cephas Odini  
School of Information Sciences, Moi University, Eldoret, Kenya |
| 1.00-2pm | LUNCH BREAK                                                              |                                                                             |
| 2.00-4pm | Session 5A: Legal and ethical issues in information and knowledge management  
Venue: Jambo 1 | Session Chair: Dr. Prosvotia Svärd  
Rapporteur: Damien Abong'o  
Erick Odhiambo Ogolla  
Department of Information and Knowledge Management,  
The Technical University of Kenya, Nairobi, Kenya  
Prof. Japhet Otike  
School of Information Sciences  
Moi University, Eldoret, Kenya |
|          | UNMASKING HATE SPEECH IN SOCIAL MEDIA SITES IN KENYA                      |                                                                             |
|          | COPYRIGHT IMPLICATIONS OF PROVIDING INFORMATION THROUGH OPEN ACCESS IN UNIVERSITY LIBRARIES IN AFRICA | Prof. Japhet Otike  
School of Information Sciences  
Moi University, Eldoret, Kenya |
|          | DIGITAL RIGHTS MANAGEMENT SYSTEMS; CHALLENGES AND OPPORTUNITIES OF ELECTRONIC BOOK PUBLISHING IN KENYA | Dr. Emily Kogos  
Senior Lecturer, Department of Publishing and Media Studies  
School of Information Sciences  
Mai University, Eldoret, Kenya  
Angela Kogos  
Department of Information and Knowledge Management  
The Technical University of Kenya, Nairobi, Kenya  
Claudior Onsare  
Department of Language and Communication Studies  
The Technical University of Kenya, Nairobi, Kenya |
| 2.00-4pm | Session 5B: Emerging trends in libraries and information centres  
Venue: Jambo 2 | Session Chair: Prof. Cephas Odini  
Rapporteur: Villary Abok  
Ashah H. Owano  
National Museums of Kenya, Nairobi, Kenya  
Joseph Kiplang'at  
Department of Information and Knowledge Management  
The Technical University of Kenya, Nairobi, Kenya  
Cephas Odini  
Department of Library Records Management and Information Studies  
Moi University, Eldoret, Kenya |
<p>|          | USE OF ICTS IN ACCESSING INFORMATION BY RESEARCHERS IN SELECTED PUBLIC RESEARCH INSTITUTIONS IN KENYA |                                                                             |</p>
<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Participant</th>
</tr>
</thead>
</table>
| 2.00-4pm   | USE OF ICT IN THE PROVISION OF INFORMATION AND SERVICES IN ACADEMIC LIBRARIES TO ENHANCE LEARNING: A CASE OF THE TECHNICAL UNIVERSITY OF KENYA LIBRARY | Sarah W. Kibugi  
Director, Library and Learning Services  
The Technical University of Kenya, Nairobi, Kenya                                                                                           |
| 2.00-4pm   | THE USE ICTS TO SUPPORT KNOWLEDGE MANAGEMENT IN SELECTED ACADEMIC LIBRARIES IN NIGERIA AND SOUTH AFRICA | Rexwhite Tega Enakrire PhD  
Lecturer, Department of Library and Information Science  
Delta State University, Nigeria                                                                                                                |
|            | ACCESS TO AND USE OF ICTs IN THE PROVISION OF INFORMATION TO DISTANCE LEARNERS IN KENYAN UNIVERSITIES | Dr. Grace Wambui Kamau  
Department of Information and Knowledge Management  
The Technical University of Kenya, Nairobi, Kenya                                                                                               |
|            | AN ASSESSMENT OF THE ACCESSIBILITY OF ELECTRONIC INFORMATION RESOURCES BY ACADEMIC LIBRARY USERS: A CASE OF THE UNIVERSITY OF NAIROBI | Kamau Grace Njeri  
University of Nairobi,  
Jomo Kenyatta Memorial Library, Nairobi, Kenya  
Dr. Dorothy Njiraine  
Department of Library and Information Science, University of Nairobi, Nairobi, Kenya                                                                 |
|            | SCALING UP THE USE OF MOBILE PHONES TO DELIVER AGRICULTURAL INFORMATION TO FARMERS IN UASIN GISHU COUNTY, KENYA | Dr. Emily Bosire-Ogechi  
Lecturer, School of Information Sciences,  
Moi University, Kenya                                                                                                                                 |
| 4.00-4.15pm| HEALTH BREAK                                                              |                                                                                                                                              |
| 4.15-4.30pm| Closing ceremony                                                         | Session Chair: Dr. Tom Kwanya                                                                                                               |
|            | Concluding remarks                                                       | Prof. Emily Akuno                                                                                                                             |
|            | Vote of Thanks                                                           | Prof. Joseph Kiplang’at                                                                                                                     |
The 1st International Conference
on
INFORMATION AND KNOWLEDGE MANAGEMENT

Nairobi, 24th to 26th August 2016

Conference Theme:
“Transformative Information & Knowledge Management for Sustainable Development”

ORGANIZED BY: The Technical University of Kenya and Moi University
WITH SUPPORT OF: United Nations Educational, Scientific and Cultural Organization; Kenya Commercial Bank
KEYNOTE SPEAKER: Prof Adeline Du Toit
VENUE: Sarova Panafric Hotel, Nairobi, Kenya

ABSTRACTS
DIGITAL TRENDS IN INFORMATION AND KNOWLEDGE MANAGEMENT
ADOPTION OF CLOUD COMPUTING AT THE TECHNICAL UNIVERSITY OF KENYA: OPPORTUNITIES AND CHALLENGES

Hosea Chumba
Department of Information and Knowledge Management
Technical university of Kenya
hoseachumba12@gmail.com

ABSTRACT
This research examined the extent of adoption of cloud computing as well as its associated benefits and challenges at the Technical University of Kenya. The researcher employed descriptive research. Primary data was collected through interviews and observation of how cloud services were delivered to students. The Technical University of Kenya was picked as a case study because of the need to provide a detailed qualitative data that describe a specific context. The findings revealed that The Technical University of Kenya has set up a private cloud. It also utilises cloud-based services to provide storage capabilities, e-mail services, communication and networking as well as cloud-based social media platforms such as Facebook and twitter. The adoption of cloud computing has brought about benefits such as operational cost reductions, enhanced reliability of services, improved security provisions, increased ease of information sharing, creation and development of diverse sources of information, faster deployment of applications and ICT infrastructure as well as easy monitoring and management of service delivery among others. The challenges hampering wider adoption of this technology include lack of trust, resistance to change and inadequate awareness of cloud computing capabilities amongst university staff and students. The findings described may be useful to The Technical University of Kenya and the management of other public and private universities in Kenya as well as researchers working in this field by providing information on cloud computing and its potential opportunities and challenges. Although other research studies on this theme exist, the current study is original in Kenyan universities setup. Similarly, it is the first to apply the theme to The Technical University of Kenya.

KEYWORDS
Cloud computing, ICT, cloud computing adoption, SaaS, PaaS, IaaS, universities, Kenya
DESIGN AND DEVELOPMENT OF A GIS SYSTEM TO MAP AND TRACK TRACHOMA PATIENTS IN KAJIADO COUNTY

Evaline Owiti  
Masai Technical Training Institute  
e_owiti@yahoo.com

Joseph Kiplang’at  
Department of Information and Knowledge Management  
The Technical University of Kenya  
jkngetich@yahoo.co.uk

Reuben Oyamo  
Department of Information Technology  
Moi University  
reubenoymo@yahoo.com

ABSTRACT

Geographical Information System (GIS) mapping software provides powerful tools for management and analysis of infectious diseases. The use of this technology can be tailored to suite a wide range of applications. The study aimed at designing and developing a mapping and tracking system for Trachoma patients within Kajiado County. The system is intended to, improve the collection and reporting of aggregated health data of Trachoma patients through mobile technologies, identify specific locations vulnerable to Trachoma within Kajiado County, identify congregate groups targeted for preventive measures of Trachoma disease and create maps to help stakeholders to establish the location of the patients within Kajiado County. This study was based on the Susceptible Infected Recovered (SIR) model. The research design used was experimental and the system methodology used was evolutionary prototyping. Data was collected using face to face interviews and document analysis from Bissil, Mile 46, Kitengela and Isinya which were used to test the system. Cross case analysis was used to analyse the data within the areas. The android operating system and Java programming were used to develop the user interface for capturing the data by the community health worker through the use of a GIS enabled phone (Samsung). Google map application was used to identify the locations of the patient on a map. Visual Basic.net programming language was used to generate the reports to be used by the African Medical and Research Foundation (AMREF) coordinators for decision making and delivery of medical services. Based on the findings of the study, the use of GIS enabled mobile phones led to a reduction in the spread of Trachoma and facilitated quick identification of locations/households of trachoma prevalence areas. This is in addition to improved decision making. The study recommends development of a GIS cloud mobile data collection system for web and mobile devices which would allow collection of Trachoma patient data in real time mode.

KEYWORDS

ICT, health, Trachoma, Maasai, Kajiado County, Kenya
IMPACT OF CLOUD-BASED SERVICES ON RECORDS MANAGEMENT IN PUBLIC ORGANISATIONS IN KENYA

Lucy Kibe
Department of Information and Knowledge Management
The Technical University of Kenya
Nairobi, Kenya
kibelucy871@gmail.com

ABSTRACT

Cloud-based services are the services that are provided to users through the Internet when they need them. They are designed to provide easy and scalable access to applications, resources and services. They include online storage, backup solutions and document collaboration services, among others. Most organisations have started using the cloud-based services to offer efficient and cost-effective technological solutions. Other organisations are moving to cloud-based records management to cut cost, eradicate redundancies and pool resources. However, when choosing to use these services, the organisations have to weigh against the risks associated with lack of privacy and security of records. This study analysed the cloud-based services used for records management in public organisations in Kenya; their impact on effective records management; the challenges in managing the cloud-based services; and strategies which can be used by the organisations to enhance the effective adoption of cloud-based services for records management in public organisations in Kenya. Primary data was collected through self-administered questionnaires using the online Survey Monkey platform. Additional information was collected through review of scholarly materials. The findings indicate that public organisations in Kenya can use cloud based services to enhance their records management. These services entail the Thus, cloud-based services such as creation, digitisation, dissemination, storage and preservation of records have the potential of increasing efficiency and effectiveness of public organisations by enhancing effective records management. The findings of this study can be used by public organisations to implement effective records management initiatives anchored on cloud-based services. Moreover, the findings can be used to develop policies and standards governing the use of cloud-based services in records management.

KEYWORDS
Cloud-based services, records management, public organisations, Kenya
IMPLEMENTATION OF ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM IN THE PUBLIC SECTOR IN KENYA

Collins Mutimba
Department of Information and Knowledge Management
The Technical University of Kenya
mutimbballins@gmail.com

ABSTRACT

Many public sector organisations in Africa have embarked on reforms aimed at streamlining operations and service delivery to the citizens. However, despite the tremendous efforts and resources allocated to reforms, little progress has been made. One of the areas lagging behind is records management. Whereas several public organisations have deployed Electronic Document and Records Management Systems (EDRMS), these have neither transformed operations nor enhanced service delivery. This scenario is unlike the case in developed countries where digitalisation of records management processes has yielded significant benefits. The challenge is the implementation of EDRMS projects by public organisations in Kenya. This study investigated the implementation of EDRMS projects at the then Ministry of Higher Education, Science and Technology in Kenya. The specific objectives were to establish whether there was a policy framework guiding the implementation process; whether the user needs were met; the benefits of using EDRMS; the challenges hampering the effective implementation of the EDRMS; and make recommendations to enhance the implementation of EDRMS projects in public organisations. Data was collected from 52 respondents using questionnaires and face-to-face interviews. Qualitative and quantitative approaches were used to analyse, present and interpret data. The study found that most public institutions have a relevant policy framework guiding the implementation EDRMS projects. However, many of their staff are either unaware of or do not apply these policies. The needs of the users of EDRMS systems in public institutions are neither analysed nor met by the systems. If implemented appropriately, EDRMS systems have the potential to streamline business operations and enhance decision making in public institutions.

KEYWORDS

Electronic records; electronic documents management; public organisations, Kenya
LOCAL CONTENT MANAGEMENT IN KENYA METHODIST UNIVERSITY (KEMU)

Victor Kamau
Knowledge Management Officer
Kenya Forestry Research Institute
vkamau@gmail.com

Joseph Kiplang’at
Deputy Vice Chancellor - Administration, Planning and Infrastructure
Technical University of Kenya
jkngetich@yahoo.co.uk

Cephas Odini
Moi University
cephas.odini@kemu.ac.ke

ABSTRACT

This research investigates local content management and development of an effective and efficient local content management framework for Kenya Methodist University (KeMU). The objectives included: to establish the types of local content at KeMU; establish the challenges that affect its management; and develop a framework for management of local content for KeMU. Survey method was applied and samples were drawn from heads of programmes, librarians, students and lecturers. The Deputy Vice-Chancellor-Academic Affairs, the University Librarian and Information Communication Technology (ICT) Director were included as key informants. In-depth interviews were carried out and questionnaires used on students. The results show that there existed several types of local content at KeMU but there lacked a local content management policy. There were undocumented procedures, ad hoc collection methods and uncoordinated management of various types of local content only past-papers were electronically managed. The study has developed and presents a framework for local content management at KeMU that can be applied by other institutions of learning and research. This paper presents local content study as an expression of locally owned and adapted knowledge that can be of creative, research, academic or of experience nature at an academic institution and provided a framework for its management that can be adopted by other institutions.

KEYWORDS

Local content, institutional repositories, KeMU, knowledge management, Kenya
E-GOVERNANCE
A KNOWLEDGE MANAGEMENT STRATEGY FOR EFFECTIVE IMPLEMENTATION OF THE 2030 SUSTAINABLE DEVELOPMENT GOALS (SDGS) IN AFRICA

Elizabeth Kiondo
Tanzanian Permanent Delegation to UNESCO
Paris, France
eilkiondo@yahoo.com

ABSTRACT

Despite the fact that some progress has been registered in the past decades, Africa is still struggling with the development imperative as the world moves towards the implementation of the 2030 agenda for sustainable development adopted by the United Nations in late 2015. In this context, African countries are called upon to design and implement innovative policies and undertake pragmatic actions to achieve sustainable development. The importance of information and knowledge for development and the need to create knowledge societies which can effectively engage in development is essential because development is about people and the planet. Using secondary sources of data, the paper adopts an analytical approach to comprehensively examine the processes undertaken in the pursuit of sustainable development through the implementation of the millennium development goals over the past fifteen years. The analysis was specifically focused on the social, economic and environment factors which are core to sustainability. On the basis of experiences in these processes, it identifies key challenges including knowledge gaps as well as weaknesses in linking knowledge to actions. Lessons learnt from these experiences inform the direction that African countries need to take in the next 15 years as they embark on the implementing the 2030 development agenda. The paper pins its analysis within the conceptual framework that calls for knowledge management strategies to bridge the gaps that exist between knowledge and actions in the context of ownership, participation, knowledge creation process, integration, communication and political judgments. After exploring various knowledge management strategies in different contexts, the paper identifies components of a knowledge management strategy which will enhance Africa’s success in the implementation of the 2030 sustainable development goals. The paper concludes that as countries embark on a 15-year journey towards sustainable development, it is important that plans and processes adopt an effective knowledge management strategy to enhance the impact of interventions and levels of success.

KEYWORDS

Knowledge management strategies, sustainable development, SDGs, Africa
INFORMATION AS A TOOL FOR PROMOTING PUBLIC PARTICIPATION FOR SUSTAINABLE DEVELOPMENT IN COUNTIES IN KENYA

Thomas Ibrahim Okinda
Department of Publishing and Media Studies
Moi University, Kenya
ibrahimshare@gmail.com

ABSTRACT

Kenya’s 47 county governments were established in 2013 and are key to enhancing public access to information and citizen participation as provided for in the country’s 2010 Constitution and Vision 2030 development agenda. Despite the counties’ public information dissemination efforts, there is limited citizen participation in development in Kenya. This may be attributed to poor information packaging and dissemination, and the citizens’ reluctance to seek public information. An analysis of information as a tool for public participation for development has not been effectively conducted in Kenya. This is a knowledge gap that this study sought to fill. It specifically sought to establish forms of direct citizen participation in county governments in Kenya; determine ways in which information can promote citizens’ participation in development in counties in Kenya; identify information dissemination channels used to enhance citizen participation in development in devolved governments in Kenya; and propose information dissemination approaches for effective public participation for sustainable development in counties in Kenya. This study adopted external desk research design involving a review of relevant laws, research reports, books and journals. The findings indicate that there is limited citizen participation in development planning, implementation and evaluation in counties in Kenya; there are gaps in information dissemination and access in counties; the majority of Kenyans are inadequately informed about county governments; and county information dissemination channels are ineffective. The researcher recommends that county governments should set up and maintain libraries up to the community level; as well as enact public participation, access to information and information dissemination laws and policies. Libraries and information professionals should conduct user surveys, package and disseminate County information and market their services. Citizens should demand for public information. This is a timely study as Kenya strives to implement sustainable development goals that commenced in 2016 and county governments which have been in place since 2013.

KEYWORDS

Citizen participation, county governments, sustainable development goals, Kenya
E-GOVERNMENT DEVELOPMENT AND THE CHALLENGES OF MANAGING INFORMATION IN AFRICA

Proscovia Svärd, Research Fellow
Department of Information Science, University of South Africa and
Senior Lecturer, Södertörn University, Sweden

ABSTRACT
This article investigates the information management challenges faced by African countries as they engage in e-Government development. e-Government aims to create well-functioning government administrations, the delivery of high quality service, the use of ICTs, improvement of the competencies of government workers and the promotion of transparency and accountability. Information is key to all these processes and therefore its management is crucial to a well-functioning e-Government. We currently witness a changing information landscape and the use of social media to deliver government services. Words such as “big data” and “open data” are now constantly used to refer to the enormous amounts of information generated by government institutions. Globally governments are being encouraged to open up their information resources to citizens who are interested in using them innovatively to develop new electronic services. Governments need to have robust information management infrastructure that supports these initiatives. The exponential growth of information still poses challenges that require enterprise wide awareness and participation of all government workers in the effective management of information. Organizations are currently struggling with digital landfills which constitute both relevant and irrelevant information which overshadows vital information. Many government institutions even in developed countries still lack electronic archives that would facilitate the integration of all government information flows in a manner that promotes access and use. It is a known fact that the information management regimes in Africa are still poor due to the colonial legacy but also because information/records management continues to be an area that is neglected, misunderstood and not prioritized. Yet, effective information management underpins an effective e-Government. As African governments endeavour to engage in e-Government development the issue of information management is critical and needs to be prioritized. Desk top research and documentary analysis will be used as a method and technique respectively to unearth the challenges of information management in relation to e-Government development in Africa. The results will help inform policy makers on the necessity to train government employees in the management of information and to invest in education programs at the tertiary level directed at the digital information management domain. There is also need to create awareness about e-Government development and that still has to be done through information dissemination and access.

KEYWORDS
E-government development, information management, information systems, government information
IMPACT OF INFORMATION MANAGEMENT PRACTICES ON COUNTY GOVERNMENTS IN CENTRAL KENYA: A CASE OF NYERI COUNTY

Esther Wairimu Ngirigacha
Karatina University
esthernwairimu@gmail.com

Tom Kwanya
Department of Information and Knowledge Management
The Technical University of Kenya
tkwanya@tukenya.ac.ke / tom.kwanya@gmail.com

ABSTRACT

Information management is critical in influencing an organisation’s ability to sustain a long-term competitive advantage. This study examined the impact of information management practices on the performance of county governments in Central Kenya using the Nyeri County government as a case study. The study specifically sought to determine the information management practices used by the Nyeri County government; and establish the effectiveness of these information management practices in supporting government activities. This study was designed as a survey. The study targeted 82 management and administrative county staff in the six sub-county offices of Nyeri County (in Tetu, Kieni, Mathira, Othaya, Mukurweini, and Nyeri Town) and the Nyeri County governor. The study adopted census sampling design due to the small number of the potential respondents and also because this method was bound to enhance the reliability of the findings. The choice of a census design maximised the confidence level while at the same time greatly reduced the margin of error. Questionnaires and interview schedules were used as the main data collection instruments. The study found out that effective use of information management practices has enabled the Nyeri County government to be more responsive and consistent in service delivery as well and projected an image of good faith in a bid to audit and improve governance. These practices were effective mainly because they improved service delivery in the county office, and maintained convenient, secure and efficient storage and retrieval of county government information in the county government offices. The findings of this study may be used by the governors as the base upon which to review the county accountability and transparency principles and practices.

KEYWORDS

Information management, strategies, practices, performance, County Government of Nyeri, Kenya
THE ROLE OF RECORDS MANAGERS IN OPEN GOVERNMENT AND OPEN GOVERNMENT DATA IN AFRICA

Nathan Mnjama
Department of Library and Information Studies
University of Botswana
mnjamann@mopipi.ub.bw

Peter Sebina
Department of Library and Information Studies
University of Botswana
sebinapm@mopipi.ub.bw

ABSTRACT

Information and communication technologies (ICTs) have created myriad opportunities for accessing and utilising information resources held by the government. However, restrictive laws, policies and procedures continue to impede the rate at which citizens can access information held by governments. This chapter examines the twin issues of “Open Government” and “Open Government Data”. It shows that within Africa, the “Open Government Data” initiative has witnessed a steady growth over the past few years and that as of 2014, 21 countries had created their own data portals and were part of the Open Government Partnership movement. The authors argue that more than often records managers and other information professionals are not included in the management of Open Government Data initiatives and as a result the long-term preservation and accessibility of such data may not be guaranteed. The chapter begins by discussing the benefits of making government held data freely accessible. It then outlines the role that records managers and other information professionals could play in the organisation and management of large amounts of data collected through open government initiatives. It concludes by recommending the engagement of archivists, records managers and other information professionals in the formulation and adoption of policies, standards and procedures that will guarantee the acquisition, storage and dissemination of information via open government portals.

KEYWORDS

Open government, open government data, freedom of information
Emerging Trends in Libraries and Knowledge Centres
The purpose of this study was to investigate access to and use of ICTs in the provision of information to distance learners at the University of Nairobi (UoN) and Kenyatta University (KU) libraries and to make recommendations for improvement. The study employed a mixed method research design. A multiple case studies approach was used. Stratified, purposive and census sampling techniques were alternately used to select key participants namely: distance learners, Directorate of Distance Education, Deans of Schools and Chairmen of Departments, University librarians and senior library staff. A sample of 200 distance learners and 56 respondents from the other strata was selected. Data was collected through a semi structured questionnaire administered to distance learners, semi-structured interviews with the other respondents and documentary review. The data was analyzed using descriptive statistics and thematically. The key findings of the study were that: distance learners had limited access to and use of ICTs; they could not access e-resources from the university library remotely and they experienced challenges in accessing information through ICTs. For example, internet connectivity, inadequate electricity in rural areas, inadequate library services at regional centres and inadequate computer and information literacy skills. Distance learners will benefit from this study from improved access to information through ICTs thereby increasing the quality of their education. This study will inform university libraries in Kenya in general and the University of Nairobi and Kenyatta University libraries in particular on improving their information services for distance learners through ICTs. The findings of this study will benefit the university management and the Kenya government in planning and management of ICTs for distance education. There is a dearth of research studies in the area of library services for distance learning in Kenya. The current study will contribute in closing this gap. This study is original in that it investigated new issues by focusing on access to and use of ICTs by distance learners as opposed to traditional library services as has been the focus of past studies. The methodology of the study also reflected originality through triangulation. Earlier studies were based mainly on interviews with librarians. This study went further by involving all the players in distance education in the university namely distance students, Faculty, librarians and ICT Directorate.

KEYWORDS
Distance learners, Information Communication Technologies (ICTs), Kenya, library services, university libraries
AN ASSESSMENT OF THE ACCESSIBILITY OF ELECTRONIC INFORMATION RESOURCES BY ACADEMIC LIBRARY USERS: A CASE OF THE UNIVERSITY OF NAIROBI

Kamau Grace Njeri
University of Nairobi,
Jomo Kenyatta Memorial Library,
gracemercykkk@yahoo.com

Dorothy Njiraine
University of Nairobi,
Department of Library and Information Science
dnjiraine@gmail.com

ABSTRACT

The purpose of this paper was to examine the accessibility of electronic information resources by the Jomo Kenyatta Memorial library users. The study used a mixed method research design (both quantitative and qualitative). The data collection instruments used included questionnaires and interview guide. A sample size of 50 students and 20 staff were randomly selected for data collection. The study revealed that slow internet connectivity, inadequate computers, little time allocation for computers usage and poor retrieval skills by the library users affected effective access and use of electronic information resources. The findings of this study will enable the library management to understand the factors affecting accessibility of electronic information resources. This will help improve service delivery and meet the needs of the library users. Accessibility and utilization of relevant electronic information resources is vital for efficient research output. Access of electronic information resources in academic libraries helps in bridging the knowledge divide.

KEYWORDS

Academic library, accessibility, electronic information resources, Kenya, library users
THE USE ICTs TO SUPPORT KNOWLEDGE MANAGEMENT IN SELECTED ACADEMIC LIBRARIES IN NIGERIA AND SOUTH AFRICA

Rexwhite Tega Enakrire PhD
Department of Library and Information Science
Delta State University, Nigeria
enakrire@yahoo.com

Dennis N. Ocholla, PhD
University of Zululand, South Africa
ochollad@unizulu.ac.za

ABSTRACT

Information and Communication Technologies (ICTs) are increasingly used to support information services in a variety of ways. This paper discusses the dimensions of ICT for the support of Knowledge Management (KM) in sampled academic libraries in Nigeria and South Africa. Both quantitative and qualitative research methodologies were applied in this study. A quantitative approach through survey research, by use of questionnaires for data collection, was used together with a qualitative approach through observation and qualitative content analysis, by document and literature analysis and interviews. A total of 171 professional librarians and six key informants across the two countries’ libraries were targeted for information and the majority of them responded. Findings revealed that ICT tools used to support Knowledge Management varied among the universities. The use of new technologies in academic libraries is fast growing with the sampled South African academic libraries leading. A comparison of the six libraries revealed that each one had their unique ICTs/library facilities, structure, resources/collections, policy, services, and staff categories. The interview and observation results provided additional information in the use of new technologies for easy access and support systems for management functions of the libraries. We recommend that staff development be intensified to cope with changes and new technologies in order for modern information services to be embraced. The challenges identified in the study should be turned into opportunities to solve the rapidly growing ICT requirements for KM in libraries.

KEYWORDS

ICTs, knowledge management, university libraries, Nigeria, university libraries, South Africa
SCALING UP THE USE OF MOBILE PHONES TO DELIVER AGRICULTURAL INFORMATION TO FARMERS TO REDUCE POVERTY IN UASIN GISHU COUNTY, KENYA

Emily Bosire-Ogechi
School of Information Sciences
Moi University, Kenya
emilykwamboka@gmail.com

ABSTRACT

The advent of ICTs has changed the way people work, entertain and interact. Yet, the reality is that such changes have bypassed the majority of human kind; the billions of poor people for whom ICTs do not mean much. The poor people are mostly involved in producing much of the food that is consumed in the urban areas of most developing nations. It is therefore important that the right information is provided to them so as to harness their potential fully. One way this can be done is through the use of mobile phones that are now a common gadget even in the rural areas. The objective of the study was therefore to investigate how the use of mobile phones can be scaled up to enhance access and use of information so as to reduce poverty in Uasin Gishu. The study was a qualitative one in which a case study design was used. Unstructured interview schedules were used to collect data. The collected data was analysed qualitatively using Strauss’ grounded theory approach. Some of the major findings were that the people of Uasin Gishu have embraced the use of mobile phones and that there are various devices that can be used to provide information to the rural community of Uasin Gishu. The practical implication of this study is that the findings can be used by the county officers to scale up the use of mobile phones to enhance the access and use of information to support farming activities.

KEYWORDS

Mobile phones, agriculture, poverty, Uasin Gishu, Kenya
USE OF ICT IN THE PROVISION OF INFORMATION AND SERVICES IN ACADEMIC LIBRARIES TO ENHANCE LEARNING: A CASE OF THE TECHNICAL UNIVERSITY OF KENYA LIBRARY.

Sarah W. Kibugi  
Technical University of Kenya  
kibugisarah@gmail.com

ABSTRACT

Traditional provision of information and services in Academic libraries has been replaced by the use of ICTs. This change has been necessitated by the changing needs and characteristics of users. Academic libraries being partners of faculty have an obligation to enhance learning; especially e-learning through the use of ICT based resources and services. Despite the utilization of large financial resources annually in the acquisition of ICTs to enable e-resource access there is low usage of available e-resources and databases at the Technical University of Kenya. The objective of the study was to examine the use of ICT based resources and services at the Technical University of Kenya Library. The target population for this study consisted of students who were library users and teaching staff. Stratified random sampling technique facilitated the choice of 150 students and 50 teaching staff from whom data relevant to the study was collected using structured questionnaire. The study established that although users appreciated the use of ICT based resources and services; usage was low due to many challenges which were hindrances to their effective use. The study concludes that poor ICT infrastructure in the library has contributed to underutilization of the available e-resources and services. Low usage of e-resources which have the most up to date information may result in users relying on print based materials, hence denying themselves knowledge on how to search and use ICT based information to enhance their teaching and learning. The study recommends that the library’s budget be increased, appropriate Information Literacy curriculum is designed and implemented to train users how to access and use e-resources. This study may be used to inform academic libraries and university management on issues leading to low usage of e-resources for them to lay strategies to increase usage.

KEYWORDS

Academic libraries, electronic resources, ICT based resources, ICT Infrastructure, information literacy
USE OF ICTs IN ACCESSING INFORMATION BY RESEARCHERS IN SELECTED
PUBLIC RESEARCH INSTITUTIONS IN KENYA

Ashah H. Owano
National Museums of Kenya, Nairobi, Kenya
owashu2002@yahoo.com

Joseph Kiplang’at
Department of Information and Knowledge Management
The Technical University of Kenya, Nairobi, Kenya
jkungetich@yahoo.co.uk

Cephas Odini
Department of Library Records Management and Information Studies
Moi University, Eldoret, Kenya
codini@mu.ac.ke

ABSTRACT

Although several initiatives and efforts have been made to assist researchers in accessing information in public institutions in Kenya, they are still disadvantaged because of limited access and use of ICTs to facilitate research activities and improve the base for strategic decision making. The aim of this study was to investigate the use of ICTs in accessing information by researchers at the Kenya Industrial Research and Development Institute (KIRDI) and the Kenya Medical Research Institute (KEMRI) and suggest a framework to improve ICT utilization at the two research institutions. The use of ICTs in accessing information by researchers in public research institutions in Kenya remains under researched on. This study was designed as an investigative research using a multiple case study approach. The respondents were selected through purposive sampling. Data was collected through semi-structured interview schedule. Data was analyzed through a combination of qualitative and quantitative techniques. The study highlights information needs of researchers, resources available to them; ICTs utilization and challenges experienced while accessing information using ICTs. The study made suggestions towards a framework for improved ICT diffusion and utilization. ICTs are central to globalized economy through enhancing access to information and knowledge which are critical elements in research. This paper provides practical considerations on utilization of ICTs to access information in public research institutions in Kenya. The findings are expected to be of help to top management of public research institutions to inform decision making to improve access to information by researchers and other stakeholders. This study is original in terms of its subject matter, scope and application. It investigated the use of ICTS in accessing information by researchers from two research environments (i.e. health and industrial) in Kenya.

KEYWORDS

ICTs, Information access, Researchers, Kenya
Indigenous Knowledge
ENZYMES, ANTS, CHAPATIS AND WEEDS: FIGURING OUT HOW TO “MANAGE” “INDIGENOUS” “KNOWLEDGE”

Donna Pido, PhD
Department of Design and Creative Media
The Technical University of Kenya
pido@africaonline.co.ke

ABSTRACT

In order to stimulate discussion and introspection about the many issues related to the management of indigenous knowledge, the author builds on earlier publications and examples drawn from nearly five decades of participant observation in Kenya. Consideration is given to the historical conflict in attitudes toward the management of knowledge in general during pre-colonial, colonial and post independence periods. Culture-based systems and their caretakers have faced intrusion and misappropriation by self-interested parties while vast bodies of knowledge have been lost as the generations that held that knowledge have expired. Plans for the management of indigenous knowledge need to consider the full range of stakeholders and changes in its applicability over time. Examination of categories and dichotomies of indigenous knowledge and modes of collection, expression, storage and dissemination can inform the small and large-scale planning and implementation of indigenous knowledge management. This chapter presents some of the questions and dilemmas which stakeholders seeking to effectively manage indigenous knowledge need not only to be aware of but also attempt to address. These questions revolve around the real meaning of indigenous knowledge as well as its ownership, value and applicability in a fast changing generation.

KEYWORDS

Indigenous knowledge, data collection, data storage, East Africa, Kenya, traditional knowledge
AN ANALYSIS OF INDIGENOUS KNOWLEDGE LEGISLATION AND POLICIES IN KENYA

Sally Chepchirchir
Karatina University
schepchirchir@kuru.ac.ke / salchirry@yahoo.com

Tom Kwanya
Department of Information and Knowledge Management
The Technical University of Kenya
tkwanya@tkukenya.ac.ke / tom.kwanya@gmail.com

ABSTRACT

Since the dawn of history, humanity has always sought more knowledge to feed families, stay healthy, argue with neighbours, and understand the immediate environment, among other issues. Before scientific approaches of knowledge discovery emerged, local ways of solving problems were already strongly established. These ways have persisted to date and comprise what is known as indigenous knowledge (IK). As society scientifically developed, IK became a neglected area whose potential as a resource in development was forgotten. This neglect has led to myriad socioeconomic challenges affecting food security, environmental conservation, health and social cohesion, among others. Therefore, need to rediscover and mainstream IK in development is great. This need is anchored on the understanding that IK is the basis for local-level decision making in agriculture, healthcare, food preparation, education, natural-resource management, and a host of other activities. One of the perspectives of enhancing the creation, use and perpetuation of IK is enactment of facilitative policies and legislation. This study analysed the IK legislation and policies in Kenya and the extent to which they have been implemented and thereafter recommends strategies which can be used to enhance the impact of IK in socioeconomic development in Kenya. Data was collected through content analysis of the existing IK policies and legislation. Additional data was collected through key informant interviews with information science professionals and policy makers. The study revealed that several legislative and policy provisions on the regulation, preservation, management, use and development of indigenous knowledge exist in Kenya. However, there are many gaps in the content and implementation of these provisions which should be addressed to enhance their impact on the promotion, growth and perpetuation of indigenous knowledge in Kenya. The findings of this study may be used by information practitioners, policy makers and communities to enhance the creation, use and impact of IK.

KEYWORDS

Indigenous knowledge, knowledge management, legislation, policies, Kenya
ABSTRACT
Despite the efforts by research and higher learning institutions to collect and collate data on tacit knowledge (TK), its rate of loss is still alarming. Challenges leading to the low recovery of TK have not adequately been investigated. This is lowering the impact of research on food security, climate change and weather pattern predictions, medicinal health and wildlife conservation not to mention the attainment of the Vision 2030 and sustainable development goals (SDGs). The continued loss of tacit knowledge in research settings has focused attention on the existing knowledge management systems (KMS) and their impact on the retention of tacit knowledge. This study investigated the role of KMS on the retention of tacit knowledge in research institutes in Kenya. The unit of analysis was the Kenya Forestry Research Institute (KEFRI). The study used a mixed research approach encompassing the exploratory, descriptive and quantitative designs with the list of the employees of government owned research institutes in Kenya formed under the Science, Technology and Innovation Act (now repealed) serving as the sampling frame. Questionnaires were used to gather relevant information from the respondents. Data collected was analysed using both the descriptive and inferential statistics. The study established that there is a strong influence on the retention of TK attributable to units of change in KMS. The study recommends that government, research institutes and other concerned stakeholders should adequately invest in KMS which increase the retention of TK.

KEYWORDS
Knowledge management systems, retention, tacit knowledge, research institutes, Kenya
ROLE OF LANGUAGE IN INDIGENOUS KNOWLEDGE MANAGEMENT IN KENYA

Teresa Atieno Otieno  
Department of Language and Communication Studies,  
The Technical University of Kenya  
teresaotieno@gmail.com

Damien Clement Abong’o  
Department of Language and Communication Studies  
Technical University of Kenya  
damienclement53@gmail.com

ABSTRACT

Indigenous languages are the major vehicles of indigenous knowledge. Therefore, when languages become extinct, the culture and knowledge die with it. This paper investigated the intensive use of indigenous languages in Kenya to facilitate effective transfer and management of indigenous knowledge. This paper demonstrates how the younger generation in Kenya speaks less and less of their indigenous languages and in the process indigenous knowledge and vocabulary is lost. The research was based on the social representations theory. Data was collected through face to face interviews from respondents selected by a combination of purposive and snowballing sampling techniques. The sample population included both staff and students from the Department of Language and Communication Studies and the Department of Information and Knowledge Management at The Technical University of Kenya.

It was found that because English and Kiswahili are the official languages of communication in the workplace and also the official languages of instruction and given that the university is located in a metropolitan environment, indigenous language use has been largely restricted to the home environment. The younger generation prefers to use hybrid languages like “sheng” as the language of interaction in unofficial settings. The mass media was found to be offering effective platforms for the use and documentation of indigenous languages by hosting programmes in indigenous languages. The researchers conclude that the birth and growth of languages, like “sheng” and other forms of slang is detrimental to the growth and perpetuation of indigenous languages and indigenous knowledge therein. This implies that indigenous languages are becoming obsolete to the younger generation. As a result, this has a direct and negative impact on the documentation and therefore, management, of indigenous knowledge.

KEYWORDS

Indigenous knowledge, “sheng”, indigenous language, Kenya, young generation
INFORMATION AND KNOWLEDGE MANAGEMENT EDUCATION
A REVIEW OF KNOWLEDGE MANAGEMENT EDUCATION AND TRAINING IN KENYA

Tom Kwanya
Department of Information and Knowledge Management
The Technical University of Kenya
tkwanya@tukenya.ac.ke / tom.kwanya@gmail.com

ABSTRACT

Knowledge management has emerged as a discipline in the recent past. In spite of its growing popularity, confusion still exists on what the discipline is really about and whether it is actually distinct. This confusion extends to the nature and scope of competencies knowledge management practitioners are expected to have. The lack of information on the availability and content of knowledge management education and training programmes partly contributes to this confusion. There is need, therefore, to understand the extent to which knowledge management training needs are met in Kenya. The objectives of this study were to review the content of knowledge management education and training programmes and curricula in Kenya; the methodologies used to deliver the curricula; and their effectiveness in developing the essential competencies knowledge management specialists require. Primary data was collected through content analysis of academic and professional knowledge management education and training curricula deployed by organisations in Kenya. Additional data was collected from the trainers and graduates of the knowledge management courses through interviews. More data was collected from professional human resource recruitment consultants through key informant interviews. The findings of the study indicate that access to knowledge management education and training programmes in Kenya has increased in the past five to seven years. However, there are gaps in the scope, depth and delivery of the programmes. There is need to review the programmes to cover all the core skill areas besides using delivery models which build hands-on skills. Such interventions would enhance the potential of the courses in meeting the knowledge management capacity needs in Kenya. These findings may be used by training institutions to improve their curriculum content and delivery methods. The findings may also be used by recruitment firms as well as employers to develop appropriate job descriptions for knowledge management specialists in Kenya.

KEYWORDS

Knowledge management, curriculum, education, training, Kenya
FINANCIAL LITERACY AMONG WOMEN ENTREPRENEURS IN KENYA: AN OVERVIEW

Joyce Kinyanjui  
Department of Information Studies  
University of Zululand, South Africa  
joycekui@yahoo.com

Dennis N. Ocholla  
Department of Information Studies  
University of Zululand, South Africa  
ochollad@unizulu.ac.za

ABSTRACT

There is a strong link between education, literacy, information literacy (IL), financial literacy (FL) financial outcome and economic empowerment. The overall aim of the study was to establish financial literacy competences of women entrepreneurs and determine its impact on their economic empowerment. This study assessed the financial literacy skills of women entrepreneurs in Kenya; their level of economic empowerment; the relationship between women’s financial literacy and women’s economic empowerment and the best model to use for enhancing financial literacy skills of women entrepreneurs of Kenya. A pragmatic research paradigm combining both qualitative and quantitative research methodologies was largely used through a survey method. The target population were women entrepreneurs from Chuka Constituency who had received loans from Uwezo Fund. The total number of the sample population was 400. Data was collected through detailed questionnaires that had both structured and open-ended questions. Interviews with the Uwezo Fund managers were also carried out. Secondary data was obtained from available literature. The respondents had limited education, largely primary school education; used entrepreneurship to supplement income obtained from elsewhere; had small businesses; and had limited financial literacy skills. Despite the fact that slightly over 50% of the women had control of their finances, the control was limited due to household dynamics that still favoured men. Computation skills were low at an average of 33.08% of the respondents. This may have limited their ability to calculate how much debt they could afford. Failure to review available options for financial products and services; low computation skills; lack of control of income and family resources; poor budgeting and saving habits all conspired to hinder women from attaining economic empowerment. Access to credit and education and training in financial literacy should be strengthened in order improve the status of women entrepreneurs in Kenya.

KEYWORDS

Financial literacy, information literacy, women entrepreneurs, Kenya
TRACING THE GRADUATES OF DIPLOMA OF TECHNOLOGY IN LIBRARY AND INFORMATION SCIENCE AND ARCHIVES AND RECORDS MANAGEMENT STUDIES OF THE TECHNICAL UNIVERSITY OF KENYA

Naomi W. Mwai  
Department of Information and Knowledge Management  
Technical University of Kenya  
mwainamwai@yahoo.com

Tabitha M. Ndiku  
Department of Information and Knowledge Management  
Technical University of Kenya  
tabbmbenge68@gmail.com

Philemon K. Chebon  
Department of Information and Knowledge Management  
Technical University of Kenya  
pkchebon@gmail.com

ABSTRACT

Tracer studies are important tools for educational planners and other stakeholders, as they can provide valuable information for evaluating institutions of higher learning. This study traced the graduates of Diploma in Technology in Library and Information Science and Diploma in Technology in Archives and Records Management from the Technical University of Kenya, between the period of 2013 and 2015. The purpose of the study was to investigate job placements of the graduates in order to establish their current activity, utilization of skills and whether their education and training meet employer expectations. Quantitative methods were used to collect data through a monkey survey consisting of both structured and unstructured questions as the main research instrument. Data was analysed automatically by survey monkey along with content analysis. A total of 134 responses were received and used for the study. Findings indicated that majority of the respondents worked in full-time jobs, in the public sector and private sector. A number had not secured jobs, whilst others enrolled for further studies, with the majority choosing Technical University as the institution of choice due to its high-quality Library studies programme. The graduates indicated that they were satisfied with the curriculum but felt that it could be enhanced by including more ICT practical and introduction of sign language. The study generated data that the department can use in improving, planning and managing curricular.

KEYWORDS

Curricular, information, knowledge management; library and information science; tracer studies, archives and records management, The Technical University of Kenya
NEXT GENERATION OF LIBRARY AND INFORMATION SCIENCE PRACTITIONERS: 
THE WAY FORWARD FOR INFUSING NEW SKILLS AND COMPETENCIES

Desmond Chinedu Oparaku 
Department of Library & Information Science 
Federal Polytechnic, Nekede, Owerri, Imo State 
dcoparaku@gmail.com

Emmanuel U. Anyanwu 
Department of Library & Information Science 
Federal Polytechnic, Nekede, Owerri, Imo State 
euanyanwu@yahoo.com

Oyemike Victor Benson 
ICT/Virtual Library, Library Division, 
Federal Polytechnic, Nekede, Owerri, Imo State 
greatoyemike@yahoo.com

ABSTRACT

The paper examined the characteristics, skills and competencies required of contemporary library and information science practitioners and that of the next generation. The desktop research approach was adopted. Literature available to the researchers as at the time the paper written was adequately reviewed combined with practical experiences from workplace and this form the basis upon which the findings were made and conclusion drawn. The new skills and competencies required to operate in today’s environment and that of tomorrow were well identified; the strategies for infusing these skills and competencies were highlighted; and the challenges associated with the infusion of the new skills were outlined. The landscape of information services has been dramatically transformed by the integration of ICT into library services. The paper therefore posits that the next generation of library and information science practitioners must be adequately repositioned if the profession can remain relevant and occupy its central position as the major information services provider both in this generation and the one to come. The paper focused on the next generation of library and information science professionals with an emphasis on the way forward for infusing new skills and competencies that will enhance efficient delivery of library and information science services.

KEYWORDS

Competencies, information services, library services, next generation practitioners, skills
Knowledge Sharing and Diffusion
KNOWLEDGE ACQUISITION AND SHARING STRATEGIES IN LAW FIRMS IN KENYA

Gladys Kemboi
Department of Information and Knowledge Management
The Technical University of Kenya
kemboigladys23@gmail.com

Tom Kwanya
Department of Information and Knowledge Management,
The Technical University of Kenya
tkwanya@tukenya.ac.ke / tom.kwanya@gmail.com

ABSTRACT

The increasing competition in law firms is one of the greatest challenges confronting the legal sector and fixes the focus of many industry players on how to enhance their competitiveness. One of the valuable resources that law firms have and which they can use to enhance their competitive advantage is knowledge. However, most law firms do not manage this resource effectively. The objectives of this study was to examine knowledge learning and sharing strategies used by law firms in Kenya and how these contribute to their competitiveness; the factors influencing knowledge learning and sharing practices in law firms and the challenges hampering effective knowledge learning and sharing in law firms. The study was a case study of a leading law firm based in Nairobi. Data was collected through self-administered questionnaires from 60 staff of the law firm. Data was then analysed using descriptive statistics. The results of the study revealed that law firms in Kenya do not have clearly defined knowledge acquisition and sharing culture; apply informal and unstructured knowledge learning and sharing practices and strategies; do not motivate their employees adequately to learn and share; and are not using their knowledge assets to effectively enhance their competitive edge. The study recommends that law firms should create appropriate knowledge learning and sharing culture. The top management of the firm should also support knowledge learning and sharing practices and the firm should use relevant reward and incentive mechanisms which encourage effective participation in knowledge learning and sharing activities among the staff.

KEYWORDS

Knowledge acquisition, knowledge sharing, competitive advantage, law firms, Kenya
STRATEGIES FOR MANAGEMENT OF KNOWLEDGE AND INNOVATION IN NIGERIAN AGRICULTURAL RESEARCH SYSTEMS

Kabiru Dahiru Abbas  
Department of Library and Information Sciences  
Bayero University  
Kano, Nigeria  
kdabba.lis@buk.edu.ng

ABSTRACT
This study investigated the strategies used in the management of knowledge and innovations by five Nigerian agricultural research institutes. Quantitative approach through survey questionnaire was used to collect data from the population of research scientists in the five Nigerian agricultural research institutes. The study found that personalisation strategy (human-based), through interaction and social networking in non-IT environment, was the dominant strategy used to derive research and innovations, followed by codification strategy (ICT-based). The study also discovered that knowledge management initiatives such as improved documentation of existing knowledge, changing organisational culture, improving co-operation and communication, externalisation, training, education and networking, improving retention of knowledge, improving access to external knowledge and reduction of cost of service delivery, among others, were used to promote knowledge and innovation management. Community of practice and community of knowledge were the two knowledge management best practices adopted for the strategic management of knowledge resources in the five research institutes. The outcome of the study will encourage the adoption of a hybrid knowledge and innovation strategies in the institutes for the improvement of agricultural sector in Nigeria. This is because knowledge and innovation cannot be properly managed without the adoption of an integral approach comprising of personalisation and codification strategies for enhanced access, utilisation and dissemination of resource to the stakeholders in the institutes. The findings of this study also add to the understanding of knowledge strategies used and acknowledgement of necessity for strengthening codification strategy in the institutes. This study is unique in that no such study exists in the literature.

KEYWORDS
Knowledge management, innovation, agricultural institutes, agricultural research systems, Nigeria, knowledge strategies
TACIT KNOWLEDGE MANAGEMENT AND ORGANIZATIONAL PERFORMANCE IN UNIVERSITIES IN KENYA

Joan Wakasa Murumba
Department of Computer Science and Informatics
Karatina University
jwakasa@karn.ac.ke

Tom Kwanya
Department of Information and Knowledge Management,
The Technical University of Kenya.
tkwanya@yahoo.com / tkwanya@tukenya.ac.ke

ABSTRACT

Knowledge is an important asset that is sometimes located in the minds of people. To succeed, organisations have to make the best use of their knowledge assets. This can be achieved through diverse initiatives such as mentorship programmes, team learning and development, communities of practice, development of knowledge sharing platforms, storytelling and enhanced channels of communication. Universities, just like all the other organisations must strategically respond to the current developments in the knowledge society and specifically in the management of tacit knowledge assets. This paper reviewed literature on tacit knowledge management to unravel how universities in Kenya manage and utilise their tacit knowledge to improve organisational performance, as well as the challenges they face in this process. The researchers propose a tacit knowledge management framework for consideration by universities in Kenya and beyond. The authors reviewed literature on tacit knowledge management in relation to universities in Kenya. They specifically analysed documents on the strategies for managing tacit knowledge as well as the challenges hampering their effectiveness. Well defined organisational strategies, good leadership, knowledge sharing culture, mentorship, communities of practice and customised technology are seen to be catalysts of tacit knowledge management. While, the lack of incentives and rewards, insufficient mentorship programmes and lack of recognition of human capital inhibits tacit knowledge exploitation which negatively influences organisational performance. The paper establishes critical contributions of tacit knowledge management on organisational performance. The findings may be used to support relevant policy development in academic institutions. Universities may also benefit by implementing or adapting the proposed tacit knowledge management framework.

KEYWORDS

Knowledge management, tacit knowledge, organisational performance, universities, Kenya
THE IMPACT OF KNOWLEDGE MANAGEMENT ON THE COMPETITIVENESS OF INSURANCE FIRMS IN KENYA

Rodney Chege Kamau  
UAP Insurance Company Ltd  
Nairobi, Kenya  
chegekam@yahoo.com

Tom Kwanya  
Department of Information and Knowledge Management,  
The Technical University of Kenya,  
tkwanya@tukenya.ac.ke / tom.kwanya@gmail.com

ABSTRACT

The purpose of this study was to investigate the impact of knowledge management strategies on insurance firms in Kenya. The objectives of the study were to examine the current knowledge management strategies used in insurance firms; analyse how the knowledge management strategies used have contributed to the competitiveness of the firms; determine the challenges insurance firms face while using knowledge management as a strategic tool for achieving competitive advantage; and to suggest possible solutions to the identified challenges. The study is as a case study of UAP Insurance Company. Data was collected using interviews from 105 respondents selected through information-oriented purposive sampling. The data was analysed through descriptive statistics. The findings of the research indicated that knowledge management strategies are being used as tools for gaining competitive advantage in the insurance industry in Kenya. The study also revealed weaknesses in the management of knowledge in the sector and suggests that the industry should embrace structured knowledge management techniques. This will enhance their competitiveness and potential to remain relevant in the business world. The study recommends that the insurance firms in Kenya should benchmark with other industries which already have established knowledge management systems to enhance their competitiveness.

KEYWORDS

Knowledge management, knowledge management strategies, insurance industry, competitive advantage, Kenya
LEGAL AND ETHICAL ISSUES IN INFORMATION AND KNOWLEDGE MANAGEMENT
This paper examines the legal implications of providing copyrighted information through the concept of open access by university libraries on the African continent. Although information is an important resource, access to it is limited in Africa. Abject poverty means a number of countries are more pre-occupied with basic survival to care about investing in information. The existing libraries are hopelessly under-resourced prompting library and academic staff as well as students to resort to reproducing the limited information resources at their disposal. In so doing, the university fraternity has met enormous resistance from rights holders for infringing on their copyright. The purpose of the paper is to highlight the challenges that librarians in universities in Africa undergo when providing information using open access. Specifically it: examines the kind of environment that libraries in Africa operate; provides an overview of copyright law and in particular, copyright exceptions and limitations; explains open access concept; explains how copyright affects provision of information through open access; and shows the way forward for librarians on the continent. The methodology used is document analysis based on extensive literature review; the author’s extensive experience researching and teaching the vast area of intellectual property; and interview sessions with copyright holders and librarians in their official capacity as information providers. It was found that although open access and in particular, institutional repositories are a welcome development, there are likely to be copyright and other challenges that librarians may need to overcome before their services are felt. Among these are the ignorance of the law by information providers and depositors. To overcome this hurdle, librarians must for all intents and purposes, be legally literate. As long as they remain legally illiterate, copyright owners will always take advantage of their ignorance to exploit them.
DIGITAL RIGHTS MANAGEMENT SYSTEMS; CHALLENGES AND OPPORTUNITIES OF ELECTRONIC BOOK PUBLISHING IN KENYA

Emily Kogos
Department of Publishing and Media Studies
School of Information Sciences, Moi University
Eldoret, Kenya
emilykogos@gmail.com

Angela Kogos
Department of Information and Knowledge Management
The Technical University of Kenya, Nairobi, Kenya
ackogos@gmail.com

ABSTRACT

Kenya is currently in the pilot stage of implementing e-learning in primary and secondary schools. To be able to support e-learning eBooks need to be made available along with the laptops being provided to learners. Kenyan publishers therefore, need to embrace electronic publishing and produce eBooks for use in educational institutions across the country to be able to serve this emerging digital market. The main challenge with producing electronic books has been the fact that they are more susceptible to piracy than their printed counterparts. To prevent or reduce piracy of eBooks Kenyan Publishers need to adopt the correct eBook formats for production that will allow for the implementation of Digital Rights Management Systems (DRMS) to control access and use of the eBooks produced and sold. Using qualitative research design and content analysis of relevant text and hypertexts, this paper: Discusses eBook piracy as a challenge that publishers face, it reviews existing eBook formats used by publishers in Kenya examining their advantages and disadvantages, it examines existing DRMS systems as well as factors that hamper their effective use with the aim of providing recommendations for adoption by Kenyan publishers. The findings of the study showed that electronic publishing is not yet well developed in the Kenyan publishing industry. Only seven publishers are currently providing eBooks for sale. It also emerged that the popular eBook formats in use are PDF and EPUB and these are being encrypted using ADEPT DRMS to prevent piracy. This system can be by passed and consequently removed hence the publications remain vulnerable to piracy. The researchers recommend that publishers in Kenya invest in the creation and implementation of indigenous DRMS systems to curb eBook piracy.

KEYWORDS

Digital rights management systems, publishing, book publishing, electronic publishing, Kenya
FUTURE CLASSROOMS OF VIRTUALLY MANIPULATED MINDS: ETHICAL CONCERNS

Martin A. N. Khamala
Department of Design and Creative Media
The Technical University of Kenya
mankandank@uonbi.ac.ke

ABSTRACT

The adoption of real-time digital simulations in computer mediated learning situations brings the ethics of human computer interactions into focus. The conceptual framework of this study is centered on the moral implications of virtual reality (VR) from a socio-cultural perspective in immersive Intelligent Virtual Reality (IVR) classrooms. Acknowledging the unique ethical challenges artificially intelligent simulations bring forth, this chapter explores the potential repercussions of exposing learners and teachers to VR learning experiences. Considering virtual worlds that are immersive, intelligent and capable of learning the educational culture in classrooms, the idea of sharing the intimate spaces within which we engage in learning and teaching raises unique moral questions with equally far reaching cultural implications. Similarly, considering users immersed in VR classrooms with the capabilities of machine learning in the near future, the mechanics of an intelligent virtual world would be such that it is constantly learning user preferences, based on user choices, concurrently evolving that knowledgebase. IVR classrooms can potentially transform learning expectations by removing mundane tasks and simulating activities that entice as well as educate in ways that better suit individual learner styles. Such systems would have the ability to learn social norms and habits by capturing, processing and representing large volumes of spatial, kinesthetic and user generated data. The resulting virtual simulations would be based on predictions tailored to best fit user interests. The levels of accuracy at doing this would predictably increase with increased data sources. The result is a virtual classroom that is contextually aware and able to react in relevant time to the patterns of behaviour of the students and teachers. As we face the future, we should critically examine the ethics concerning these concerns and develop technologies in tandem with the moral guidelines that support our espoused values with a view to facilitating learning in future classrooms.

KEYWORDS
Artificial intelligence, virtual reality, immersive virtual environments, embodied virtual experiences, virtual classroom, ethics
SOCIAL MEDIA MISINFORMATION IN KENYA: AN ANALYSIS OF TWITTER MESSAGES DURING THE CHASE BANK COLLAPSE

Claudior Onsare
Department of Language and Communication Studies
The Technical University of Kenya
claudiaonsare@gmail.com

ABSTRACT

Twitter has become an important source of information in Africa. Research by the Portland Research Group revealed that there were 1.6 billion geo located tweets in Africa by the end of 2015. Egypt is the continent’s Twitter powerhouse. Kenya accounted for 76 million geo located tweets. The Digital Rand suggested that the average Kenyan on twitter follows 89 users and has 214 followers and estimated that as of December 2015; more than 300 million tweets had been posted on Twitter. As it gains momentum in Kenya, government, businesses and development agencies can no longer ignore this new space where conversations that shape perceptions are increasingly taking place. Unfortunately, some of these conversations can sometimes lead to misinformation. Since Twitter provides a direct route for delivering messages to large target audiences, organizations must manage their information and knowledge flow because the Kenyan audience is often left without contexts to evaluate the messages’ veracity thus leading to misinformation. This study analyzed the content on the use of Twitter messages around the collapse of Chase Bank. The specific objectives the study included to analyze the content of tweets posted about Chase Bank on twitter; to determine the accuracy of the tweets about the collapse of Chase Bank; and to recommend ways of curbing misinformation on twitter in Kenya.

KEYWORDS

Social media, twitter, misinformation, Chase Bank, Kenya
UNMASKING HATE SPEECH IN SOCIAL MEDIA SITES IN KENYA

Erick Odhiambo Ogolla
Department of Information and Knowledge Management
The Technical University of Kenya
erick.ogolla@gmail.com

ABSTRACT

The political history in Kenya has shown that hate speech has serious and often tragic repercussions. Kenya witnessed ethnic clashes in 1992 that resulted in over 5,000 deaths and more than 75,000 were reportedly displaced internally. In 1997, there was ethnically motivated tension that occurred between the Luo, Kikuyu and Kalenjin community resulting in loss of lives. 2007-2008 was a dark time in Kenyan history, with more than 1500 people killed and hundreds of thousands were internally displaced following the post election violence as a result of a disputed election result. The conflicts and resulting violence was partly attributed to inciting utterances in the media. In the light of the nearing 2017 general elections, concerns are being raised over hate speech witnessed in the social media. There is fear of a repeat of violence witnessed in the post election period of 2007 as a result of hate speech propagated on social media. The Kenyan constitution while recognising and protecting each citizen’s freedom of expression is very clear on what counts as hate speech. Despite this there is a poor rate of prosecution of hate speech in the country. In view of this the researcher decided to carry out a research to investigate the types of hate speech and content posted on social media and the laws contravened. The researcher employed descriptive research through content analysis of both the blogs content and the various legislations in this regard. Purposive sampling was used to select the contents of 5 blogs based on the contents posted by the bloggers and the general public. The contents of the blogs were observed and analysed on a weekly basis for a period of 4 weeks. The outcome of the findings revealed that there are different forms of hate speech practiced on social media and that most bloggers contravene the hate speech law and the Media Laws in Kenya through the use of social media because they are not aware of or are totally ignorant of the law. The findings will help the National Cohesion and Integration Commission (NCIC) and the Media Council of Kenya understand the nature and types of hate speech propagated on social media and hence formulate the appropriate legislation to curb the vice.

KEYWORDS

Hate speech, blogs, bloggers, social media, hate speech laws, Kenya
Records Management
ALIGNING RECORDS MANAGEMENT TO SERVICE DELIVERY AT MOI UNIVERSITY, ELDORET, KENYA

Carolyne Nyaboke Musembe  
Moi University, Eldoret, Kenya  
carolyne.nyaboke@gmail.com

Juliet Erima  
Moi University, Eldoret, Kenya  
julieterima@gmail.com

Justus Wamukoya  
Moi University, Eldoret, Kenya  
jwamukoya1@yahoo.com

ABSTRACT

Governments as well as non-governmental organisations are increasingly realising that sound records management is linked to service delivery. However, Moi University is yet to fully realise the role of records management to quality service delivery. This is due to lack of policy frameworks on the management and disposal of records as well as inadequate qualified records staff, among others. The aim of the study was to investigate the role of records management in enhancing the quality of services at Moi University and to suggest possible strategies for improvement. The objectives were to: find out the business processes of Moi University and the records generated; establish the extent of integration of Information Communication Technologies (ICT) in records management and its contribution to quality service delivery; identify the challenges encountered in the management of records; and suggest strategies to improve records management so as to enhance the quality of services in Moi University. The researchers utilised a comprehensive Service Quality Gap Model and the Records Continuum Model. The study used mixed methods research design. Data was collected from 50 respondents drawn from Moi University through face to face interviews and questionnaires. The qualitative data was analysed thematically while quantitative data was analysed using descriptive statistics. The key findings were that the university generates more diverse records in the course of their business functions but their effectiveness has been undermined by poor record keeping practices and inadequate application of ICTs which affects quality service delivery. It is recommended that the university should develop a comprehensive records management programme and policies; integrate ICT in the management of records; employ adequate qualified records management personnel; and conduct a records survey to understand the university’s records environment. The study concluded that the quality of services delivered by Moi University is affected negatively by the poor state of its records.

KEYWORDS

Records, records management, Moi University, Kenya, service delivery
THE EFFECTIVENESS OF PERSONNEL RECORDS MANAGEMENT IN COLLEGE LIBRARY, FEDERAL COLLEGE OF EDUCATION, EHA-AMUFU, NIGERIA

Godwin Nwachukwu Arua
Federal College of Education, Eha-Amufu
ngonwa4tochi@gmail.com

Ebere MaryAnn Ebisi
Federal College of Education, Eha-Amufu
ebisi.ebere@fseoehamufu.edu.ng

Casmir E. Ede
Federal College of Education, Eha-Amufu
casmirede@gmail.com

ABSTRACT

Records are one of the most valuable information assets of an establishment which support decision making, demonstrate compliance, document the history of the organisation and support the day-to-day operations of an organisation. Records, like any other asset of an organisation have to be managed appropriately to enable an organisation reduce cost and maximise value. By implementing good records management practices, an organisation such as an academic library, can reduce costs related to information and records management, improve efficiency and access to information, meet compliance obligations, and reduce legal risks posed by inappropriate record management practices as well as the capturing and maintenance of permanent historical records. This chapter explores the need for effective records management in the College Library, Federal College of Education, Eha-Amufu; examines the challenges that impede the effective utilisation of records; and makes relevant recommendations. The population of the study consisted of the entire library staff in the college. Data was collected using observation and interviews. It was observed that the library does not have a records retention and disposition schedule; the staff in-charge of records do not have formal training in records management; facilities for preserving, storing and retrieving records are inadequate; and that there are no filing manuals. The adoption of the findings and recommendations of this study has the potential to help address most of the challenges associated with record keeping and management in academic libraries in Nigeria and beyond.

KEYWORDS

Records, records management, records management practices, challenges, academic libraries, Nigeria
SOUND RECORDS MANAGEMENT: A CATALYST FOR ENHANCED JUSTICE DELIVERY IN THE KENYAN JUDICIARY

Elsebah Maseh  
Moi University, School of Information Sciences, Eldoret, Kenya  
jmaseh@gmail.com

Justus Wamukoya  
Moi University, School of Information Sciences, Eldoret, Kenya  
jwamukoya1@yahoo.com

ABSTRACT

This paper presents the findings of an empirical study undertaken between February and June 2014 in the Kenyan judiciary. The study sought to investigate records management in the Kenyan judiciary with a view to enhancing delivery of justice. The study adopted a mixed methods research (MMR) where the qualitative aspects were dominant while the quantitative less dominant. A case study design was used and data were collected through in-depth interviews, observation, and questionnaires. Qualitative data were analysed thematically and presented in a narrative discussion while the quantitative data were analysed using a computer software for social scientists (SPSS) version 16. The findings of the study revealed that although records management had shown great improvement since the promulgation of Kenya Constitution in 2010, a lot more needed to be done to overcome outstanding challenges such as the absence of policies, inadequate capacity of trained records management staff, lack of top management support as was the case with other departments which had been accorded Directorate status. Besides, records management did not have an independent budgetary dedicated to its operations. The study made recommendations to help improve records management and the delivery of justice in the Kenyan judiciary. These include formulation of records management policies, capacity building among records management staff, provision of alternative storage areas and enhancing awareness among top management on the significance of having sound records management as the foundation for efficient service delivery. The study was conducted at a time when the Kenyan judiciary undertook to transform itself after long periods of judicial malpractice. The move towards the transformation saw the launching of Judiciary Transformation Framework which without records management may not avail much. The study therefore provided the inevitable link between records management and justice delivery in the Kenyan judiciary.

KEYWORDS

Records management, justice delivery, Kenya, Judiciary and court records
THE ROLE OF DISASTER MANAGEMENT IN SUSTAINABLE DEVELOPMENT IN KENYA

Henry N. Kemoni
Masinde Muliro University of Science and Technology and
Research Fellow, University of South Africa
hkemoni@mmust.ac.ke

ABSTRACT

The aim of the study was to investigate management of disasters and sustainable development in Kenya with a view to providing relevant recommendations. The specific objectives of the study were to: find out the types of disasters likely to affect Kenya, establish if disaster management activities and how they are linked to sustainable development, determine application of Information Communication Technology in disaster management, establish challenges faced in undertaking disaster management activities and propose recommendations on how to integrate sustainable development in disaster management initiatives. The current paper is informed by The United Nations Hyogo Framework Action Plan 2005-2015 for Disaster Risk Reduction which links disaster management with sustainable development (United Nations International Strategy for Disaster Reduction, 2005; Hyogo Framework for Action, 2005-2015a). Interview guide was used to collect data from Kenya National Operations Centre (NDOC). The study established that disasters likely to affect Kenya include floods and earthquakes, tremors, building collapse, diseases, road traffic accidents, terrorism and computer related cyber crimes. It was further established that to some extent, the Government of Kenya links disaster management with sustainable development. The Government of Kenya uses various forms of Information and Communication Technology during disaster preparation phase for sensitization and awareness and that NDOC faced challenges in conducting disaster management. Among the study recommendations is need to integrate disaster management activities with sustainable development in Kenya and utilization of other ICT’s in disaster management.

KEYWORDS

Development and disaster, disaster management, Kenya, risk management, sustainable development
Role and Impact of Information and Knowledge Centres
THE APPLICATION OF ALTMETRICS IN ASSESSING THE SCHOLARLY IMPACT OF THE CONTENT OF DIGITAL REPOSITORIES IN KENYA

Milcah Wawira Gikunju
University of Nairobi
P.O. Box 30197 – 00100, Nairobi
gikunjum@gmail.com

Rosemary Musula Otando
University of Nairobi
P.O. Box 30197 – 00100, Nairobi
rosemaryotando@gmail.com

ABSTRACT

Academic libraries are expected to measure the scholarly performance and impact of their users. In this regard, they ought to use relevant tools to assess the impact of scholarly work deposited in their repositories. Traditionally, research impact has been assessed using different citation metrics. However, these parameters have their limitations that make them incomprehensive. Altmetrics is an alternative mechanism that facilitates the tracking of researchers’ scholarly performance beyond citation metrics. According to the Directory of Open Access repositories (OPENDOAR), 2016, Kenya has a total of 22 registered repositories. The content of these repositories need to be made visible and accessible as a means of enhancing usability. This paper evaluated the application of altmetrics as a measure of scholarly impact. Specifically, it investigated the citation tools Kenyan libraries use, the benefits achieved by utilising altmetrics tools, and the challenges encountered in embracing altmetrics tools. The study employed an exploratory survey methodology. Data was collected from the members of the Kenya Library and Information Consortium (KLISC) using online questionnaires hosted on Survey monkey. Additional information was collected through documentary analysis. The findings of this study indicate that there is low usage of altmetrics in Kenya; altmetrics can be an effective tool in measuring the impact of local content in digital repositories; and low level of awareness of altmetrics hinders the uptake of the tools. This article may be useful to universities and researchers in Kenya wishing to make their research widely visible and usable by integrating altmetrics tools in digital repositories. The potential impact of research in contributing towards the advancement of knowledge and solution of societal problems may be increased by embracing altmetrics to enhance their visibility and use. Any institution that needs to track down its scholarly impact may benefit from this paper.

KEYWORDS

Altmetrics, impact factor, social media, bibliometrics, citation metrics, Kenya, academic libraries
TOWARDS A KNOWLEDGE SPECIALISATION INDEX FOR SUB-SAHARAN AFRICA: 
AN INFORMETRICS STUDY

Omwoyo Bosire Onyancha
University of South Africa
Pretoria, South Africa
Onyanob@unisa.ac.za

ABSTRACT

Africa’s research intensity lies in Biology (a field that includes agriculture and food sciences) as reported in the UNESCO institute for Statistics (2005). The report records a specialisation index of 2.2 in 2000. That study used the Science Citation Index, which largely indexes pure and applied sciences and excludes social sciences, arts and humanities. Although Africa produces more publications in the former category, it is nevertheless acknowledged that she equally faces myriad socio-economic challenges, which are reflected in the social sciences, arts and humanities publications. This paper attempts to ascertain whether the challenges are prioritized and mirrored in the publications emanating from the research conducted in the continent. The study examines the publications produced in selected sub-Saharan African countries with a view to assessing research intensity or prioritization for purposes of developing a knowledge specialization index for concerned countries. Furthermore, the study sought to find out whether or not geographic proximity of countries influences knowledge specialization of the affected countries. In order to fulfill the aforementioned aims, the study used data obtained from the National Science Indicators, SCOPUs, and Thomson Reuters’ citation indexes. Both the publications output (an indicator or measure of knowledge production) and citations (an indicator of influence/impact of the knowledge produced in the countries) were used to compute the countries’ knowledge specialization index (KSI). The specialization index was computed as country X’s papers in field Y (expressed as a percentage of Country X’s total publications) as a proportion of sub-Saharan Africa’s publications in field Y (expressed as a percentage of sub-Saharan African total number of publications in all fields). The findings indicate that sub-Saharan’s volume of knowledge production is highest in the knowledge areas of clinical medicine, immunology and plant & animal science. The knowledge index reveals low coefficients for some countries in different subject areas, leading to the conclusion that priorities differ from one country to another in the continent. The implications of the findings in relation to sub-Saharan Africa’s socio-economic and political challenges are offered in the paper. Recommendations for areas that can be considered for further studies are also provided in the full-text paper.

KEYWORDS

Informetrics, knowledge specialisation index, Sub-Saharan Africa
THE EXPECTATIONS OF COMMUNITY AND PUBLIC LIBRARIES IN THE ACTUALISATION OF SUSTAINABLE DEVELOPMENT GOALS (SDGs) IN DEVELOPING COUNTRIES

Oyemike Victor Benson  
ICT/Virtual Library, Library Division  
Federal Polytechnic, Nekede, Owerri, Imo State, Nigeria  
greatoyemike@yahoo.com

Linda Ihechikwere Anyalebechi  
Medical Library, College of Medicine  
Chukwuemeka Odumegwu University Teaching Hospital, Amaku, Awka, Anambra State  
lindaanyaelechi@gmail.com

Nkechi M. Amaechi  
Processing Unit,  
Federal University of Technology, Owerri, Imo State, Nigeria  
uggebe2015@gmail.com

ABSTRACT

The purpose of this paper was to identify the various avenues through which community and public libraries can contribute towards the realisation of sustainable development goals. The paper highlights the expectations of community and public libraries towards the attainment of sustainable rural development. The study used literature review to collect relevant data. The findings indicate that community and public libraries need to repackage and deliver information services relating to agriculture, health, education, business and entrepreneurship, legal issues and information consultancy. The libraries should also provide functional information literacy programmes, re-engineer library activities that promote a reading culture; and translate documents to the indigenous languages of the user communities. The findings also revealed that the libraries are likely to face challenges such as inadequate funding, lack of innovative and creative ideas amongst information professionals, unsupportive government policies, lack of the essential infrastructure, low level of awareness of partnership opportunities, shortage of highly innovative staff, deficiency of one-dimensional knowledge acquired in library schools, poor lobbying and advocacy skills amongst staff in community and public libraries, neglect of community and public libraries by governments. These findings may be used by governments and other agencies to enhance the realisation of sustainable development goals through effective information services by community and public libraries.

KEYWORDS

Community libraries, public libraries, sustainable development goals, developing countries
THE INFLUENCE OF PERFORMANCE CONTRACTING ON THE OPERATIONS AND SERVICE S OF THE UNIVERSITY OF NAIROBI LIBRARY

John Waweru
School of Business Library, University of Nairobi
johnw@uonbi.ac.ke

ABSTRACT

This study analysed how performance contracting has influenced service delivery at the University of Nairobi library. It also proposes strategies to enhance the implementation of performance contracting as a measure of improving service delivery. The specific objective were to assess the level of performance contracting integration in the University of Nairobi library service charter; determine the actualisation of performance contracting in the delivery of services; identify the challenges experienced in achieving the set service delivery-based performance contracting targets; and propose how performance contracting can be fully implemented to enhance service delivery at the University of Nairobi library. This research was guided by the expectancy theory. Descriptive survey research design based on a single unit case study of University of Nairobi library was adopted. Primary data was collected through interviews with 40 members of staff of the University of Nairobi library selected through purposive sampling. Additional data was collected through documentary review. The collected data was analysed both descriptively for qualitative data and thematically for quantitative data, and presented in terms of frequencies, percentages, direct excerpts and descriptive narrations. The findings of this study may enable academic libraries, and more so University of Nairobi library, to create synergy between delivery of services and performance measure tools that they have adopted.

KEYWORDS

Performance contracting, academic libraries, library services, library operations, University of Nairobi library
THE ROLE OF ACADEMIC LIBRARIES IN WEBOMETRIC RANKING OF UNIVERSITIES IN KENYA

George M. Wamahiga
Library Department
Karatina University
Email: wamahiga2@gmail.com / gwamahiga@karu.ac.ke

Tom Kwanya
Department of Information and Knowledge Management
The Technical University of Kenya
Email: tkwanya@tukenya.ac.ke / tom.kwanya@gmail.com

ABSTRACT

Academic institutions now operate in highly competitive environments. Consequently, myriad mechanisms for rating the services and impact of universities have emerged as a means of influencing the choice of potential students, faculty and partners. Webometrics has emerged in the recent past as one of the most popular frameworks for measuring the impact of universities. This mechanism puts great emphasis on research productivity and dissemination. Academic libraries have developed and implemented strategies to enhance their ranking. The role and levels of involvement of academic libraries in these strategies is unclear. This study analysed the role of academic libraries in enhancing Webometric ranking of their parent institutions. It also examined the degree to which libraries are currently involved in enhancing the Webometric ranking of their institutions as well as how they can scale up their roles. This study was designed as an exploratory survey because Webometrics is a relatively new concept. Primary data was collected through key informant interviews with academic librarians. The respondents were selected through information-oriented purposive sampling. Additional data was collected through literature review. The data was analysed using descriptive statistics. The study established that academic libraries in Kenya are, to a great extent, involved in Webometrics strategies through the development of the institution’s repositories, generation of Web content as well as publishing and providing access to updated e-resources. This involvement is effective because it facilitates enhanced scholarly communication, resolute institutional Web presence, collaboration and networking among institutions, and ultimately endorsement of the institutions’ Webometrics ranking. The involvement can be scaled up through effective ICT policies and infrastructure, continuous training, involvement in library consortia, and high quality content development. The findings of this study may be used by academic libraries to mainstream their role in enhancing the research productivity and impact of their institutions hence facilitating a favourable ranking.

KEYWORDS

Webometrics, academic libraries, Kenya, university ranking, role of librarians
Social Media in Information and Knowledge Management
EXPLORING THE USE OF SOCIAL MEDIA IN KNOWLEDGE SHARING IN PUBLIC INSTITUTIONS IN KENYA

Jackson Owiti Omondi
Department of Information and Knowledge Management
Technical University of Kenya
owiti.jackson@gmail.com

ABSTRACT

Social media has become an integral part of organisational interaction. Social media presents a profligate and uneven space for professionals to network and share critical information. The ideas and information shared can result in problem solving and improving an organisation’s activities and services. The potential advantages of employing social media include the potential of high input and faster access to customer feedback which would vastly improve and enhance strategic decisions, client intimacy and organisational responsiveness. In the recent past social media has become a powerful lure for many companies especially for knowledge sharing. The management of public organisations are justifiably cautious because of the volatile nature of social media. The purpose of this paper is to explore viewpoints of using social media for sharing knowledge and its implications for public organisations. The research is a qualitative case study at the Kenya Revenue Authority. Key informants at the departments of Communication and Knowledge Management were interviewed. The individuals were chosen because they were directly involved in knowledge management and strategic social media management at the institution. The research found that the institution uses social media significantly for knowledge sharing. This study is one of the first to be conducted in a public institution in Kenya and also one of the few to explore the use social media for knowledge sharing in public institutions in Kenya.

KEYWORDS

Social media, knowledge sharing, public institutions, Kenya Revenue Authority, Kenya
LEVERAGING ON SOCIAL MEDIA TOOLS (SMTs) AS STRATEGY FOR EFFECTIVE AND SUSTAINABLE MARKETING OF REFERENCE AND INFORMATION SERVICE IN DEVELOPING COUNTRIES

Justina Ngozi Ekere  
Nnamdi Azikiwe Library,  
University of Nigeria Nsukka  
ucbngoziiucgozi@yahoo.com, justina.ekere@unn.edu.ng

Linda Ihechikwere Anyalebechi  
Medical Library, College of Medicine  
Chukwuemeka Odumegwu University Teaching Hospital, Amaku, Awka, Anambra State  
lindaanyalechs@gmail.com

Oyemike Victor Benson  
ICT/Virtual Library, Library Division  
Federal Polytechnic, Nekede, Owerri, Imo State  
greatoyemikel@yahoo.com

ABSTRACT

Reference and information services have been universally accepted as one of the core services rendered by libraries and information centres (LICs). With influx ICTs to library and information services, the landscape of reference and information services provision has been completely transformed. Libraries of this age have to let users know where they are and what they have to offer or risk being relegated to oblivion. Marketing therefore has become essential for library and information science practitioners to remain relevant in a competitive ICT dominated society where users are open to alternative information service providers. This study focuses on the use of social media tools (SMT) by libraries, as strategy for effective marketing of reference and information services. The paper adopted a theoretical approach in the discourse. Relevant literature was reviewed and views of experts in the areas of social networking were incorporated. The findings of this study show that the use of social media platforms has become a necessity for practicing librarians and not just one of the things in vogue. It identified the various social media tools (SMT) that can be applied to marketing of reference and information services, the implication on librarians and libraries in developing countries, the challenges to librarian/libraries in developing countries and the way forward were highlighted. It also opens room for further empirical studies on the extent libraries in developed countries have explored these possibilities.

KEYWORDS

Developing countries, information service, marketing, reference service, social media
MAXIMISING THE POTENTIAL OF SOCIAL MEDIA TO PROMOTE ACADEMIC LIBRARY SERVICES TO STUDENTS: A CASE STUDY OF THE TECHNICAL UNIVERSITY OF KENYA LIBRARY

Villary Atieno Abok
Graduate Research Associate
Department of Information and Knowledge Management
The Technical University of Kenya
atienovillary@gmail.com

Tom Kwanya
Associate Professor
Department of Information and Knowledge Management
The Technical University of Kenya
tom.kwanya@gmail.com

ABSTRACT

Social media use is on the rise especially amongst university students who have been described as the digital generation. This generation uses social media for virtually everything. Studies have revealed that libraries which use social media effectively stand a higher chance of reaching a majority of these user communities. However, literature on this subject in developing countries is limited and scanty. This study investigated how academic libraries in Kenya can maximise the potential of social media to market their services. The objectives of the study were to identify the various forms of social media utilised in academic libraries; explain how these social media are used to support the delivery of library services; ascertain the benefits academic libraries accrue from the use of social media; and propose strategies which the academic libraries can employ to enhance the impact of their social media use. This research was modelled as a case study of The Technical University of Kenya library. Primary data was collected from 23 knowledge ambassadors and three librarians selected through information-oriented purposive sampling. The findings revealed facebook, twitter, instant messaging, flicker and wikis are the social media tools used most in academic library communities. These tools are used for scholarly communication, resource sharing, reference services, news and information, personal communication, promotion of library services and products, interactive discussions and personal communication. The findings also revealed unstable Internet access, inadequate skills as well as time constraints as the major challenges experienced in social media usage in academic libraries. The study recommends that universities should invest more in infrastructure and capacity development to maximise the power of social media to market their services. These findings can be used by universities, academic library staff and students, to increase the use of social media in libraries and consequently improve library services.

KEYWORDS

Academic libraries, Kenya, social media, social media marketing
SOCIAL MEDIA AS A TOOL FOR SHARING ACADEMIC KNOWLEDGE AMONG UNDERGRADUATE STUDENTS AT HARARE INSTITUTE OF TECHNOLOGY UNIVERSITY

Macdonald Nhakura  
Harare Institute of Technology  
mnhakura@hit.ac.zw; mnhakura@yahoo.co.uk

Elisha Mupaikwa  
Harare Institute of Technology  
elisha.mupaikwa@gmail.com

ABSTRACT

The paper aims to examine the use of social media as a tool for sharing academic knowledge among undergraduate students at Harare Institute of Technology University. The researcher chose a mixed-methods research design that uses both qualitative and quantitative research methods. Data collection instruments included interviews, observations and questionnaires. The collected data was analysed using SPSS. It emerged that students used social networking technologies for sharing non-academic information. It was also established that social networking technologies improved students’ technology proficiency and thus the practical implications are that the acquired skills could be used in sharing academic information. An analysis of the results suggests that the majority of students were mainly using Facebook, WhatsApp, You-Tube and LinkedIn. Social media can disseminate and share scientific and scholarly research to a wide audience over great distances simultaneously. It would thus take a short time for one’s research to be accessed, read and used globally through social media technology. While many written articles consider how some major libraries across the world are using social media platforms to interact with the students and their respective faculties, this paper provides insights and content analysis of the shared knowledge and information amongst the students as they interact on a daily basis.

KEYWORDS

Social media, sharing, academic knowledge, technology, Harare, Zimbabwe