

# Utilization of Information & Communication Development Among West Africa Countries: The Path Towards Knowledge Management Approach

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## ABSTRACT

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In the modern world, telecommunications is a vital element in the infrastructure of nations and economies. No modern economy can be sustained today without an adequate and pervasive Information and Communication Technology infrastructure. The impact of ICT in development covers various aspects of a nation's socio-economic life. There are several different, and sometimes quite confusing statements that claim to be a definition of Knowledge Management' and there are different perspectives on what Knowledge Management is. Knowledge Management is used to describe the management, sharing and production of conclusions, analyses and actions drawn by people from quantifiable data and facts (Heijden, A. van der, T. Pryor and Lars T. Soeftestad. 2006.; Meridith Levinson 2007) Knowledge can be codified and published, but fundamentally knowledge resides within people, so-called tacit knowledge. Knowledge often implies the use of one or more of the following: experience, training, disciplinary models and theories and 'common sense', to reach conclusions and make sense of facts. One definition is particularly apropos here: information is the last answer, while knowledge is the potential – the capability – to answer the next question (Brown and Duguid 2002). Knowledge management is the name of a concept in which an enterprise consciously and comprehensively gathers, organizes, shares, and analyzes its knowledge in terms of resources, documents, and people skills (Jeff Angus and Jeetu Patel 2006)

The use of ICT can impact on the traditional processes of organization in construction and result in change in organizational processes, working methods and culture (Ruikar et al., 2005). In this regard, some benefits of ICT critical to the performance of the construction industry are to reduce the time for data processing and communicating information, and to improve communications for effective decision-making and coordination among construction participants (Peansupap & Walker, 2005) to enhance construction productivity (Liston et al, 2000). This is possible because the Internet-based tools of ICT allow communication between even remote users and enables them to share files, comment on changes and post requests for information (De Lapp et al., 2004).