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Institutional repositories as tools for knowledge sharing in parastatals: A case of the

Zimbabwe Revenue Authority Training Centre Library, Harare

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ABSTRACT

Parastatal organisations like ZIMRA in Zimbabwe are said to exert an enormous influence in fostering the development of the country. However, much of the benefits of parastatals are dependent on the organisations' ability to acquire and use knowledge shared within the organisation. This study sought to investigate institutional repositories as tools for knowledge sharing within parastatals. Focus of the study was on Zimbabwe Revenue Authority National Training Centre Library in Harare. Thirty employees were surveyed. There had been selected through a purposeful sample. Data was gathered through questionnaires and observations. Twenty-nine questionnaires were distributed out of a sample size of 30. Results showed that ZIMRA possesses individual, organisational and technologically based knowledge sharing enablers. What was also found in the research was that the most influential aspects of knowledge sharing at ZIMRA were enjoyment in helping others as well as ICT use, organisational rewards and top management support. Most employees were not aware of the organisational institutional repository and some cited stereotypes, limited internet access and lack of training as the main challenges that affected them when sharing knowledge. Recommendations were that the organisation should engage employees in user training and staff development; corporate communications should engage the library in raising awareness of the institutional repository and procure machinery that promotes fast reliable internet connection.