

Department of Agriculture, Land Reform and Rural Development(DALRRD)

Knowledge Information and Records Management(KIRM) Directorate

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Department:
Agriculture, Land Reform and Rural Development
REPUBLIC OF SOUTH AFRICA



DALRRD BACKGROUND

- Two departments merged: former DAFF and DRDLR
- 12 Branches, 9 provincial offices and districts offices

Before lockdown:

- Available technology (MS Teams & Tswelopele) not fully utilized.
- Officials travelled a lot to provinces for monitoring of projects and training. Provincial officials travelled to National office to attend meetings.
- External venues used for meetings.
- Officials reported at the office everyday, working home was not an option.
- Certain tools e.g.(3Gs, cellphones and laptops) were allocated to a specific working group.



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What has challenged us the most during this pandemic?

- ✓ Adjusting to work from home, experiencing network issues and learning to use tools/systems for the first time.
- ✓ Unavailability of tools such as printers and scanners.
- ✓ Department was not ready to the negative impact of the pandemic to support farmers due to economic lockdown.
- ✓ Merging- officials from former DAFF can't access DRDLR systems e.g. KM system (harvesting, handover reports, checklist etc.)
- ✓ Struggling with names for e-mails as e-mails are structured differently from DAFF and DRDLR(Knowledge harvesting)
- ✓ Adapting to disruptions (radical change to an existing industry or market due to technological innovation



What good practices are emerging during this time?

- ✓ Lockdown brought dependency on technology! Technological developments, softwares, apps and tools simplified means of communication.
- ✓ Self-development! Many of us took advantage of the lockdown time to learn new skills and to advance our existing skills- e.g. Dept didn't provide training on MS Teams we learned on our own to use it.
- ✓ Forced to learn from each other for survival and in order to increase productivity and improve service delivery.
- ✓ We have new opportunities for collaboration and organizational learning e.g – online conferences, online international training, online debriefing sessions and conducting knowledge harvesting without face-to-face interviews– reduced travelling.



What are the main lessons and opportunities for the future?

- ✓ Online submissions and signatures platforms- Tswelopele system
- ✓ The department should prioritize setting Contingency plans in place as a means of being ready for future disasters or pandemics!
- ✓ Knowledge management place a huge role in innovation to smoothly deal with change / disruptions
- ✓ More people working from home, accessing Ms Office platforms and tools online, this support the whole knowledge management process from knowledge creation, capturing, storage to retrieval and usage. (wikis, accessibility of recordings)
- ✓ As Knowledge Specialists we should ensure that applicable information architecture be applied to the current ICT structures to ensure that knowledge is archived and embedded in daily routines



What are the main lessons and opportunities for the future?

- ✓ No industry is immune to digital disruption.
- ✓ Knowledge management should be driven on a strategic level at the planning phase to enable organizational support during disruptions.
- ✓ The more disruptions we experience, the more we develop, grow in terms of skills and become more resourceful.
- ✓ Fully utilize technology & follow trends in the 4th Industrial revolution



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Thank you