Abstract

Given its capabilities to widen access, improve the quality and reduce the cost of developing, accessing and maintaining information, Information and Communication Technology (ICT) offers increased possibilities for managing knowledge. This paper thus investigates the level of utilization of ICT in the knowledge management processes in the Ghanaian educational system. Being a descriptive study, a randomly selected sample of second cycle educational institutions was surveyed through questionnaire. Using descriptive data analysis, the study found a low level of Information and Communication Technologies usage in knowledge management processes in the second cycle educational system. Knowledge management practices were found to be inefficient due to, among other things, absence of strategic policies and non-utilization of ICT. The findings indicate that the Secondary Schools are not deriving the efficiency returns of the computers they have acquired due to the absence of a deliberate and effective strategy for knowledge management. Also students, teachers and administrators in the second cycle schools are not benefitting from the information revolution for knowledge
management. It was recommended that capacity building in knowledge management and improvement of Internet speed should be given priority attention by educational authorities.

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Index Terms

Computer Science
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Keywords

Knowledge, Management, ICT, Education, Technology