

# DSWD Brings “Knowledge Management” to Social Welfare Organizations

For so many years, different government and non-government agencies has been formulating, implementing and evaluating internal processes, programs and services. Different policies and standards were also set, but as we go further and grow bigger, we just can't run out of innovations.

These innovations, social technologies and other initiatives need to be documented for different purposes. This kind of documentation is now being introduced as Knowledge Management (KM). The idea of KM is not to keep the details for ourselves but for the public to know how we are doing what we do. Why? – For possible replication and who knows, it could also be for legislation.

The Department of Social Welfare and Development (DSWD) Field Office III organized the training on Good Practice Documentation for Local Social Welfare and Development Offices (LSWDOs) and Social Welfare Agencies (SWAs) on 1-3 August 2018 in City of San Fernando, Pampanga.



The said training was facilitated by Hebe Valerie B. Valerio, Knowledge Management Writer of DSWD. She shared the difference between Explicit Knowledge and Tacit Knowledge. The former can be easily articulated such as information, data and records while the latter is more complex like life experiences and insights. As for KM, Tacit Knowledge is what we are aiming to communicate to others. According to Valerio's lecture, Tacit Knowledge may be transferred through various ways such as story-telling, demonstration, apprenticeship, mentoring or coaching. However, it would be better if we transform tacit to

explicit (document or record) which will be followed by practice.

As per DSWD KM Framework (Administrative Order Number 17, series of 2011), Knowledge management is the process of creating an environment in which people's experience and wisdom on Social Protection programs are valued; and where internal processes are structured to support policy makers and service providers in creating, sharing and using knowledge.

Good KM provides the right knowledge to right people at the right time. We are doing this because we value people's knowledge in policy making, program and services formulation and implementation.

Valerio also reminded the participants that Good Practices should be Innovative, Responsive, and Sustainable.