

# **KNOWLEDGE MANAGEMENT IN LAW FIRMS IN BOTSWANA**

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### **Certification of Authorship**

I certify that the work in this thesis has not been previously submitted for a degree nor has it been submitted as part of the requirements for a degree except as fully acknowledged within this text

I also certify that this thesis has been written by me. Any help that I have received during the research work and in the preparation of the thesis itself has been acknowledged. In addition, I certify that all information sources and literature used is indicated in the thesis

Signed: .....

Date: .....

## **Dedication**

### **To my dad, Papa Andrew Chongwain**

Dear Dad, thank you for being the most wonderful and most special Dad in the world and playing the twin role of Dad and Mum very perfectly. It is almost thirty years today since Mum passed away but single-handedly you have seen us (all seven siblings) through to adulthood. You led us in the ways of the Lord, providing all the moral and financial support and instilled in us the desire to value education. I love you Dad. You have fought the good fight! May God the Almighty continue to richly bless you with good health and long life.

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## Abstract

The literature reveals enormous potential of knowledge management for law firms, yet research in knowledge management seems fragmented with extensive theoretical discussions but little empirical evidence. The aim of this study is to empirically determine the guidelines and techniques of knowledge management in law firms in Botswana in the light of the rapid changing legal environment. It identified the different categories of knowledge existing in the law firms in Botswana and considered the factors that would motivate or inhibit the adoption of knowledge management. It also identified the tools and technologies for knowledge management and agents and institutions necessary for knowledge management in law firms in the country.

The study adopted the triangulation of qualitative and quantitative methods of data collection and analysis. Open and closed ended questionnaires and interview schedules were used to collect both qualitative and quantitative data that was analysed. The survey research design was adopted and census of all the lawyers in the country undertaken. Out of the 217 questionnaires distributed to the 115 registered firms, 140 completed questionnaires were returned, giving a return rate of 64.5%.

From the study, it has emerged that law firms in Botswana are significantly affected by the changes in the legal environment. The adoption of formal knowledge management in law firms in Botswana is still however, at an initial stage. Most of the law firms do not have knowledge management policies and guidelines and there are still many challenges to the effective implementation of knowledge management. Nevertheless, it is clear that there is a growing awareness of the key role, importance and potential of knowledge management in an increasingly competitive environment as a means of making law firms more innovative and cost effective. Guidelines for knowledge management in law firms were established and several suggestions on how it can be successfully implemented made in the hope that this would not only improve the awareness and utilisation of knowledge management in the country but could also be adopted in other African countries whose legal environment is similar to that in Botswana.

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