

Title	公衆衛生介入を改善するための知識管理 バングラデシュにおける食糧安全問題
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### 論文の内容の要旨

There are a lot of complex and emerging public health issues that is causing double burden (both health impact and economic impact) especially in underdeveloped or developing countries. These are the thriving concerns and becoming complex societal challenges which need innovative solutions. Therefore, organizations have to be compelled to move beyond the boundaries of single firms or sectors and involve in collaborative networks. Multiple, diverse stakeholders are working together to co-create innovative values in these networks. Co-creation in a network creates new challenges in terms of modified behaviors, systems and outcomes.

This study is based on street food safety issues, one of the emerging public health problems in Bangladesh, on which, many studies and interventions have been conducted. Unfortunately, due to the nature of informality, lack of awareness among community (vendors and consumers), lack of proper collaborative service from government and NGOs in monitoring, improper health promotion and health education system and finally the improper knowledge sharing in both community and organizational management process are the key bottlenecks in achieving the sustainable solution for the street food safety problem.

Therefore, the overall goal of this dissertation is to identify the role of knowledge management for improving the public health intervention especially based on the developing countries perspectives. This goal has been addressed in three separate sections which aimed to answer the following questions respectively:

1. What are the social barriers that contributes in street food safety issue?
2. What is the role of developing community based stakeholders in confronting social barriers in SFS issue?
3. How an innovative model can be developed based on knowledge management to reduce SFS

problem?

## **Methods**

The study mainly adopted the action research strategy where the main method used was qualitative. In the first part of the study, data collection took place in the urban areas of Khulna and Dhaka city, the two major divisions in Bangladesh. The tools used for the data collection were the observation of the street food vendors and consumers, the interviews of street food vendors, consumers and some officials of government and non-governmental organizations (NGO).

In the later part of the action research, a pilot study was conducted in Khulna city. In this part, the major participants were the secondary school students, street food vendors, consumers, officials from government and non-governmental organization. Data collection tools were also observation, interviews and focus group discussion.

Study data were collected in between May 2017 and February 2018. All the data collected were thematically and manually analyzed. Field notes on interviews and focus group data were subject to content analysis, using a priori codes.

## **Results**

Integrating the analyzed results, we found that SFS and other public health based intervention begins from a top-down approach, by getting funding and providing ad-hoc based services to a specific community, where before and after the intervention, knowledge creation and sharing with the community is a less-implemented approach. However, essential knowledge creation (both tacit and explicit) should begin with the communities where most of the wider social barriers exist.

Findings describes hidden social barriers that can only be explored by the community (vendors and consumers); in some cases, this hidden knowledge can only be shared with local people (students or local representatives). Therefore, selecting and motivating the students as community representatives is one major strategy for value co-creation in this study.

Findings also describes MSP as essential for knowledge sharing and providing necessary services through strong collaboration and co-ordination. In this study, students can be representatives for community participation and can be good micro-level stakeholders that collaborate with macro-level stakeholders. Therefore, micro-level stakeholders can create and share community knowledge with macro-level stakeholders to develop innovative solutions that improve SFS. In addition, the macro-level can verify their decisions and policies by sharing knowledge with the community based on the outcome of an intervention. This knowledge sharing is missing in the current system of interventions. Findings 3 demonstrates the area in which collaborative strategies can reduce social barriers with the help of the community.

Findings shows the strategy of using KM tools that can easily create, share, transfer, and translate

knowledge both inside and outside of the community. Therefore, through pilot study, school students have been found to be proper KM tools in creating values among different stakeholders.

Finally, comparative results from two different cities showed where the role of collaboration and value co-creation through MSP and KM is distinctively visible.

**Keywords:** Street food safety, knowledge management, stakeholders, intervention, sustainability

## 論文審査の結果の要旨

フードストリートベンダー（露天商）は、人が集まる場所で、屋台を使って、安い値段で食事を販売する人々である。先進国においては屋台による食品販売は観光資源ともなっている一方で、バングラデシュのような発展途上国においては、食事を作る場所もない貧しい人々にとって、生活を支える必要不可欠な生活インフラとなっている。しかしながら、衛生面で問題を抱え、人々の安全な生活を脅かすものとなっている。行政側も法制度を整えて取り締まりを行なってはいるが、フードストリートベンダー自身も貧困層であり、取り締まりだけでは解決しない。行政は、関係する NGO と協働しつつ、介入を何度も試みているが、介入終了後に効果が長続きしないという問題を抱えて来た。

本論文は、バングラデシュの NGO の一つを介して、バングラデシュの 2 都市（ダッカ市、クルナ市）の行政の協力を取り付け、過去に介入の効果が長続きしなかった原因を探り、問題の解決策を探るパイロットスタディを考案して、行政と NGO の協力のもとで実施した介入の成功要因を、知識マネジメントの視点で分析したものである。過去の介入の効果が長続きしなかったのは、フードストリートベンダー側のみへの一方的な介入であったことにあるとし、地域のコミュニティ（フードストリートベンダーも屋台で買う消費者も含まれている）へ衛生知識を届けるために、地域のコミュニティの中学生をインフルエンサーとするパイロットスタディを計画・実行した（条件が整っているクルナ市のみで実施）。NGO が準備した教材で、行政が地域のコミュニティの中学生を選び、衛生教育を行なった。工夫をしたのは、衛生教育後に、中学生に街中で日常的なモニタリング調査を実施させたことである。安全面を確保するために、モニタリング調査の対象となった屋台は、過去に行政による衛生介入の対象となったフードストリートベンダーの屋台である。中学生もフードストリートベンダーの双方において、モニタリング時の観察や対話を通して、学んだ衛生知識を確認・強化できた点が、過去の一方的な介入とは異なっている。本パイロットスタディの成果を受けて、現在も行政と NGO が取り組みを継続している。

過去にも、学生への衛生教育を起点に、フードストリートベンダーの経営する屋台の衛生問題を解決しようとする事例は存在した。しかし、本事例では、学生による日常のモニタリングというアクティビティを加え、衛生教育をアクティブラーニングで強化することで、介入の効果を継続的なものとする実践的な可能性を示したことに新規性がある。

以上、本論文は、行政だけでは解決できなかった社会問題に対し、学術的なアプローチで分析・

対策することで解決しうることを示した。よって博士（知識科学）の学位論文として十分価値あるものと認めた。