

Antecedents of Knowledge Sharing: An Empirical Investigation of Information Technology Firms

ABSTRACT

Motivating people to contribute knowledge has become an imperative research topic and a major challenge for organizations. Now a day, the biggest challenge organizations are facing with regard to knowledge management is “understanding employees’ behavior,” particularly with regard to knowledge sharing. This paper attempts to examine a range of factors including task and organizational factors along with information technology as antecedents of knowledge sharing within information technology firms. Despite the significant research on knowledge sharing, there is much to explore in this area. However, looking into the existing research and future trends, this paper has come up with research objectives and a research model that can affect the successful implementation of knowledge sharing within service organizations to enhance combination success. The data has been collected from 227 managers at different levels working into the knowledge intensive service economy. Result shows that mutual trust plays an important role for knowledge sharing behaviours. Future directions for study and potential linkages with other variables have also been provided in the study.

Key words: Knowledge sharing, flexible structure, learning culture, management support, training, technology, mutual trust, job characteristics