THE INFLUENCE OF ORGANIZATIONAL CULTURE ON KNOWLEDGE SHARING IN SOFTWARE DEVELOPMENT ORGANIZATIONS IN SRI LANKA

BY

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Abstract

Recent studies have showed that knowledge sharing is crucial for organizational development and to gain the competitive advantage. This is confirmed by various industry analyses, research projects and media articles that knowledge is becoming an organizational asset where a most of it embedded in employees' mind. The aim of this research was to investigate the existing level of knowledge sharing within Sri Lankan software developing organizations, whether knowledge sharing is affected by the existing organizational culture of software developing organizations, and finally to identify the methods that are in use and can be used to improve the knowledge sharing among information technology professionals in the software development organizations in Sri Lankan.

Variables were identified through literature review and a conceptual model was developed for this study. A questionnaire was used to collect data and 154 responses were collected from different software developing organizations. Data analysis was done through descriptive statistical analysis by using Statistical Package for Social Sciences (SPSS).

The data was analyzed to identify the level of knowledge sharing, knowledge sharing techniques and factors of organizational culture (interpersonal trust, leadership, Information Systems, rewards, communication, and organization structure).The analysed data showed that meetings and sending mails are frequently using methods for knowledge sharing. It is found that there is a positive and significant relationship between knowledge sharing and organizational factors which are trust, leadership, communication, rewards, Information Systems and organizational structure. In fact, analysed data showed that there is an influence on knowledge sharing by organizational factors.

Finally, it is realised that by improving certain knowledge sharing methods will be an advantage for knowledge sharing process within the organizations. Also if possible it is proved that, if not existing, changing to a friendly culture for knowledge sharing is

essential and it is long term and visible benefit to the organization.