Abstract

In this rapidly changing world towards a “Knowledge based economy”, knowledge is gradually being considered as the most important key driver of this economy. Effective Knowledge management program that include acquire, use, and leverage within the organization will help the success of economies in the future. However, most organizations attempt to focus on systems and tools, rather than on the critical part which is knowledge sharing within the organization. Knowledge sharing is vital in university because the majority of the employees are knowledge workers. This is a conceptual study on the enablers of knowledge
sharing based on the socio-technical theory with a view to suggest how the theory can be
applied to improve higher education system. The role of knowledge delivery personnel has to be
emphasized in addition to technology. Socio-technical approach are studied which recognize
interaction between social and technologies. This paper studies to identify the major problems
that hinder KS practice focusing on leadership role in higher education to develop collaborative
work towards a goal to help overcome problems using technical aspects, involving people and
processes.

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Index Terms

Computer Science Ubiquitous Computing

Key words

Knowledge Management (KM) knowledge sharing leadership

academics knowledge workers socio-technical system