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 soci-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.

Reference

multinational company based in Malaysia. Journal of Workplace Learning, 21(2), 125-142.

**Index Terms**

Computer Science  
Ubiquitous Computing

**Key words**

Knowledge Management (KM)  
knowledge  
sharing  
leadership  
academics  
knowledge workers  
socio-technical system