This study investigates the knowledge management (KM) readiness of the Sri Lankan telecommunication industry and the factors that contribute to KM Readiness. Data were collected from 313 executives of seven companies in the Sri Lankan Telecommunication Industry using self-administered questionnaires. This study considered KM enablers, such as organizational culture, structure, and IT infrastructure, and individual acceptance factors, such as performance expectancy and effort expectancy of KM, as the contributing factors to the KM readiness. The study found that the executives in the Sri Lankan telecommunication industry are ready to be involved in KM process. In addition, there were five significant predictors of KM readiness: three KM enablers and two individual acceptance factors. Furthermore, the study found that gender and age of the executives moderate the relationship between some of the contributing factors and the KM readiness. The study integrates both KM and information systems perspectives to develop a theoretical model that explores the concept of KM readiness. Practitioners may use the instruments used in this study to measure the KM readiness of their organizations.

Mohamed Jalaldeen Mohamed Razi

A Model of Knowledge Management Readiness And Its Contributing Factors
Measuring organizational members readiness for knowledge management using intention to be involved with SECI processes

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ABSTRACT

This study investigates the knowledge management (KM) readiness of the Sri Lankan telecommunication industry and the factors that contribute to KM Readiness. As the scope of the KM is very wide, this study was confined only to the knowledge creation and sharing processes of KM. Data were collected from 313 executives of seven companies in the Sri Lankan Telecommunication Industry using self-administered questionnaires. This study considered KM enablers, such as organisational culture, structure, and IT infrastructure, and individual acceptance factors, such as performance expectancy and effort expectancy of KM, as the contributing factors to the KM readiness. The study found that the executives in the Sri Lankan telecommunication industry are ready for knowledge creation and sharing. In addition, all KM enablers and factors of individual acceptance except informal organisational structure were significantly and positively correlated with KM readiness. There were five significant predictors of KM readiness; three KM enablers and two individual acceptance factors; namely ‘trust & collaboration’, ‘IT support’, ‘ICT use & support for search and sharing’, ‘performance expectancy of KM’, and ‘effort expectancy of KM’. Furthermore, the study found that gender moderates the relationship between ‘IT support’, ‘ICT use & support for search and sharing’, ‘performance expectancy of KM’ and KM readiness. Age moderates the relationship between ‘IT support’ and KM readiness. In terms of theoretical contribution, the study integrates both KM and information systems (IS) perspectives to develop a theoretical model that explores the concept of KM readiness. From the practical contribution perspective, managers in the knowledge intensive organisations in Sri Lanka could use the measures to evaluate the KM readiness of their respective organisations before embarking on the implementation of KM processes.
TABLE OF CONTENTS

Acknowledgements ........................................................................... 2
Abstract ............................................................................................. 3
Table of Content ................................................................................ 5
List of Tables ..................................................................................... 12
List of Figures .................................................................................... 19

CHAPTER ONE: INTRODUCTION................................................... 21
  1.1 Introduction.................................................................................. 21
  1.2 Organisation of the Thesis ........................................................... 22
  1.3 Research Background ................................................................. 23
    1.3.1 KM Readiness ........................................................................... 24
    1.3.2 KM Enablers ............................................................................. 25
    1.3.3 Individual Acceptance .............................................................. 25
    1.3.4 SECI process ............................................................................ 26
    1.3.5 KM in Sri Lanka ....................................................................... 26
  1.4 Research Questions...................................................................... 27
  1.5 Research Objectives ..................................................................... 27
  1.6 Research Model .......................................................................... 28
  1.7 Definitions of General Terms ...................................................... 30
  1.8 Context and Scope ....................................................................... 31
  1.9 Research Methodology ................................................................. 32
  1.10 Significance of the Study ............................................................ 33
    1.10.1 Theoretical Contribution ......................................................... 33
    1.10.2 Methodological Contribution ................................................. 34
    1.10.3 Practical Contribution ............................................................. 34
  1.11 Summary .................................................................................... 34

CHAPTER TWO: LITERATURE REVIEW .............................. 35
  2.1 Introduction.................................................................................. 35
  2.2 KM Readiness .......................................................................... 35
    2.2.1 Concept of Readiness ............................................................. 35
    2.2.2 Readiness for Change .............................................................. 37
  2.2.3 Previous Works on KM Readiness ........................................... 39
2.3 Organisational Knowledge .......................................................... 46
2.4 KM and KM Approaches ............................................................ 47
2.4.1 KM Process............................................................................. 48
2.4.1.1 Knowledge Creation .............................................................. 49
2.4.1.2 Knowledge Sharing ............................................................... 50
2.4.2 KM Sub Process (SECI) ........................................................... 51
2.4.2.1 Socialisation ........................................................................ 51
2.4.2.2 Externalisation ................................................................. 52
2.4.2.3 Combination ........................................................................ 52
2.4.2.4 Internalisation ..................................................................... 53
2.5 Review of Literature on KM Enablers ...................................... 53
2.5.1 KM Supportive Organisational Culture ................................. 60
2.5.2 KM Supportive Structure ....................................................... 61
2.5.3 KM Supportive IT Infrastructure ............................................ 61
2.6 Review of Individual Acceptance Models ................................. 62
2.7 KM Readiness Defined .............................................................. 67
2.8 Summary .................................................................................. 68

CHAPTER THREE: THEORETICAL FRAMEWORK.............. 69
3.1 Introduction.................................................................................. 69
3.2 Basic Research Model ................................................................. 69
3.3 Intention to Be Involved in KM Process ................................. 72
3.3.1 Socialisation ........................................................................... 72
3.3.2 Externalisation ........................................................................ 72
3.3.3 Combination ........................................................................... 73
3.3.4 Internalisation ........................................................................ 73
3.4 Factors Contributing to the Intention to Be Involved in KM Process........................................................................ 74
3.4.1 Organisational Culture ........................................................... 74
3.4.1.1 Collaboration ......................................................................... 74
3.4.1.2 Trust ....................................................................................... 75
3.4.1.3 Learning ................................................................................. 76
3.4.1.4 Business Strategy .............................................................. 76
3.4.1.5 Management Support .......................................................... 77
3.4.2 Organisational Structure .......................................................... 77
3.4.2.1 Decentralisation ................................................................. 78
6.3.3.1 IT Support ................................................................. 148
6.3.3.2 ICT Use & Support for Searching and Sharing ............ 149
6.4 Individual Acceptance Factors .......................................... 151
6.4.1 Performance Expectancy of KM ................................. 151
6.4.2 Effort Expectancy of KM ............................................. 153
6.5 Summary .............................................................................. 154

CHAPTER SEVEN: ANALYSIS OF RELATIONSHIP ............ 155
7.1 Introduction........................................................................ 155
7.2 The Relationship between the Independent Variables and Dependent Variable .............................................. 155
7.2.1 The Relationship between KM Enablers and Intention to Be Involved in KM Process ............................................. 156
7.2.1.1 The Relationship between Organisational Culture and Intention to Be Involved in KM Process .............................. 156
7.2.1.2 The Relationship between Organisational Structure and ‘Intention to Be Involved in KM Process’ ............................. 160
7.2.1.3 The Relationship between IT Infrastructure and Intention to Be Involved in KM Process ..................................... 163
7.2.2 The Relationship between Individual Acceptance Factors and ‘Intention to Be Involved in KM Process’ ....................... 165
7.3 Moderating Effects of Personal Characteristics on the Relationship between the Independent Variables and Dependent Variable .............................................. 172
7.3.1 The Moderating Effects of Personal Characteristics on the Relationship between ‘Trust & Collaboration’ and ‘Intention to Be Involved in KM Process’ ...................... 175
7.3.2 The Moderating Effects of Personal Characteristics on the Relationship between ‘IT Support’ and ‘Intention to Be Involved in KM Process’ ............................................. 178
7.3.3 The Moderating Effects of Personal Characteristics on the Relationship between ‘ICT Use & Support for Searching and Sharing’ and ‘Intention to Be Involved in KM Process’ ............................................. 184
7.3.4 The Moderating Effects of Personal Characteristics on the Relationship between ‘Performance Expectancy of KM’ and ‘Intention to Be Involved in KM Process’  .......... 188
7.3.5 The Moderating Effects of Personal Characteristics on the Relationship between ‘Effort Expectancy of KM’ and ‘Intention to Be Involved in KM Process’......................... 192
7.4 The Summary................................................................. 199

CHAPTER EIGHT: DISCUSSION AND CONCLUSION ....... 200
8.1 Introduction............................................................................. 200
8.2 Summary of Major Findings.................................................. 200
8.2.1 Perceived KM Readiness of the Sri Lankan Telecommunication Industry ................................................. 200
8.2.2 Factors that Contribute to the KM Readiness of the Sri Lankan Telecommunication Industry .................... 201
8.2.2.1 The Relationship between the KM Enablers and the KM Readiness of the Sri Lankan Telecommunication Industry ......................................................... 202
8.2.2.1.1 The Relationship between the Organisational Culture and the KM Readiness of the Sri Lankan Telecommunication Industry .......................... 202
8.2.2.1.2 The Relationship between the Organisational Structure and the KM Readiness of the Sri Lankan Telecommunication Industry ......................................... 203
8.2.2.1.3 The Relationship between the IT Infrastructure and the KM Readiness of the Sri Lankan Telecommunication Industry ......................................................... 204
8.2.2.2 The Relationship between the Individual Acceptance Factors and the KM Readiness of the Sri Lankan Telecommunication Industry ......................................................... 204
8.2.3 The Moderating Influence of Personal Characteristics on the Effects of KM Enablers and Individual Acceptance Factors on KM Readiness of the Sri Lankan Telecommunication Industry ......................................................... 205
8.3 Theoretical Contributions and Implications for Research ...... 206
8.4 Practical Contributions and Implications .............................. 209