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Proceedings - International Conference on Information and Communication Technology for the Muslim World 2018, ICT4M 2018
 6 December 2018, Article number 8567136, Pages 290-295
 2018 International Conference on Information and Communication Technology for the Muslim World, ICT4M 2018; Kuala Lumpur; Malaysia; 23 July 2018 through 25 July 2018; Category numberCFP1854K-ART; Code 143602

Knowledge management readiness index : Multiple industries perspective (Conference Paper)

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Abstract

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The objectives of this paper is to validate a common research instrument and a hypothesized research model to measure the readiness of organizational members to involve in Knowledge Management (KM) process in two different sectors; corporate sector and academic sector. Using the theory of reason action and the theory of planned behavior a conceptual theoretical framework was developed and the related previous works help to operationalize the variables. Data were collected using a questionnaire from two different sectors; 156 academics from a Malaysian university and 74 corporate executives who are working in the IT field in Malaysia. Smartpls3 was used to analyze the data. Convergent validity was tested through factor loadings, composite reliability and average variance extracted while divergent validity was established through discriminant validity separately for each sector. Most of the items and variables meet the respective threshold values in both sectors. The path analysis confirmed that out of seven proposed hypotheses in this study, four are supported in both sectors; IT support, Performance Expectancy, and Effort Expectancy influence KM Intention, in turn, KM Intention influence KM Behavior. The influence of trust among colleagues on KM intention was supported only in the academic dataset. The implications of the findings are discussed at the end of the paper. © 2018 IEEE.

SciVal Topic Prominence ⓘ

Topic: Knowledge management | Societies and institutions | organizational culture

Prominence percentile: 96.950 ⓘ

Author keywords

Knowledge management Malaysia SECI TPB TRA

Indexed keywords

Engineering controlled terms: Regression analysis

Engineering uncontrolled terms: Composite Reliability Convergent validity Corporate executives Malaysia Research instruments SECI Theoretical framework Theory of Planned Behavior

Engineering main heading: Knowledge management

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ISBN: 978-153867525-0

Source Type: Conference Proceeding

Original language: English

DOI: 10.1109/ICT4M.2018.00060

Document Type: Conference Paper

Publisher: Institute of Electrical and Electronics Engineers Inc.

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