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Online Knowledge Sharing in University Academic Departments: the experience of the University of Fort Hare, Eastern Cape, South Africa

ABSTRACT

The process of knowledge sharing plays a significant role in determining the outcomes of knowledge management in academic institutions. Electronic communication tools are not specifically considered as repository within knowledge management but are regarded as collaborative tools. For the purpose of improving the results of knowledge sharing through e-communication tools, academic departments in universities must understand the mechanisms related to user's decisions to share knowledge virtually. This study and paper presentation discusses existing researches and develops a theoretical model of factors that influence online knowledge sharing in academic departments in universities from lecturer's viewpoint in a formerly disadvantaged public university. The aim is to investigate the relationship between influencing factors and online knowledge sharing and improve them for getting better results in academic departments in the university environment. A questionnaire will be designed and distributed through email to all academic departments of the University of Fort Hare; the survey will be conducted to collect data for this paper presentation and descriptive statistics will be employed to analyze the data.

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