

## DETERMINE FACTORS INFLUENCING KNOWLEDGE SHARING AMONG THE STAFF OF WATER AND WASTEWATER COMPANY OF EAST AZARBAYJAN, IRAN

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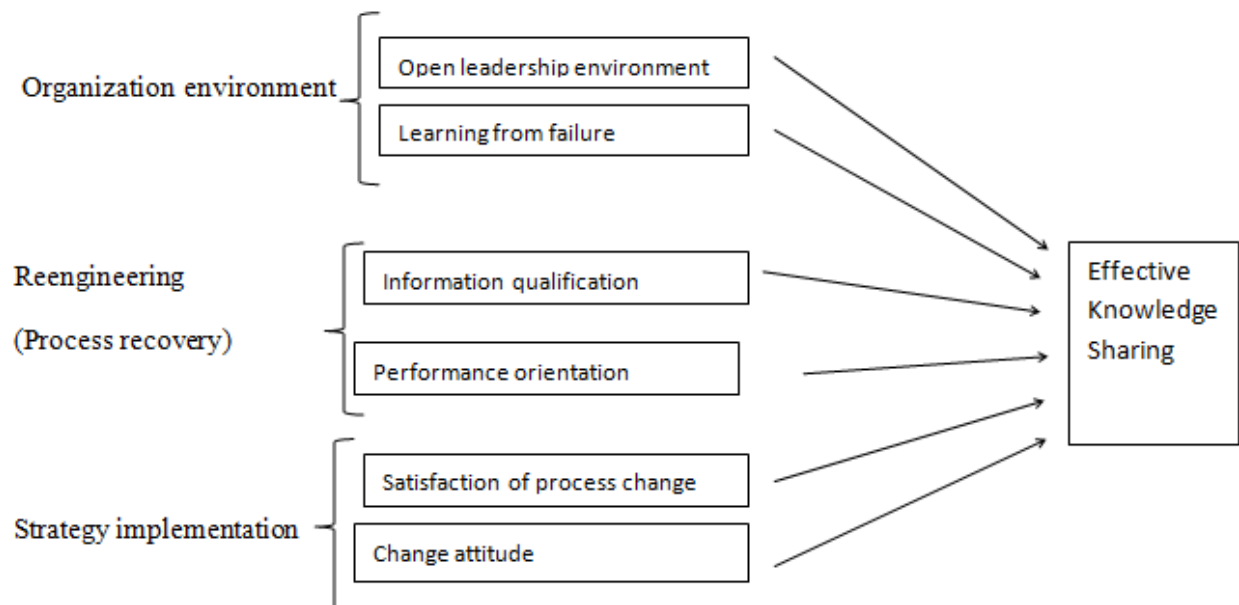
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### ABSTRACT

Knowledge sharing is regarded as a complex activity, but a value-making, fundamental and base for many strategies of knowledge management of organizations (Riege, 2005); so, it is necessary to equally pay attention to this issue which is effective in organization accomplishment for making effective competition benefit and recognition and elimination or limit of its barriers for making a better platform for knowledge sharing. In this study, it deals with influencing factors on knowledge sharing in Water and Wastewater Company of East Azarbayjan in which it first focused on categorization, summarization, description, interpretation and data graphic displaying by techniques of descriptive statistics. Then, it studied six influential items on knowledge sharing through exploratory factorial analysis regarding Taylor and Wright's paper. In the next step, each of influential factors (items) was scaled via Friedman Scaling Analysis.

### INTRODUCTION

Knowledge management is not a new task. From a generation to another generation, cultures dealt with keeping and transfer of knowledge for understanding of past and prediction of future. In today's complicated and dynamic commercial environment, the depth and range of knowledge thirst is going to increase daily; such a knowledge which is consistently changing and issuing out of organization.



IT and the internet also have made new challenges in creating, keeping and managing of knowledge. Knowledge sharing is a key component of knowledge management in which there is little empirical studies about the factors that impacts are effective. Our culture presents different definitions and

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messages about “sharing”. Adam Bianchi, one of the analysts of knowledge management says: “Obviously, your value in an organization is within what you know and others don’t.”

### Research Questions

According to literature review in chapter two and the model explained in this chapter, research questions are codified as follows:

1. What are the effective factors on knowledge sharing?
2. What is the scaling of effective factors on knowledge sharing?

### Research Model

After studying, subject background in inside and outside literature and regarding research hypotheses and the importance of knowledge sharing, I have used Taylor and Wright model in the study as follows. In the model, organizational environment, foundation, processes and strategy implementation are considered as independent variables and in this model knowledge sharing is a dependent variable and the impact of all variables are evaluated on it.

## MATERIALS AND METHODS

### Methodology

The current study studies the state-of-the-art of research variable and their relationships in the society. Therefore, the study is practical from the goal perspective; also regarding the method, it is in the group of scaling research and according to conclusion, it is descriptive. The required information for answering the questions is collected through questionnaire concerning the subject and studied variables. Evaluation of questionnaire validity is considered from two dimensions of validity and durability and the study is a kind of validity-evaluation. There is no statistical method for determining validity coefficient. Thus, for validity confidence of data collected tools, it is used professors and specialists’ comments. Additionally, it is used questionnaire expletives.

The durability of questionnaire items is considered through methods of Cronbach Alpha and Halving, here are the results:

### Reliability Statistics

Cronbach's Alpha	N of Items
.824	29

The value of obtained Cronbach Alpha is 0.824 which is indicative of high durability of questionnaire’s item.

### Data Analysis

The analysis of research hypotheses was conducted in SPSS, the stages of this section include:

1. First, it dealt with categorization, summarization, description, interpretation and graphic display of data through the methods of descriptive statistics.
2. Regarding Taylor and Wright paper, the analysis of statistical data was considered through factorial-exploring analysis.
3. Then using Friedman scaling analysis, each of effective factors (items) was scaled and considered.

## RESULTS AND DISCUSSION

### Research Finding

After factorial-exploring analysis in which evaluation validity was confirmed regarding two efficiency sampling tests of Kiser-Mir-Olekein Croit Bartlet, six items of SPSS was achieved that it is intended to see among 6 extracted factors, which one is more important in expressing knowledge sharing and which factors are not much important. In fact, these variables are going to be rated.

Through this, the outcome of the test is according to the below:

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**Table : Variable rating of organizational criterion**

Rate	Variable
1	Open leadership
2	Learning from failure
3	Change quality
4	Performance orientation
5	Change satisfaction
6	Positive attitude of change

### Conclusion and Suggestions

Through Friedman scaling analysis, each of the effective factors (items) was rated and the open leadership variable was among the most important factors on knowledge sharing and other variables accordingly include learning from failure, change quality, performance orientation, change satisfaction and positive attitude of change.

The implementation of each research work is not immune from various limitations along with its result generalization. The present study is not an exception. Among the most major barriers along result generalization, it can be said that:

Regarding the extensity of Water and Wastewater Company of Azarbayjan, Iran, some limitations of the project were due to reluctance of some staff to questionnaire completion, the lack of knowledge sharing awareness among staff, unavailability to all managers and specialists.

### Suggestions

This research can be conducted in another knowledge-based organization, because so far this study has never been performed in any organization, the Water and Wastewater was investigated.

- Other models can be used for investigating affecting factors on knowledge sharing.
- This questionnaire should be investigated in other organizations.
- For the importance of knowledge sharing, many researches can be done in this regard.
- Knowledge sharing can be compared and analyzed from the perspective of different researchers.

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