

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

**FACTORS INFLUENCING KNOWLEDGE SHARING AMONG LIBRARIANS AT
THE NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY (NUST)
BY**

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ABSTRACT

The study was triggered by literature, personal observations and experiences on knowledge sharing. The study investigated factors influencing knowledge sharing among staff at NUST Library. Kim and Lee's (2006) knowledge sharing model was adopted as the theoretical framework, for the study. The research objectives were informed by this theoretical framework. Literature review revealed that librarians are encouraged to share knowledge as knowledge sharing helps libraries to gain competitive advantage. Lack of knowledge sharing policies and strategies are also said to be contributing towards limited knowledge sharing in universities and their libraries. A mixed method research design employing a case study research strategy was adopted for the study. The population was comprised of librarians only. Purposive sampling was used. Thirty respondents out of the targeted sample size of 31 librarians participated. The results revealed that there were challenges that affected knowledge sharing such as lack of trust among colleagues, lack of incentives or rewards for those who contributed knowledge for sharing through ICT infrastructures. The study recommended that, the library should have a written down policy in order to encourage staff to share their knowledge. Knowledge sharing is very important for libraries to give quality service for the users and to enhance their performance, the library top managers should give value to it and they have to link it with rewards, recognitions and some benefits that motivate the employees to share their knowledge.