

Abstract

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Measuring Knowledge Management Enablers, Practices and Innovation in Higher Education

This paper contribute towards filling the gap in the review of literature on the Knowledge management (KM) enablers to enhance KM practices and innovation by focuses on measuring KM enablers, KM practices and innovation in higher education. The KM enablers studied in this paper were technology, structure, culture and human resources. The KM practices studied here were creating knowledge, capturing knowledge, organizing knowledge, storing knowledge, disseminating (sharing) knowledge, and applying knowledge. Also, the innovation studied from the point of view of innovation magnitude and innovation speed. KM has become important for organization to achieve performance excellence and competitive advantage by implementing KM as a new management technique. The purpose of this study was to measure the impact of KM enablers on the KM practices and measure the impact of KM practices on innovation in higher education represented in ABC University (a pseudonym is given to mask the University's name). Measurement items were adopted from previous studies and a few items were adjusted based on the concepts provided by literature review. The questionnaire was used to collect the primary data questions aiming to measure KM enablers, culture, KM practices and innovation. The data were collected from 6 academic departments from college of engineering at ABC University the response rate was 43.33%, and the data collection in this study analyzed by using the Statistical Package for Social Sciences (SPSS). The analysis revealed there is a weak positive correlation between KM based technology and KM Practices also there is a weak positive correlation between KM practices and innovation magnitude, the study proved that there is a moderate level of KM practices so ABC University need to improve Information Technology system to spread knowledge for faculty staff and everyone has access to it. Colleges and universities have significant opportunities to apply KM practices to sustain higher education quality and performance excellence to achieve competitive advantage.