

Abstract

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In order to compete and achieve stability, innovative organizations have been more concerned about Knowledge management especially with the rapid technological changes and information overload. Accordingly, this study investigates the main criteria that affect employees’ intention to share knowledge in the banking industry and proposes a model that helps banks increase their employees’ intention to share knowledge within the organization. A questionnaire was distributed to survey employees working at 3 different banks, in 9 different branches in order to measure their intention to share knowledge. The survey was administered at: NSGB, HSBC, and NBE. These three banks are classified into three main categories: Foreign, Public and Commercial. Data collected was statistically analyzed using SPSS and the findings could be used as a road map for employers on how to promote knowledge sharing inside organizations.