Impact of Knowledge Sharing and Job Satisfaction among Employees in India with Reference to Information Technology Companies in Bangalore

Nabi.A[1], *Research Scholar in Management, Research & Development Centre, Bharathiar University, Coimbatore-641046, India*
Dr.K.Anandanatarajan[2], *Assistant Professor, Dept. of Business Administration, Annamalai University, Annamalai Nagar-608002, India.*

Abstract

Information sharing and occupation fulfilment are basic components for representatives to assume a functioning job in accomplishing authoritative targets. Employees look for data to achieve their assignments and furthermore to stay receptive to numerous normal needs. The expanding rivalry, improving innovation and rising globalization has cleared a path for driving the information-based economy. Knowledge is a potentially significant resource to the firm as it may possess valuable, rare, inimitable and non-substitutable characteristics, particularly, if it has a tacit dimension The study was to assess the degree to which work fulfilment impacts information sharing practices, and furthermore to investigate how job fulfilment and information sharing practices influence representative execution and profitability. The standard target of the investigation was to know the Relationship between Knowledge and Information sharing and Job Satisfaction of representatives in the IT business regarding chosen organizations in Bangalore. The exploration study refers to a top to bottom examination of a specific circumstance instead of intending to have measurable investigation. The quantitative techniques were applied to investigating the connection between information sharing and employment fulfilment. The quantitative research strategies are utilized when the reason for existing is to get factual or numerical proof of the exploration issue. The present study is a helpful, simple and adaptable tool for gathering essential information legitimately from representatives in the chose organizations in Bengaluru. In such manner, the sample was created to gather information from employees of the IT business about information sharing practices, profitability, and occupation fulfilment. The discoveries of the investigation saw that the relationship between work fulfilment and information sharing is profoundly connected with esteem. These discoveries propose that higher is information sharing; higher will be representative execution in IT Sector.

Keywords: Knowledge & Information Sharing & Job Satisfaction

1. Introduction

Information is a conceivably huge asset to the firm as it might have important, uncommon, matchless and non-substitutable qualities, especially, on the off chance that it has an implicit measurement Hall and Sapsed, (2005). Information is portrayed as powerful since it is made in social associations among people and associations. The investigation of the administration segment consistently offers the conversation starter: in what capacity should an "administration" be characterized? From a reasonable viewpoint, there is an assortment of perspectives. Crespi et al., (2006) saw benefits as intermediation exercises, for example, transport, that emerges in light of the fact that buyers need to isolate creation and utilization or agreement administrations, for example, hairstyles or medicinal administrations, where a generation includes the shopper legitimately and where the yield of the action is epitomized in the buyer.

The IT Companies are at the bleeding edge of giving better help alternatives and advantages to the clients. The new innovation drivers, for example, data innovation made the IT business all the more testing and urged to acquire changes a few territories, for example, e-I T Companies. For powerful execution of every one of these activities, one significant thought is information sharing. The logical reasoning and usage of information inside the association make an aggressive edge over other IT Companies. Thus, IT Companies are attempting to execute information sharing practices. Does the usage of information sharing practices in IT Companies make the correct adequacy on its presentation? It is an unavoidable issue before IT Companies. The present examination has made an endeavour to respond to the above question.

The underlying phase of KS was driven basically by IT data innovation. That first stage has been depicted utilizing an equestrian similitude as "by the web out of scholarly capital". The idea of scholarly capital gave the legitimization and the structure, the seed, and the accessibility of the web gave the instrument.

As depicted over, the counselling network seized the new capacities gave by the Internet, utilizing it first for themselves at that point, understanding that on the off chance that they shared information over their association all the more adequately, they could abstain from wasting time, underbid their rivals, and makes more benefit. The primary utilization of the term Knowledge partaking in the new setting seems to have been at McKinsey. They understood rapidly that they had a convincing new item.

2. Review of Literature

A few scientists have hypothesized the connection between work fulfilment and information the executives in past writing. Teh and Sun (2012), for example, have proposed that activity fulfilment and information sharing are emphatically related with one another. In contrast to this, Bektas et al. (2008) didn't locate any critical connection between information sharing and employment fulfilment. Comparable outcomes were found by Oshagbemi (2000) who uncovered that the relationship between work fulfilment and information sharing isn't clear in the writing. An ongoing report by Michailova and Minbaeva (2012) recommended that information sharing practices are not affected by authoritative qualities, rather the degree by which representatives are disguised in the association. Past examinations have uncovered that information the executives impacts forms, individuals, authoritative execution and items (for example Becerra-Fernandez and Sabherwal, 2014). For example, De Vries, van lair Hooff and de Ridder (2006) have bolstered that activity fulfilment is related with ability and eagerness to share information. Others have additionally demonstrated a positive connection between work fulfilment and information sharing (Becerra-Fernandez and Sabherwal, 2014). In any case, earlier examinations have not given satisfactory proof of how information sharing practices sway individuals through occupation fulfilment, outward inspiration, and information sharing expectations (Hsu, 2008).

The writing on the connection between work fulfilment and information sharing isn't sufficiently created. A large portion of the examinations have picked work fulfilment to discover their relationship with execution results. For example, Murray (1999) has explored the connection between work fulfilment, turnover, truancy and execution. Oshagbemi (2000) has likewise contended that the connection between information the board and occupation fulfilment has not been examined suitably in writing. Liao et al. (2004) have inspected the relationship between information sharing and occupation fulfilment inside Taiwanese firms. They found that working relations among subordinates and administrators assume a basic job in information sharing conduct in associations. They have additionally noticed that mechanical sources assume a significant job in effective information sharing practices. In spite of this, Bektas et al. (2008) have noticed that no relationship exists between work fulfilments and information sharing. On the opposite end, Michailova and Minbaeva (2012) recommended that information sharing isn't affected by hierarchical qualities. Generally speaking, it suggests that the connection between work fulfilments and information sharing practices is by one way or another obscure and should be investigated further.

3. Statement of the problem

After the liberalization policy in early 1990s, the I T industry is facing tough competition. The IT Companies realized the important non-price weapon to compete with the other IT Companies is the enrichment of the service quality offered by the IT Companies towards the creation of customer satisfaction and loyalty. In order to offer better service quality, the service quality of their employees is the most important aspect. It can be possible only when the employees are empowered and enriched. The empowerment is decided by the management of the IT Companies but the enrichment can be possible by the adoption of knowledge sharing and management. The IT Companies are still poor in the implementation of such practices at their IT Companies since they are not knowing the importance of knowledge management. It is a notable problem in the I T industry which seriously affects the manpower and financial performance of the IT Companies. The success of the IT Companies, rest on the implementation of professional management and adoption of modern methods in I T sector. The implementation of knowledge sharing is highly essential since it enriches not only the quality of manpower in the I T sector but also the performance of IT Companies.

The productivity of manpower is enriched by the adoption of various knowledge sharing strategies at the IT Companies. It can be also used to retain the potential manpower in the I T industry. The creation of the knowledge sharing, job satisfaction and culture has taught and made the representatives think emphatically and expertly towards outside focused difficulties of the business and to animate in getting new considerations; thoughts and methods for working.

4. Objectives of the study

1. To know the Relationship between Knowledge sharing and Job Satisfaction of employees at IT industry with reference to selected companies in Bangalore
2. To analyse how organizational and human factors influence the knowledge sharing behavior within these organizations.

5. Methodology

The study relies upon the exploration issue to be embraced for conveying an investigation. In particular, explore configuration guides scientists to get proper proof so as to address the exploration issue in the correct manner, legitimately and unequivocally. The exploration study alludes to an inside and out examination of a specific circumstance instead of intending to have measurable investigation. For this reason, the examination inquire about plan was picked. This examination configuration helped in actualizing hypothetical models of employment fulfilment and information partaking with regards to the IT Industry.

The quantitative techniques were applied to examining the connection between information sharing and employment fulfilment. The quantitative research strategies are utilized when the reason for existing is to get measurable or numerical proof of the research issue.

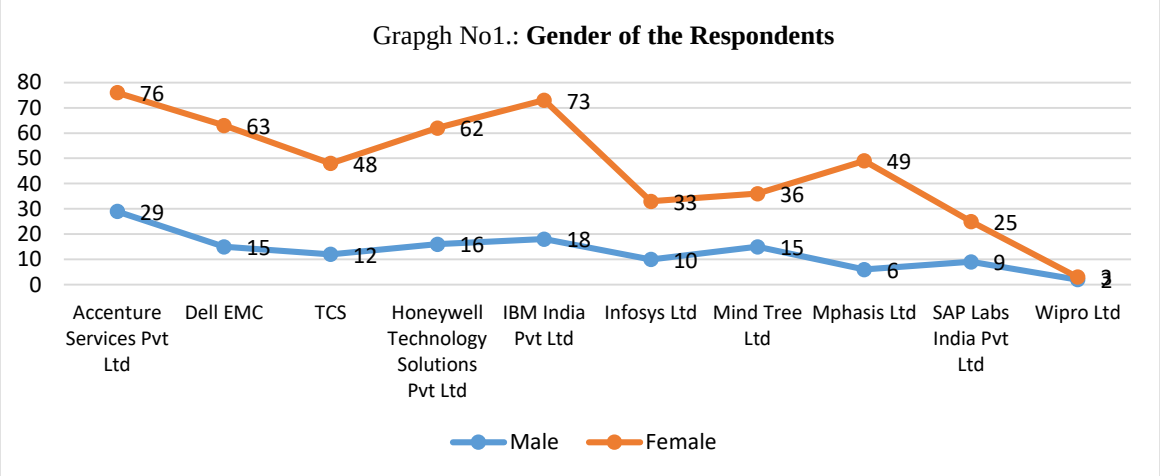
6. Data collection

The present investigation utilized an overview way to deal with assemble important information. An overview is a helpful, simple and adaptable instrument for gathering essential information straightforwardly from employees in the chose organizations in Bengaluru. In such manner, the nearby finished poll was created to gather information from representatives of IT industry about information sharing practices, profitability and employment fulfilment. A nearby finished survey is the one that enables members to pick the best alternative from set of foreordained answers. For the present investigation, the Likert scale was utilized to give important alternatives against questions. This scale has extended from 'emphatically consent' to 'firmly oppose this idea'. The survey has two fundamental parts. The initial segment included inquiries seeing members' close to home data, for example, sexual orientation, age, and work length. The subsequent part is subdivided into two principle areas for example work fulfilment and information sharing. In this part, members were approached to give their feelings based on a given scale.

7. Analysis of Data & Interpretation

1.Gender of the Respondent

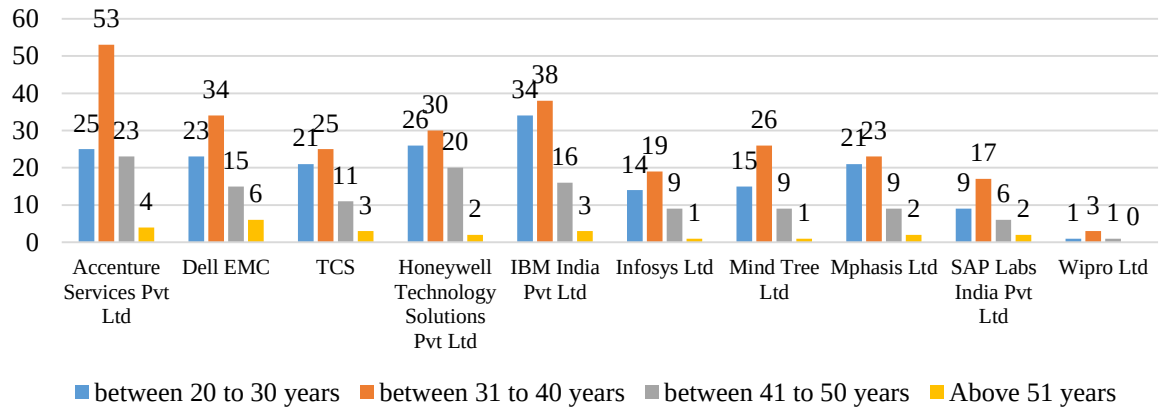
Working with IT Company		Gender of the Respondent		Total
		Female	Male	
1.	Accenture Services Pvt Ltd	29	76	105
2.	Dell EMC	15	63	78
3.	TCS	12	48	60
4.	Honeywell Technology Solutions Pvt Ltd	16	62	78
5.	IBM India Pvt Ltd	18	73	91
6.	Infosys Ltd	10	33	43
7.	Mind Tree Ltd	15	36	51
8.	Mphasis Ltd	6	49	55
9.	SAP Labs India Pvt Ltd	9	25	34
10.	Wipro Ltd	2	3	5
Total		132	468	600



From the above table, it reveals that majority of them were male. 468 were belonging to male category and only 132 of them were female category. Only 22 percent of respondents were females though 78 percent of them were guys who reacted in the study. As the test was chosen without inclination to any sexual orientation, the dispersion of sex in the test was reasonable and it reflects generally pattern in IT organization where guys speak to a higher level of the workforce.

2. Age of the Respondents						
Working with IT Company		Age of the Respondents				Total
		between 20 to 30 years	between 31 to 40 years	between 41 to 50 years	Above 51 years	
1.	Accenture Services Pvt Ltd	25	53	23	4	105
2.	Dell EMC	23	34	15	6	78
3.	TCS	21	25	11	3	60
4.	Honeywell Technology Solutions Pvt Ltd	26	30	20	2	78
5.	IBM India Pvt Ltd	34	38	16	3	91
6.	Infosys Ltd	14	19	9	1	43
7.	Mind Tree Ltd	15	26	9	1	51
8.	Mphasis Ltd	21	23	9	2	55
9.	SAP Labs India Pvt Ltd	9	17	6	2	34
10.	Wipro Ltd	1	3	1	0	5
Total		189	268	119	24	600

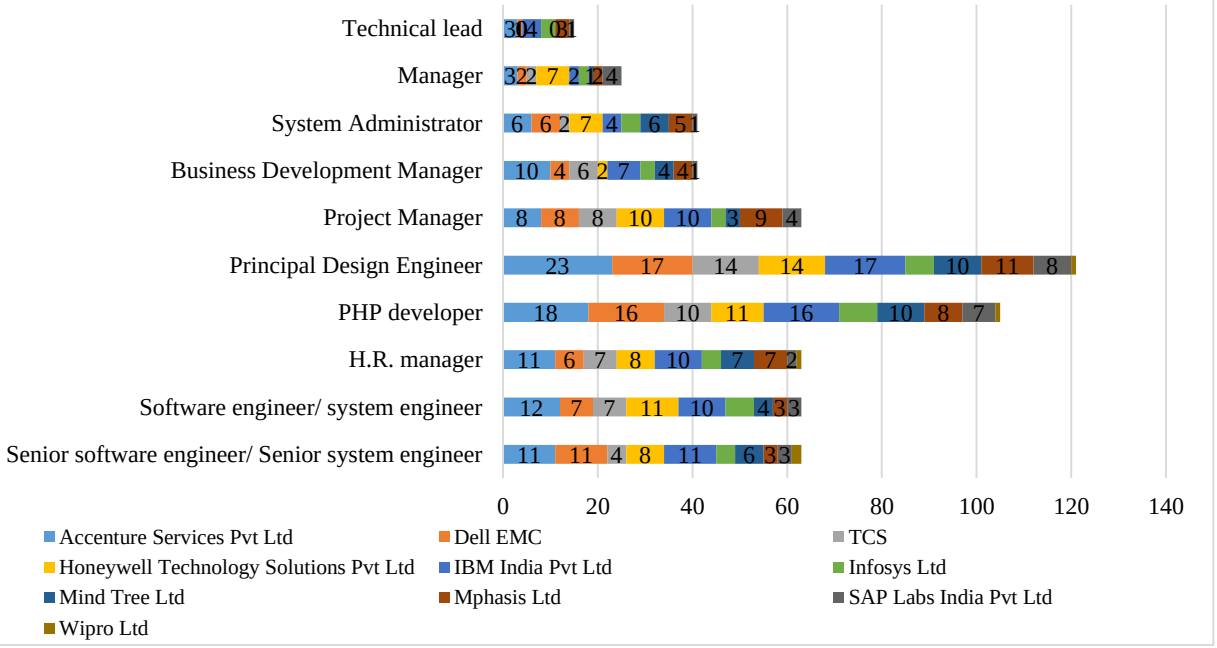
Graph No.2: **Age of the Respondents**



The age conveyance of test uncovered that the vast majority of respondents were from between 31 to 40 years of age (44.66%). 31.5% respondents were between 20 to 30 years of age whereas 19.83 % were between 41 to 50 years. Only 4 % were Above 51 years. This inferred a large portion of the respondents may be in their mid-vocation position as far as their age.

3. Designation of the Employee												
Working with IT Company		Designation of the employees										
		Senior software engineer/ Senior system engineer	Software engineer/ system engineer	H.R. manager	PHP developer	Principal Design Engineer	Project Manager	Business Development Manager	System Administrator	Manager	Technical lead	Total
1.	Accenture Services Pvt Ltd	11	12	11	18	23	8	10	6	3	3	105
2.	Dell EMC	11	7	6	16	17	8	4	6	2	1	78
3.	TCS	4	7	7	10	14	8	6	2	2	0	60
4.	Honeywell Technology Solutions Pvt Ltd	8	11	8	11	14	10	2	7	7	0	78
5.	IBM India Pvt Ltd	11	10	10	16	17	10	7	4	2	4	91
6.	Infosys Ltd	4	6	4	8	6	3	3	4	2	3	43
7.	Mind Tree Ltd	6	4	7	10	10	3	4	6	1	0	51
8.	Mphasis Ltd	3	3	7	8	11	9	4	5	2	3	55
9.	SAP Labs India Pvt Ltd	3	3	2	7	8	4	1	1	4	1	34
10.	Wipro Ltd	2	0	1	1	1	0	0	0	0	0	5
	Total	63	63	63	105	121	63	41	41	25	15	600

Graph No.3: **Designation of the Employee**

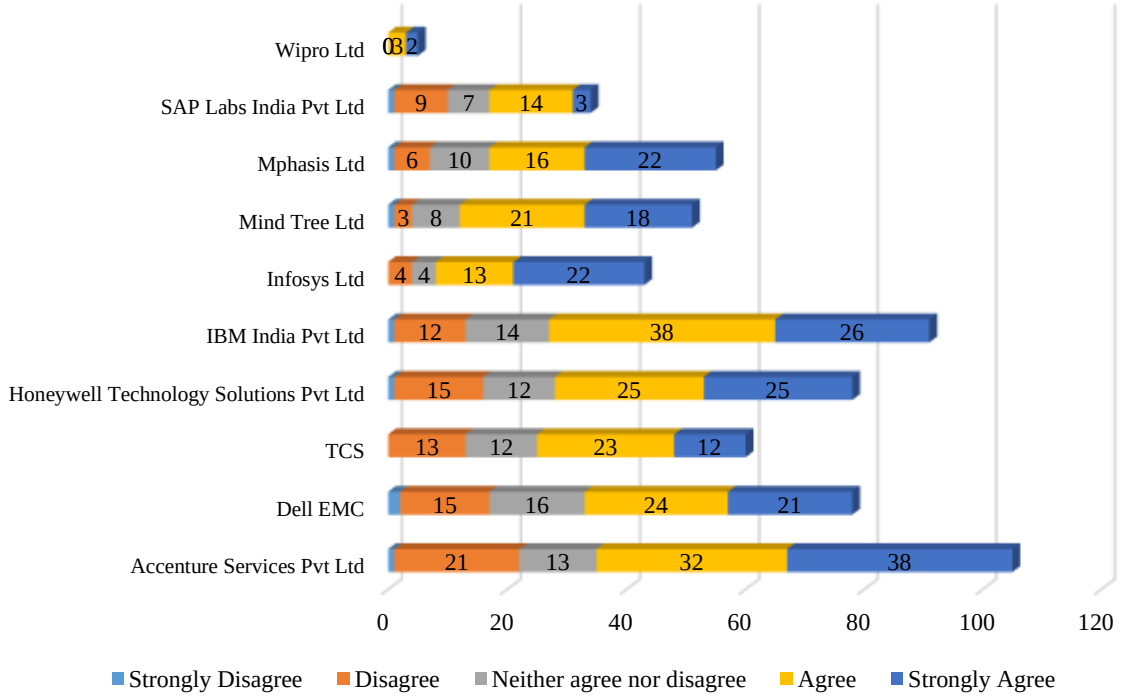


From the above table shows that majority of the respondents were PHP developer and Principal Design Engineer (37.66%). 42 % respondents were Senior software engineer/ Senior system engineers, Software engineers/ system engineers, Project Managers and H.R. managers from different IT companies in Bengaluru. whereas 20.33 % were from Business Development Manager, System Administrators, Managers and Technical lead.

4. Relation to knowledge sharing

Working with IT Company		Relation to knowledge sharing					Total
		Strongly Disagree	Disagree	NANDA	Agree	Strongly Agree	
1.	Accenture Services Pvt Ltd	1	21	13	32	38	105
2.	Dell EMC	2	15	16	24	21	78
3.	TCS	0	13	12	23	12	60
4.	Honeywell Technology Solutions Pvt Ltd	1	15	12	25	25	78
5.	IBM India Pvt Ltd	1	12	14	38	26	91
6.	Infosys Ltd	0	4	4	13	22	43
7.	Mind Tree Ltd	1	3	8	21	18	51
8.	Mphasis Ltd	1	6	10	16	22	55
9.	SAP Labs India Pvt Ltd	1	9	7	14	3	34
10.	Wipro Ltd	0	0	0	3	2	5
	Total	8	98	96	209	189	600

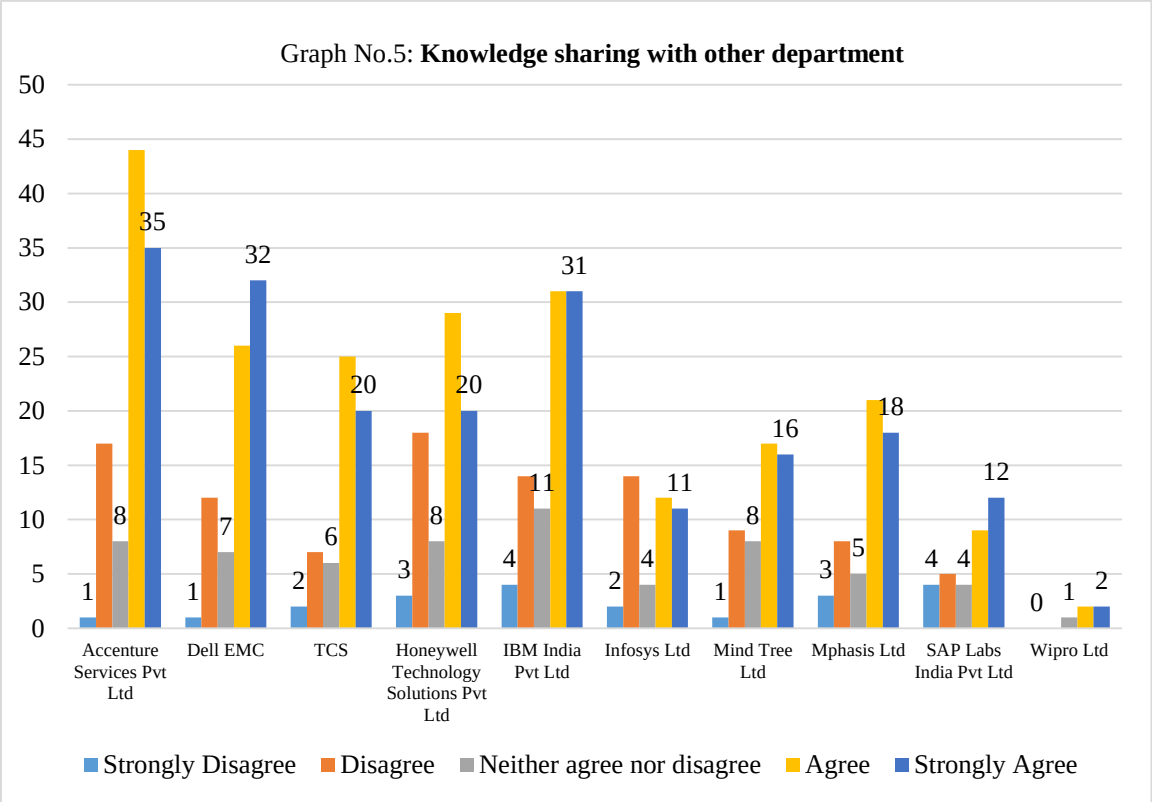
Graph No.4: **Relation to knowledge sharing**



From the above table, it shows that agents practice in association with data sharing is appropriate and effective and Job satisfaction and data sharing may considerably influence the display of labourers. In order to choose the relationship among these variables, association assessment has been driven.

5. Knowledge sharing with other department members

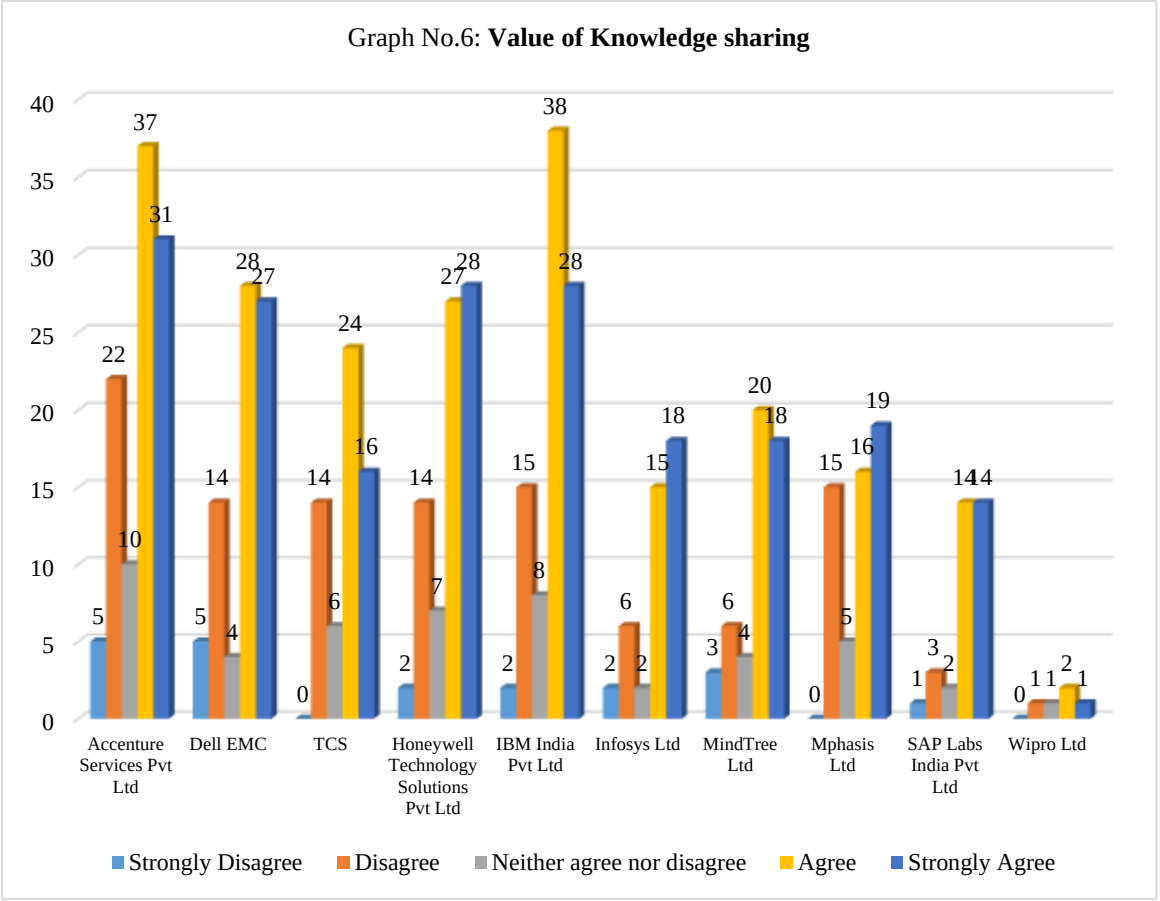
Working with IT Company		Rating responses					Total
		Strongly Disagree	Disagree	NANDA	Agree	Strongly Agree	
1.	Accenture Services Pvt Ltd	1	17	8	44	35	105
2.	Dell EMC	1	12	7	26	32	78
3.	TCS	2	7	6	25	20	60
4.	Honeywell Technology Solutions Pvt Ltd	3	18	8	29	20	78
5.	IBM India Pvt Ltd	4	14	11	31	31	91
6.	Infosys Ltd	2	14	4	12	11	43
7.	Mind Tree Ltd	1	9	8	17	16	51
8.	Mphasis Ltd	3	8	5	21	18	55
9.	SAP Labs India Pvt Ltd	4	5	4	9	12	34
10.	Wipro Ltd	0	0	1	2	2	5
	Total	21	104	62	216	197	600



From the above table, it shows that 68.33 percent of them were Knowledge offering to other office individuals is an agreeable encounter may substantially affect the presentation of workers. Just 20.83 percent of them were not concurred articulation on Knowledge offering to other division individuals is a charming encounter. So as to decide the relationship among these factors, correlation has been directed.

6. Value of Knowledge sharing							
Working with IT Company		**Rating Responses**					Total
		Strongly Disagree	Disagree	NANDA	Agree	Strongly Agree	
1.	Accenture Services Pvt Ltd	5	22	10	37	31	105
2.	Dell EMC	5	14	4	28	27	78
3.	TCS	0	14	6	24	16	60
4.	Honeywell Technology Solutions Pvt Ltd	2	14	7	27	28	78
5.	IBM India Pvt Ltd	2	15	8	38	28	91
6.	Infosys Ltd	2	6	2	15	18	43
7.	MindTree Ltd	3	6	4	20	18	51
8.	Mphasis Ltd	0	15	5	16	19	55
9.	SAP Labs India Pvt Ltd	1	3	2	14	14	34
10.	Wipro Ltd	0	1	1	2	1	5
Total		20	110	49	221	200	600

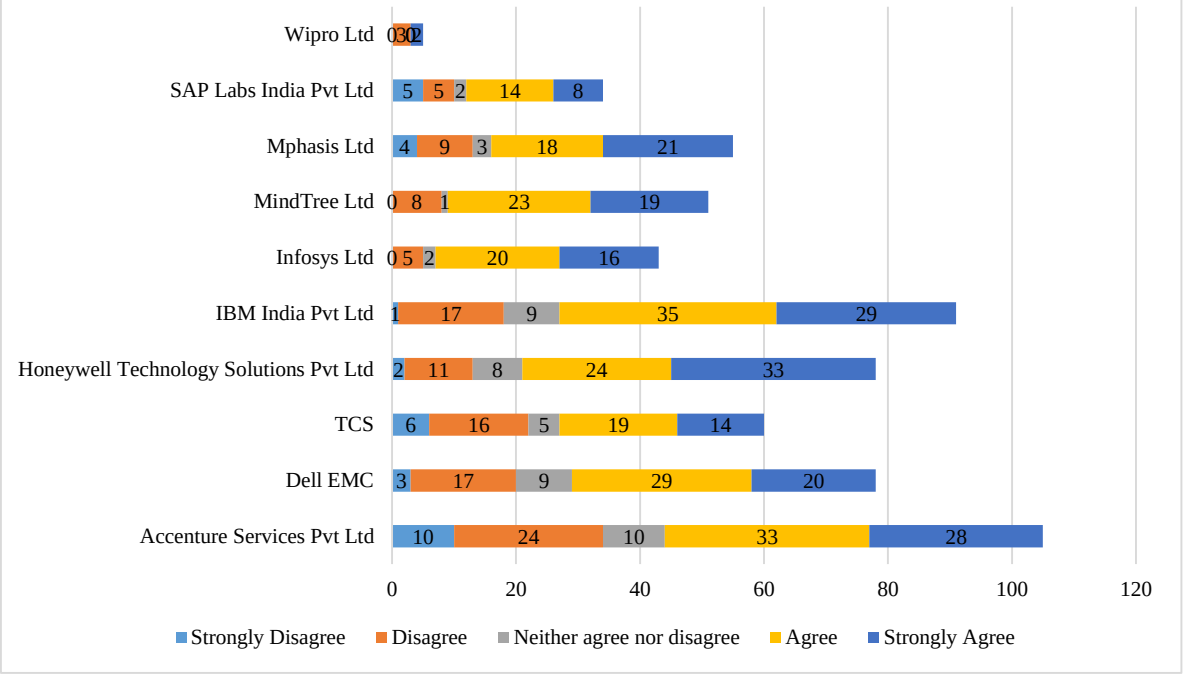
Graph No.6: **Value of Knowledge sharing**



From the above table, it shows that 70.16 percent of them were information imparting to other office individuals is significant to them and they may substantially affect the presentation of workers. Just 21.66 percent of them were not concurred articulation on information offering to other office individuals is significant to them. So as to decide the relationship among these factors, correlation has been led.

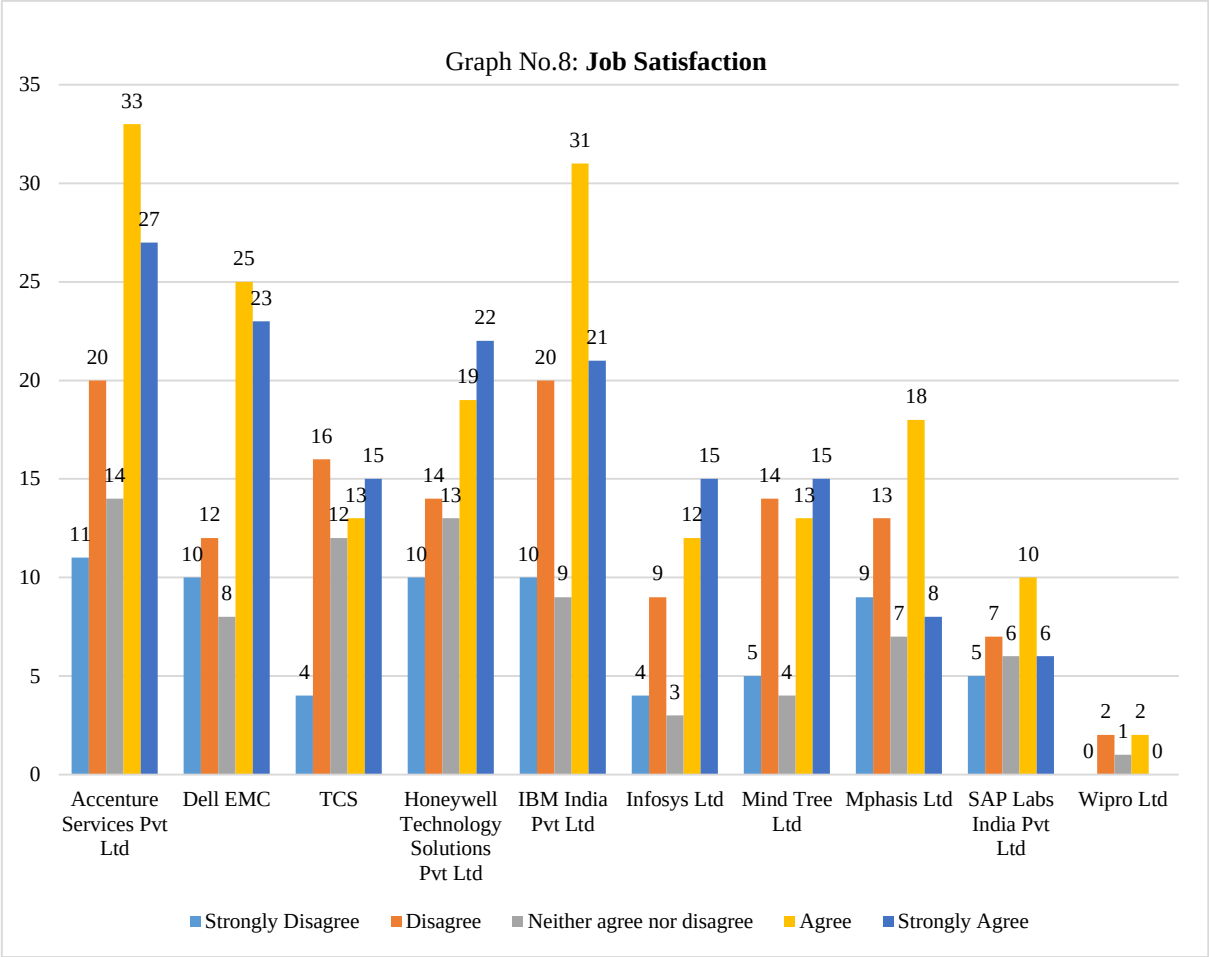
7. Knowledge sharing is a wise move							
Working with IT Company		Rating responses					Total
		Strongly Disagree	Disagree	NANDA	Agree	Strongly Agree	
1.	Accenture Services Pvt Ltd	10	24	10	33	28	105
2.	Dell EMC	3	17	9	29	20	78
3.	TCS	6	16	5	19	14	60
4.	Honeywell Technology Solutions Pvt Ltd	2	11	8	24	33	78
5.	IBM India Pvt Ltd	1	17	9	35	29	91
6.	Infosys Ltd	0	5	2	20	16	43
7.	MindTree Ltd	0	8	1	23	19	51
8.	Mphasis Ltd	4	9	3	18	21	55
9.	SAP Labs India Pvt Ltd	5	5	2	14	8	34
10.	Wipro Ltd	0	3	0	0	2	5
Total		31	115	49	215	190	600

Graph No.7: **Knowledge sharing is a wise move**



From the above table, it uncovers that 67.50 percent of them accepted that information imparting to other office individuals is a perceptive move and they may substantially affect execution and information sharing among representatives. Just 25.16 percent of them were not concurred on accepts that information imparting to other office individuals is a knowledge move.

8. Job Satisfaction							
Working with IT Company		Rating responses					Total
		Strongly Disagree	Disagree	NANDA	Agree	Strongly Agree	
1.	Accenture Services Pvt Ltd	11	20	14	33	27	105
2.	Dell EMC	10	12	8	25	23	78
3.	TCS	4	16	12	13	15	60
4.	Honeywell Technology Solutions Pvt Ltd	10	14	13	19	22	78
5.	IBM India Pvt Ltd	10	20	9	31	21	91
6.	Infosys Ltd	4	9	3	12	15	43
7.	Mind Tree Ltd	5	14	4	13	15	51
8.	Mphasis Ltd	9	13	7	18	8	55
9.	SAP Labs India Pvt Ltd	5	7	6	10	6	34
10.	Wipro Ltd	0	2	1	2	0	5
Total		68	127	77	176	152	600

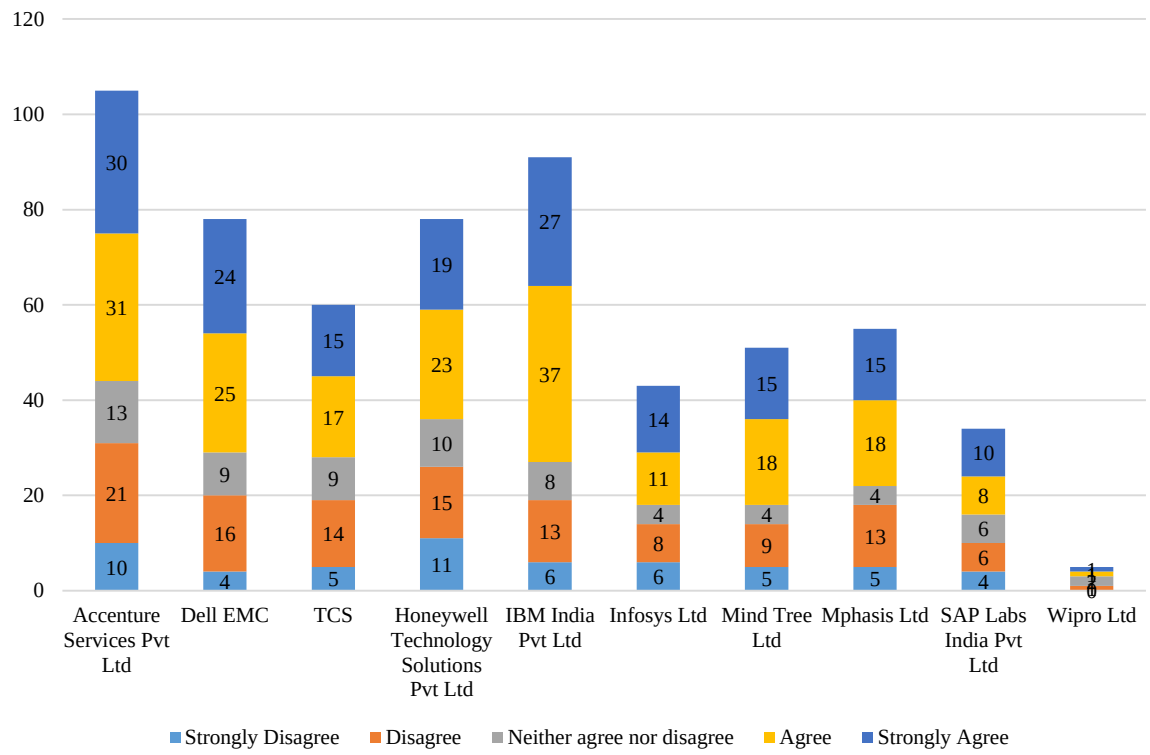


From the above table, it uncovers that 54.66 percent of them accepted that significance of imparting information to other division individuals are clear and they may have considerable effect on execution and information sharing among representatives. Just 32.50 percent of them were not concurred on the significance of offering information to other office individuals are clear.

9. Knowledge sharing practice

Working with IT Company		Rating Responses					Total
		Strongly Disagree	Disagree	NANDA	Agree	Strongly Agree	
1.	Accenture Services Pvt Ltd	10	21	13	31	30	105
2.	Dell EMC	4	16	9	25	24	78
3.	TCS	5	14	9	17	15	60
4.	Honeywell Technology Solutions Pvt Ltd	11	15	10	23	19	78
5.	IBM India Pvt Ltd	6	13	8	37	27	91
6.	Infosys Ltd	6	8	4	11	14	43
7.	Mind Tree Ltd	5	9	4	18	15	51
8.	Mphasis Ltd	5	13	4	18	15	55
9.	SAP Labs India Pvt Ltd	4	6	6	8	10	34
10.	Wipro Ltd	0	1	2	1	1	5
Total		56	116	69	189	170	600

Graph No.9: **Knowledge sharing practice**



From the above table, it shows that 59.33 percent of them accepted that advantages behinds sharing information and information sharing practice and occupation fulfilment with others are important contrasted and the measure of exertion applied and they may have significant effect on execution and information sharing among representatives. Just 28.66 percent of them were not conceded to that advantages behind offering information to others are significant contrasted and the measure of exertion applied.

Correlations						
		Knowledge sharing	Importance of sharing knowledge	Benefits of sharing knowledge	Job satisfaction	Knowledge sharing practice and job satisfaction
Knowledge sharing	Pearson Correlation	1	.033	.003	.011	.024
	Sig. (2-tailed)		.422	.944	.790	.557
	Sum of Squares and Cross-products	841.265	31.655	2.715	10.690	23.070
	Covariance	1.404	.053	.005	.018	.039
	N	600	600	600	600	600
Importance of sharing knowledge	Pearson Correlation	.033	1	.232**	-.009	.080*
	Sig. (2-tailed)	.422		.000	.833	.049
	Sum of Squares and Cross-products	31.655	1104.518	251.138	-9.703	88.557
	Covariance	.053	1.844	.419	-.016	.148
	N	600	600	600	600	600
Benefits of sharing knowledge	Pearson Correlation	.003	.232**	1	.098*	.225**
	Sig. (2-tailed)	.944	.000		.016	.000
	Sum of Squares and Cross-products	2.715	251.138	1057.998	108.057	241.837
	Covariance	.005	.419	1.766	.180	.404
	N	600	600	600	600	600
Job Satisfaction	Pearson Correlation	.011	-.009	.098*	1	.291**
	Sig. (2-tailed)	.790	.833	.016		.000
	Sum of Squares and Cross-products	10.690	-9.703	108.057	1150.073	326.553
	Covariance	.018	-.016	.180	1.920	.545
	N	600	600	600	600	600
Knowledge sharing practice and job satisfaction	Pearson Correlation	.024	.080*	.225**	.291**	1
	Sig. (2-tailed)	.557	.049	.000	.000	
	Sum of Squares and Cross-products	23.070	88.557	241.837	326.553	1095.993
	Covariance	.039	.148	.404	.545	1.830
	N	600	600	600	600	600
**. Correlation is significant at the 0.01 level (2-tailed).						

It was secured that position fulfilment and information sharing are essentially corresponded (0.033) with one another. This suggests higher occupation fulfilment, higher will be representatives' goals and readiness to impart information to other people. Its administration Company can get important experiences from these discoveries to grow the degree and adequacy of information sharing. In spite of the fact that IT Company has assigned satisfactory assets to drive work fulfilment, it must concentrate on giving adequate independence and alluring impetuses to representatives empowering them to work successfully and get fulfilled. The relationship between activity fulfilment and worker execution is higher with an estimation of .033. This recommends higher occupation fulfilment, higher will be representative execution in IT Company. Note that IT Company has given sufficient assets as far as innovation and the executives support for recovering occupation fulfilment. Be that as it may, representatives were not exceptionally happy with self-rule and rewards. Despite nearly more

fragile worker execution, the connection between work fulfilment and representative execution is solid. At the point when workers are fulfilled, they become roused to perform better for accomplishing authoritative objectives.

The relationship between work fulfilment and information sharing is exceptionally associated with esteem. These discoveries recommend that higher is information sharing; higher will be representative execution in IT Sector. At the point when representatives are urged to impart information to other people, they get more chances to grow new thoughts, investigate data and contribute successfully to accomplishing the association's targets. This is likewise obvious by this present examination's discoveries that representative looks to impart information to others planning to make critical enhancements in their exhibition. Past investigations have likewise investigated the positive relationship between information sharing and representative execution.

8. Findings

The point of this exploration was to survey the effect of information sharing and occupation fulfilment on worker execution while examining the variables affecting employment fulfilment inside chose IT organizations. From an overview of 600 representatives of IT organizations in Bangalore, a reaction pace of 63% was accomplished. In this investigation, information has been suitably organized and displayed for inferring significant elucidation. Besides, the factual investigation has been directed to recover the connection between factors. Top to bottom discourses is made in the setting of writing discoveries so as to discover their similitudes and logical inconsistencies with the consequences of this investigation.

9. Conclusion

This examination inferred that information sharing is basic for accomplishing an upper hand in a powerful industry. Through compelling information sharing instruments and practices, information can be adequately overseen and traded inside and outside the association. It has been inferred that IT Companies give satisfactory assets and chances to workers for sharing information. As workers are not given satisfactory motivators and prizes, they are less inclined to educate others about what they have as far as new thoughts and recommendations for development. The outcomes likewise infer that workers were more averse to get extra odds of advancements for information offering to other people.

Moreover, it is additionally induced that workers of IT Companies were not explained about the destinations of information sharing among the representatives. Without motivating force and absence of clearness, information sharing can't be powerful to achieve its targets. Despite the fact that representatives in IT Companies share information with others, they are not properly guided by supervisors to embrace powerful practices for information sharing. As IT Companies has been working in a powerful situation where IT organization is exposed to various topographical, political, and monetary components, it needs to build up a viable culture of information sharing where representatives are urged to impart their thoughts and figuring out how to other people. It has been inferred that information sharing is profoundly connected with work fulfilment. It has been inferred that fulfilled representatives in IT Companies are bound to impart information to others with the point of stretching out information base so as to achieve authoritative objectives. Earlier investigations have additionally demonstrated a positive connection between work fulfilment and information sharing.

10. References

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