

The State of Using Information Technology in Knowledge Sharing Al-Balqa Applied University: Case Study

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Abstract:The current study aims at evaluating the state of using information technology in knowledge sharing process with their effective limits. The study was implemented at Al- Balqa' Applied University (Jordan) the faculties have been classified according to three regions (north, center, south).

The study sidelights on the information technology in the knowledge sharing; through stressing the activities of information technology in the investigated organization; and depending on technologies of using these activities, than studying them. The study also allocated to specify the limitations facing the usage of these information technologies.

A Sample was selected from faculty in these colleges, which amounted to 48 individuals for the middle , 45 individuals to the Northern Region schools and 36 individuals to the South.

According to the preceding analysis, the study found the following set of conclusions:

- 1 - Despite of the importance of knowledge sharing in the persistence of institutions of different types and achieve its objective, but the importance and clarity of the process of sharing knowledge in the studied faculties is not invested effectively.
- 2 - Despite the availability of many information technology tools in the examined faculties in the three territories, but it's not invested optimally in the process of sharing knowledge.
- 4 - The Colleges of the Northern Territory was the most concerned in providing effective knowledge Repositories, with average of 1,797 for 1.746 and 1.732 for each of the faculties of the Central and Southern Territory.
- 5 - Colleges of the Northern Territory were also the most colleges concerned in preparing knowledge Routemap as a phase of knowledge sharing, which registered an average of 1,752 against 1,748, 1,651 for each of the colleges and faculties of the Central, Southern Territory.
- 6 - Colleges of the Central Territory were the most colleges interested in establishing an effective collaborative Platform of knowledge, which registered an average of 1.862 for 1,826 and 1,791 from each the faculties of the North,

South Territories.

7 - Colleges of the Central Territory were the most colleges interested in the process Organizational learning process as a stage for sharing knowledge, which registered an average of 1,933 against 1,916 and 1,846 from each the faculties of the North, South Territories.

8 - Colleges of the Northern Territory were the most colleges depending on information technology in knowledge sharing both knowledge Repository and Knowledge Routemap Phases registering the following averages (1.671) (1.619) compared with (1.620) (1.544) for the Central Territory collages ,(1,605) and (1.427) the Southern Territory collages.

9 - Central Territory colleges were the most colleges of using information technology adoption in sharing, at Collaborative Platform and Organizational Learning Phases among with averages (1.812) (1.876) for both phases compared with (1.608) and (1.860) for the Northern Territory collages (1.464) (1.857) to colleges of the South.

10-Middle faculties were the most territories faculty using of information technology in knowledge sharing for the phases of Knowledge Repository, Collaborative Platform and Organizational Learning, with averages of (1.899) (2.033) (2.413)for the three stages (1,630)(1,978)(2,386) for Northern Territory collages and (1.781) (1.837) (2.222) for the colleges of the South.

11 - The Colleges of the Southern Territory were the most faculty in the three territory using of sharing knowledge in the Knowledge Routemap recording an average of (1.831) compared with (1.772) for the colleges and the Central Territory (1,568) of Colleges of the Northern Territory.

According to the previous conclusions of the present study recommends the following:

1 - The need for expanding the implementation of the concept of knowledge management and sharing of knowledge in Al-Balqa' Applied different faculties; to achieve the benefits of the application of such concepts in the institutions.

2 -The need to clarify the importance of sharing knowledge with its various dimensions of employees in the university at academic and administrative levels and the reflection of knowledge-sharing process on their individual and then organizational performance.

3 - To pay attention to the developments in information technology and various tools to provide the latest tools, especially with the lack of some of the effective tools at the university faculties in sharing knowledge such as dimensional congresses and other important tools.

Keywords: Knowledge, Knowledge sharing, Information technology, Knowledge Repository, Organizational Learning, Collaborative Platform