

Employees' Intention to Share Knowledge: The Egyptian Banking Industry

¹Niveen El Saghier, ^{1*}Laila Wahba, ²Rasha Abdel Aziz

¹College of Management and Technology, Arab Academy for Science and Technology and
Maritime Transport, Egypt

¹niveenmohamed@yahoo.com, ^{1*}lailawahba@gmail.com

²Department of Computer Science and Creative Technologies, Faculty of Environment and
Technologies, University of the West of England, UK

²rashaayo@gmail.com

Abstract

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.