Zaupanje in izmenjava znanja zaposlenih v organizaciji

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Povzetek

Raziskovalno vprašanje (RV): Kako dejavnik zaupanje spodbuja in vpliva na izmenjavo znanja zaposlenih v organizaciji?

Namen: V članku nameravamo predstaviti kako dejavnik zaupanje vpliva ali spodbuja izmenjavo znanja v organizaciji. Nameravamo proučiti obstoječe raziskave s področja zaupanja med zaposlenimi in vplivanje le tega na izmenjavo znanja ter spodbude in posledice izmenjave znanja, ki so na delovnem mestu v različnih regijah po svetu.

Metoda: Pregled obstoječih znanstvenih raziskav smo opravili po smernicah integrativnega pregleda literature. Po ključnih besedah smo iskali preko baz: ABI/INFORM, Business Source Premier, dLIB, EBSCO, ScienceDirect, Scopus, Springer Link, Web of Science in smo s ključnimi besedami povezanimi z izmenjavo znanja in zaupanjem v organizaciji pridobili 23 člankov. V pregled smo vključili članke, ki so stari 10 let ali mlajši in so objavljeni v indeksiranih revijah s faktorjem vpliva nad 1, vzorec v raziskavah se nanaša na delovno populacijo v gospodarstvu, raziskave so opravljene z vzorcem iz regij po svetu, upoštevajo se samo kvantitativne, kvalitativne in mešane metode ter članki objavljeni v angleškem oziroma slovenskem jeziku.

Rezultati: Skozi integrativni pregled člankov, kjer so bile raziskave opravljene smo preučevali spodbude za izmenjavo znanja, zaupanje, izmenjavo znanja, posledice izmenjave znanja. Ugotovili smo, da je v vseh regijah najpomembneje, da je v organizaciji prisotna organizacijska kultura med zaposlenimi, ki spodbudi zaupanje na spoznanju in čustvih ter vodi v izmenjavo implicitnega in izrecnega znanja. To pa v intenzivnem okolju pripomore, da se organizacija odzove na spremembe, ker ustvarja novo znanje, je inovativna in konkurenčna.

Organizacija in družba: Omenjeni pregled člankov in ugotovitve pripomorejo v organizaciji, predvsem voditeljem, da strmijo k ustvarjanju organizacijske kulture na nivoju, ki med zaposlenimi ustvarja zaupanje, ki vodi v izmenjavo znanja in ustvarjanje novega znanja, s ciljem biti in delovati v spremenljivem okolju inovativno in konkurenčno.

Originalnost: Raziskava ponuja neposredne zbrane ugotovitve iz nekaterih regij po svetu, katere so spodbude za izmenjavo znanja, pomen dejavnika zaupanje pri izmenjavi in posledice izmenjave znanja in ustvarjanja znanja za organizacijo..

Omejitve/nadaljnje raziskovanje: :Raziskava je omejena, saj bi bilo lahko preučenih več člankov iz različnih regij in tudi za daljše časovno obdobje. Hkrati pa bi lahko upoštevali tudi druge dejavnike, ki pripomorejo ali pa zavirajo izmenjavo znanja. Tako bi prišli do boljšega in celovitejšega pogleda na problematiko vpliva različnih dejavnikov na izmenjavo znanja.

Ključne besede: znanje, zaupanje, izmenjava znanja, zaposleni, organizacija, spodbuda, tiho znanje, izrecno znanje.

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Magda Lužar, magistrica menedžmenta kakovosti Ima dolgoletne izkušnje na področju upravljanja financ v javnem in zasebnem sektorju. Svoje delovne izkušnje in teoretično znanje prenaša preko predavanj na

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visokošolske študente. Trenutno se ukvarja z raziskovanjem področja znanja in izmenjave ter prenašanja le tega med zaposlenimi v organizacijah.

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Annmarie Gorenc Zoran je redna profesorica na Fakulteti za organizacijske študije v Novem mestu ter poučuje na Univerzi Južne Floride. Je avtorica številnih člankov, ki jih predstavlja na številnih mednarodnih, narodnih in regionalnih konferencah. Njeni raziskovalni interesi so interdisciplinarni, in sicer na področju komunikacije, organizacije, organizacijsko vedenje, izobraževanje, kakovosti v šolstvu, e-izobraževanje (IKT) ter raziskovalna metodologija.

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Trust and Knowledge Sharing of Employees

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Abstract

Research Question (RQ): How does the trust factor encourage and influence the knowledge sharing of employees in an organization?

Purpose: The article aims to present how the trust factor influences or promotes knowledge sharing within an organization. We reviewed existing studies on employee trust and its influence on knowledge sharing as well as the incentives and consequences of knowledge sharing that are at work in different regions of the world.

Method: A review of existing research studies using an integrative review of scholarly research. Using keywords we searched through the following databases: ABI / INFORM, Business Source Premier, dLIB, EBSCO, ScienceDirect, Scopus, Springer Link, and Web of Science, and collected 23 articles articles through keywords related to knowledge sharing and trust in an organization. Included in the review are articles 10 years of age and younger that are published in indexed journals with an impact factor of 0.1 or higher, the sample in the studies refer to the working population with research carried out on a sample of participants from Europe and the US, only quantitative, qualitative and mixed methods and articles published in English or Slovenian language were considered. According to the exclusion criteria, seven original scientific articles were selected for further processing.

Results: Through an integrative review of research articles conducted in the EU and the US, we examined incentives for knowledge sharing, trust, knowledge sharing, and implications of knowledge sharing. We found that in all regions that the most important factor is organizational culture among employees, which fosters confidence in cognition and emotions and leads to the exchange of implicit and explicit knowledge. In an intense environment, this assists the organization to respond to change because it creates new knowledge, is innovative and competitive.

Organization and society: To facilitate organizations, especially leaders to strive and create an organizational culture at a level that builds trust among employees. As a result leading to knowledge sharing and the creation of new knowledge, with the goal of being and operating competitively in a changing environment..

Originality: This research provides direct findings from certain regions of the world, which are incentives for knowledge sharing, the importance of the trust factor in sharing, and the consequences of sharing and creating knowledge for an organization.

Limitations / further research: A limitation was on the number of studies included in this study and as such futher research should expand the number of studies including a wider timespan. At the same time, other factors could be considered that contribute to or inhibit knowledge exchange. It would be necessary to examine different regions and other factors through quantitative and qualitative methods. This would provide us a better and more comprehensive review of various factors on knowledge sharing..

Keywords: knowledge, trust, knowledge sharing, employees, organization, incentives, tacit knowledge, explicit knowledge.

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students in higher education. Currently, her reserach interests lie in knowledge, knowledge sharing amogst employees..

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Annmarie Gorenc Zoran is a full professor at the Faculty of Organizational Studies in Novo mesto and teaches at the University of South Florida. She is the author of numerous articles that she has presented at numerous international, national and regional conferences. Her research interests are interdisciplinary in the fields of communication, organization, organizational behavior, education, quality in education, e-learning (IKT) and research methodology.

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