Chapter 16

The Power of Knowledge Sharing in Public Higher Education: A Case of X GCC Public University

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ABSTRACT

The aim of this chapter is to explore what instructors and student should have of knowledge sharing (KS) attitude and to investigate the benefits and barriers of KS in one of the Gulf Cooperation Council University. The purpose is to determine the outcome of KS and how the knowledge could develop the act of instructors and students and the college as an organization and to investigate the degree of KS in academic level at the public university. The students and instructors were asked about the extent to which they know of the significance of sharing their knowledge with others. The results show that a significant number of them are aware moderately. The chapter concludes that the majority tend to share knowledge with no boundaries. Three recommendations are drawn: raise people’s awareness about the value of KS by seminars or workshops, raise the coordination between the students, and enhance this in their lives, and expand the level of communications.

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INTRODUCTION

The study of knowledge management (KM) implications in the public sector reveals different means and opinions on knowledge, KM, knowledge organization, economy, and public sector KM. This chapter reviews the concepts of KM, which can be used to guide KM implementation in the public sector. Knowledge is a critical asset to track development. Globalization and advancements like information communication technologies (ICT) have facilitated the growth of knowledge. This chapter intends to analyze KM exploitation related to the public sector’s KM process. It comments on methods that help the public sector maintain knowledge effectively (Kammani & Date, 2009; Kammani, Aljahdali, & Date, 2013).

KM should discuss ways in which an organization can boost its strategies and activities to assist individuals and handle knowledge. In the educational sector, KM must provide patterns for contacting individuals, procedures, and technical knowledge. The university is a center to solve problems facing society. These universities allow individuals to be creative through new ideas and knowledge. Investing in the educational sector is an abiding decision. Rather than handling teachers and students, a university can handle innovation and knowledge to attain an objective. By applying KM ideas, students and teachers can become a fundamental part of the university as they produce and allot knowledge throughout the system. This chapter deals with data focused on KM’s use in both teaching and learning. It also highlights the need for more research on ways in which universities can gain from KM when managing activities.

Universities are increasingly concerned with the quality of higher education. Sharing knowledge and information is essential. In fact, many students find it more valuable than face-to-face interactions or other historical methods of knowledge sharing. Technology and knowledge sharing systems are the main causes of today’s shrinking world. Therefore, it is increasingly used by a large number of people, particularly youth. Students’ outlooks often change when they see how technology advancements have made life easier and faster.

This chapter looks for a strategy that will help the university develop and implement a KM system and knowledge sharing among students and instructors. Making the strategy more applicable allows it to be used in many circumstances.

The knowledge sharing process develops the overall performance of instructors, students, and organizations. This chapter probes the knowledge sharing experience between instructors and students at a GCC Public University. It discusses knowledge sharing behaviors needed by instructors and students, as well as knowledge sharing benefits and barriers. The goal is to determine knowledge sharing’s influence on performance. In addition, this chapter analyzes the effects of knowledge sharing on individual development and organizational performance. It discusses knowledge sharing within universities by studying a GCC Public University’s social networking effect on educational levels.

This chapter’s study used questionnaires on a random sample of instructors and students at a GCC Public University. The results are strengthened by significant research and articles. The GCC Public University is an important repository of knowledge and information. Therefore, its KM strategy must be effectively applied and implemented.