

Role of Knowledge Infrastructure Capability on Individual Knowledge Management Engagement through Knowledge Process Capability with Thriving at Work Place in IT Sector of Pakistan

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**NATIONAL UNIVERSITY OF MODERN LANGUAGES
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ABSTRACT

Nowadays the IT sector want Individual knowledge management engagement from its employees so that they can remain competitive by introducing new policies in software sector for its development. Considering this emerging challenge and following the literary gap, this study aims to empirically test a research model investigating the effects of Knowledge infrastructure capability on Individual Knowledge Management engagement through knowledge process capability with employees' thriving at work(TAW) as a partial moderator. For decades, researchers suggesting ways to enhance the Individual Knowledge Management and there is extent of literature available. All concepts have worth to implement but it has been noticed various times that very limited work has been done in the field of Individual Knowledge Management Engagement. Knowledge management creates positive impact on innovation, organization performance, competitive advantage and organization effectiveness. The knowledge management is the process, discipline and function that cultivate all the things which create by culture, like organization performance, applies knowledge for greater innovation performance and competitive advantage. There are two main elements the knowledge management infrastructure and knowledge management process. This research is playing a vital part to full fill the gap in software sector of Pakistan where the key factors include knowledge infrastructure capability. Moreover, it also helps in establishing the special effects of the entire three-knowledge infrastructure capability sequel on the individual knowledge management engagements of the employees in software sector of Rawalpindi and Islamabad. The one of the vital aims of this study was to find out the need for policymakers and regulators in Pakistan to focus upon strengthening the sector via expanding their role from the conventional regulation practices towards facilitating a positive change. This study designs to explore and analyze the entire methodological instrument which investigates the individual knowledge management in software houses of Pakistan. A Quantitative approach was employed using, 5-point Likert scale structured questionnaire administered to 350 Employees working in located in Islamabad. SPSS version 21 has been chosen for correlation and regression analysis. This study designs to analyze the individual knowledge management engagement in software houses of Pakistan. The findings of this research can be applied in software houses of Pakistan as it will help management in increasing their individual knowledge management at work place. This research is still based on a limited sample size and demands further validation through a larger and wider sample size and only a specific sector. Meanwhile research conducted area is

limited (i.e., Twin city, Rawalpindi and Islamabad), area should be increased in further researches. Findings discover that knowledge management engagement in an essential for software houses in Pakistan and based on Knowledge infrastructure capabilities.

Keywords: Knowledge Infrastructure Capabilities, Knowledge Management Engagement, Thriving at work.

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List of Abbreviations

ICT	Information and Communication Technology
KMI	Knowledge Management infrastructure
KM	Knowledge Management
KMP	Knowledge management process
IT	Information Technology
GDP	Gross Domestic product
PSEB	Pakistan software export board
OMIS	Organization Memory Infrastructure
IP	Intellectual property
DSS	Decision support system
SPSS	Social Scientist Statistical Package
CP	Culture process
SP	Structure process
TP	Technological process
TAW	Thriving at Working

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