

## A STUDY ON EFFECT OF KNOWLEDGE MANAGEMENT ON JOB SATISFACTION IN IT SECTOR

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### Abstract

This study examines the effect of knowledge management on job satisfaction in the IT sector. Knowledge management is critical in the IT sector, where knowledge is a key resource. The study aims to explore how knowledge management process such as knowledge acquisition, sharing, creating, codification and retention, impact job satisfaction. Additionally, the study examines the role of organizational culture and leadership in promoting knowledge management and job satisfaction. Data were collected through a survey of IT professionals, and the findings suggest that knowledge management practices have a significant positive effect on job satisfaction. The study also found that organizational culture and leadership play a crucial role in promoting knowledge management and job satisfaction. These findings have important implications for organizations in the IT sector, highlighting the importance of knowledge management process and organizational culture and leadership in improving job satisfaction and overall organizational performance.

**Key words:** knowledge management, job satisfaction, IT employees.

### Introduction

Knowledge management is the process of acquisition, sharing, creating, codification and retention. In the IT sector, where knowledge is a critical resource, knowledge management can have a significant impact on job satisfaction. Job satisfaction is a crucial factor in determining employee engagement, productivity, and retention. When employees are satisfied with their jobs, they are more likely to be motivated, committed, and innovative, which ultimately leads to better business outcomes.

Therefore, the purpose of this study is to examine the effect of knowledge management on job satisfaction in the IT sector. Specifically, the study aims to explore how knowledge management process such as knowledge acquisition, knowledge sharing, knowledge creation, knowledge codification and knowledge retention impact employee job satisfaction.

Overall, this study will contribute to the understanding of the importance of knowledge management in enhancing job satisfaction in the IT sector. The findings of this study can

provide valuable insights for organizations in the IT sector to improve their knowledge management practices, which can lead to higher levels of job satisfaction and ultimately better business performance.

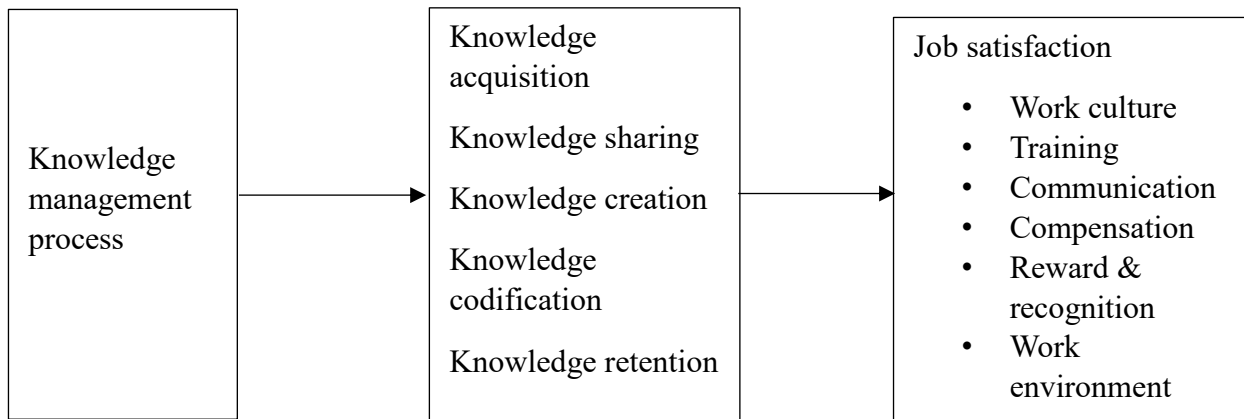
### Objectives of the study

- To measure the variables of employee job satisfaction.
- To identify the components of knowledge management process.
- To analyse the effect of knowledge management on job satisfaction.

### Statement of the problem

This study aims to explore the relationship between knowledge management process and job satisfaction among employees working in the IT industry.

### Framework



### Research methodology

Research methodology is the specific procedures or techniques used to identify, select, process and analyse information about a topic.

### Research design

The research design adopted for this study is descriptive method. A research design is the arrangement conditioned for collection and analysis of data in a particular manner. In fact, the research design is the conceptual structure within which research is conducted and it constitutes the blueprint for the collection, measurement and analysis of data.

### Statistical tools

The tools used in this study are percentage analysis, chi-square and regression.

**Reliability of the questionnaire**

A reliability check was conducted to check the reliability of the questionnaire. The Cronbach's alpha value is 0.988, which means that the questionnaire is reliable.

**Reliability statistics**

Cronbach's alpha	No of items
0.988	18

A Sample of 38 was taken to test the reliability of the questionnaire.

**Chi-square**

In this study the analysis between experience and knowledge acquisition is considered.

**Hypothesis I**

**Null hypothesis H (0)** - There is no relationship between experience and knowledge acquisition

**Alternative hypothesis H (1)** - There is a relationship between experience and knowledge acquisition

**Experience \* There is scope for acquiring the relevant knowledge and skills in the organization**

		There is scope for acquiring the relevant knowledge and skills in the organization		Total
		4.00	5.00	
Experience	1.00	63	59	122
	2.00	35	14	49
	3.00	9	10	19
	4.00	11	3	14
Total		118	86	204

**Chi-Square Tests**

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.956 <sup>a</sup>	3	.030
Likelihood Ratio	9.301	3	.026
Linear-by-Linear Association	3.121	1	.077
N of Valid Cases	204		

Calculated value: 8.956

Table value: 7.815

**Result:**

Hence calculated value is greater than table value so H (1) accepted.

**Hypothesis II**

**Null hypothesis H (0)** – There is no relationship between gender and communication

**Alternative hypothesis H (1)** – There is a relationship between gender and communication

**Gender \* The level of communication between different teams are consistent in your organization**

		The level of communication between different teams are consistent in your organization		
		4.00	5.00	Total
Gender	1.00	31	65	96
	2.00	54	54	108
Total		85	119	204

**Chi-square test**

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	6.557 <sup>a</sup>	1	.010
Continuity Correction	5.849	1	.016
Likelihood Ratio	6.614	1	.010
Fisher's Exact Test			
Linear-by-Linear Association	6.525	1	.011
N of Valid Cases	204		

Calculated value: 6.557

Table value: 3.841

**Result:**

Hence calculated value is greater than table value so H (1) accepted

**Multi linear regression**

**Hypothesis I**

**Null hypothesis (H0):** There is no association between a linear combination of variables (knowledge acquisition, knowledge sharing, knowledge creation, knowledge codification, knowledge retention) and job satisfaction of the IT employee.

**Alternative hypothesis (H1):** There is a association between a linear combination of variables (knowledge acquisition, knowledge sharing, knowledge creation, knowledge codification, knowledge retention) and job satisfaction of the IT employee.

**Coefficients**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.345	.518		4.525	<.001
	There is scope for acquiring the relevant knowledge and skills in the organization	-.072	.116	-.041	-.620	.536
	The system of knowledge sharing is effectively practiced in the organization	.172	.067	.188	2.554	.011
	The knowledge acquired from the organization facilitates career advancement of employees	.132	.066	.157	1.994	.048
	The organization effectively process the acquired knowledge and codifies it for future usage	.103	.066	.126	1.564	.119
	The organization makes effective use of acquired knowledge and applies the knowledge when required	.136	.063	.157	2.155	.032

**Interpretation:**

Hence, this above table p value is less than 0.05. Null hypothesis is rejected. There is a association between a linear combination of the variables (knowledge sharing, knowledge creation, knowledge retention) and job satisfaction of the IT employees.

**SUGGESTIONS**

The result shows that freshers has more scope to gain new knowledge while compared with experienced employees. Which shows that employees with more experience, may be provided with better environment which has wider scope for upgrading their competencies. Training and development may be provided on par with industrial trends.

Female have expressed their satisfaction towards consistent communication, while compared to male. Further research may be conducted to know about the difficulties faced by male.

The test shows that knowledge sharing, creation and retention has positive effect when compared to other factors. So the organization should focus on improving that.

**CONCLUSION**

The main purpose of this study is to investigate the effect of knowledge management on job satisfaction in IT sector. It appears there is a significant positive relationship between knowledge management and job satisfaction in the IT sector. Specifically, the variables of knowledge sharing, knowledge creation and knowledge retention are significantly associated with job satisfaction in IT employees. This suggests that organizations in the IT sector that prioritize knowledge management process may be able to increase employee job satisfaction and potentially improve overall organizational performance. However, it is important to note that additional research may be necessary to fully understand the nature of this relationship. Overall, it suggests that knowledge management can have a positive impact on job satisfaction in the IT sector.

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