

The Nexus Between Knowledge Sharing and Institutional Performance in the Public Sector

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Abstract

Knowledge sharing (KS), often considered one of the most important aspect of Knowledge Management (KM), has been associated with operational and policy efficiency in both the private and the public sectors. Nevertheless, the public sector has not effectively embraced knowledge sharing. Past studies indicate that the public sector is yet to fully benefit from the transformative contribution knowledge sharing makes to the businesses processes, quality of service delivery and competitive edge in the globalised knowledge-based society we live today. The purpose of this paper is to conduct a comprehensive literature research on the impact of knowledge sharing on institutional performance in the public sector, and to explore the impact of knowledge sharing on institutional performance. The articles and relevant literature were identified by searching the international scientific databases using the key words. The review revealed that, knowledge sharing in governmental institutions is directly linked to innovation and re-engineering of public services, sound policy decision-making, evidence-based planning and budgeting, accelerated learning across governmental units, overall efficiency and effectiveness in public sector processes and procedures, sustainable development, cost effectiveness and public value to the citizenry. In conclusion, knowledge sharing positively impacts on institutional performance in the public sector. Governments should make deliberate strategic investments in knowledge management and knowledge sharing. Leadership should inspire and incentivise knowledge sharing behaviours among public servants.

Keywords: Knowledge Management, Knowledge Sharing, Institutional Performance, Public Sector, Governmental Institution