

The Compatibility of Digitalization and Human Relations in Enhancing Knowledge Creation: a Prerequisite for Organizational Agility

Geoffrey Lugwisha

International School for Social and Business Studies, Slovenia
geoffrey@kvcctz.org

Abstract

Organizations need to be agile today in order to be able survive and remain competitive in the current highly challenging world environment. Knowledge creation, a knowledge management process, is considered as being important in enhancing organizational agility. However, knowledge creation could be effectively enhanced by the compatibility of digitalization and human relations. This study, used the qualitative research methodology undertook to look at the compatibility of digitalization and human relations in enhancing knowledge creation, as a prerequisite for organizational agility in Tanzania. The qualitative methodology involved the interview of 21 participants from various big organizations in Tanzania. The participants were determined by purposive sampling, and varied from public organizations, corporate organizations, and NGOs. A content analysis was done on the data from the interviews. This study shows that digitalization has proven to be compatible with healthy human relations, which both enhance knowledge creation, and which in turn serves as a critical factor for enhancing organizational agility. For organizations in Tanzania to survive and succeed in today's challenging environments, the compatibility of digitalization and healthy human relations in the enhancement of knowledge creation should not be undermined. Digitalization is unavoidable in the today's contemporary world set up, however, people need to be empowered and encouraged to be able to use digital technologies in fostering dynamics such as interacting, engaging, sharing and collaboration, in the context of healthy human relations, needful for knowledge creation and hence success and agility. It is therefore acknowledged in this study that the compatibility of digitalization and human relations serves to enhance knowledge creation, which in turn, enhances organizational agility.

Keywords: Digitalization, Human Relations, Knowledge Creation, Organizational Agility