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Students' knowledge management and uses of web 2.0 technologies in higher education: Comparative study between four different countries (Canada, U.S.A, India, and Saudi Arabia)

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Abstract

This paper aims to help understand college students' perceptions of Web 2.0 technologies in four different countries and their practices of personal knowledge management in higher education. This study collects the primary data through a sampling method. The questionnaire was created and distributed students in four different regions, located in United States of America, Canada, Saudi Arabia and India. The population of interest was randomly selected college students at different educational level. The goals are to examine how college students use Web 2.0 technologies for managing knowledge. This pilot study demonstrates that the college students have been aware of the importance of the KM and the Web 2.0 as a channel to acquire knowledge. Most respondents have indicated that they use Web 2.0 tools to share knowledge with their friends and family. Web 2.0 generates codified knowledge and enables collaboration across different teams. Students have access to a large pool of information on Web 2.0 tools. Wiki websites are the most useful Web tools that allow users to create, modify or delete the content of websites. Students can collaborate and share knowledge with each other through these websites. Knowledge management model suggests that the right kind of knowledge must be given to the right kind of people through regular technology in real time. The use of Web 2.0 tools for knowledge management purpose is affected by the culture of the system. Each culture has different perspectives of knowledge sharing and collaborations. Several future research directions are outlined. Future research such as comparative study between students in U.S. higher education India, Canada and Saudi Arabia higher education in broader range should be conducted. Our sample size could be bigger such as 2000 students to get more accurate result. It is interesting to see how college students in the U.S. would respond the same set of survey questions.

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