

Effect of Organizational Culture in Implementing Knowledge Management Practices: with Special Reference to Domestic Systematically Important Banks in Sri Lanka

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ABSTRACT

Effective knowledge management practices and assessing knowledge have been discovered as necessary for a business to survive, which highlights the fact that knowledge management has developed into an asset for the banking industry. Knowledge management and organizational culture interact closely, which expands the possibilities for improving bank performance through socialization. The aforementioned facets depict the significance of how important organizational culture is to be identified when implementing knowledge management through socialization in the banking industry. The main aim of this study was to determine how organizational culture affected knowledge management practices through socialization in the banking industry. To undertake the research, a special focus has been placed on all four domestic systematically important banks in Sri Lanka. The study was created using an inductive methodology and the interpretivism position of epistemology. Primary research was conducted by selecting 20 executive-level staff from the head offices of all four banks. The study analysis was undertaken using a priori thematic analysis employing predetermined themes based on the SECI model to discover the organization's cultural dimensions. The organizational culture dimensions have been recognized as leadership, team, communication, and mentoring. The findings are to be further tested through a survey in generalizing the findings. The chosen bank in the study encourages prioritizing fostering knowledge management practices through improving the culture towards socialization.

Keywords: Organizational Culture, Knowledge Management, Socialization, Banking Sector