



generally support knowledge sharing whereas hierarchical culture was found to have limited negative relation to it.

Knowledge sharing can be improved in an organization by a series of steps. Sharing should be made a general organizational norm, as it would encourage employees to share knowledge because they would like to comply with organizational norms. An atmosphere of trust among the employees should be created. Organizational policies should be modified to increase trust in the organization for sharing mistakes. Thus the study gives useful guidelines towards design of knowledge management systems, which encourage knowledge sharing.