

Effect of Information and Communication Technology on Career Results: Does Knowledge Sharing Matter?

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ABSTRACT

This study examines the effects of 2 Information and Communication Technology (ICT) related factors, ICT utilization and perceived ease of ICT usage, on 2 job outcomes, job satisfaction and work effectiveness. On a theoretical basis, the researcher proposed that these effects could be mediated by knowledge sharing. A total of 246 usable responses from full-time employees working in China were analyzed using hierarchical regression analyses which were further confirmed by Sobel test and bootstrap-based PROCESS analysis. Results showed that both job satisfaction and work effectiveness were positively related to ICT utilization and perceived ease of ICT usage. Employees knowledge sharing orientation significantly mediated the relationships of job satisfaction with ICT utilization and ease of ICT usage, as well as the relationships of work effectiveness with these 2 factors. The present study provides further understanding of the mechanism underlying the influences of ICT on employee workplace issues.

KEYWORDS: ICT utilization, perceived ease of ICT usage, knowledge sharing, job satisfaction, mediator, work effectiveness