

## **Abstract**

Many authors agree that organisational culture holds the key to successful knowledge management. To be successful the culture should encourage people to share and store their knowledge. It has been argued that if appropriately managed, organisational knowledge is the single most important source of core competence.

Focusing specifically on a major service delivery organisation, namely: Global Infrastructure Organisation Ltd (GIO), this research investigates how the internal culture affects the usage and perceived usefulness of computer based knowledge management tools within the organisation.

The findings from the study would suggest that the internal culture of GIO is positive and is conducive to the sharing of knowledge. However, the employees generally had a poor perception of the role of knowledge management within the organisation and the use of computer based knowledge management tools was low.

The implications of this research suggest that a culture that encourages the sharing of knowledge does not automatically lead to the use of computer based knowledge management tools by employees. Implementing knowledge gathering tools without clear policies as to what to capture and when or how to update them will inhibit knowledge sharing. Users need to understand the benefits and purpose of the tool and the information and knowledge it is designed to gather.