Ground-breaking Theory of Knowledge Representation Practices for Information Sharing in IT Organization

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Abstract

Sharing information has become very important in the proper use of information assets, and the reason for this is that sharing information can be considered the most important part of an organization because information from organizations must be transferred and participated in order to be known and understood, wherein a clear and unambiguous information is considered a key criterion. To stimulate creativity, information sharing or integration is used to bring disparate pieces of knowledge together. Many current information sharing practices, such as training and development programs, IT systems, reports, official documents, and hard-working groups, are examples of integrating information. By integrating information everywhere to improve the quality of products and services, increases responsiveness to customer needs, develop new capabilities, and improve every aspect of the environment. This study reviews the ground-breaking theory behind information sharing in an organization. From the author's perspective, this is the first study which gives a complete overview about knowledge representation.

Keywords: Information sharing, IT organization, knowledge management, knowledge representation, organizational factors

1. Introduction

To better understand information management difficulties, it's helpful to understand the differences between data, information, and information, all of which have distinct and distinct meanings in the KM domain. Specific details, objectives, or visions stand on their own; they have little meaning, but they are simple to collect, communicate, and retain electronically. Information is defined as data that has been logically organized and examined by Ahmad et al. [2019]. Information is similar to information, but it can also be a blend of

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contextual information, experience, rules, and values. knowledge as a result of human meditation; and information such as patterns that individuals absorb or employ in data; Che Rusali et al. [2010].

There are distinctions between data, information, and information; knowledge, in particular, is distinct in the context of information technology. Some researchers believe that all knowledge is information, while others believe that knowledge is more than that; Mcneish et al. [2010]. Some researchers, on the other hand, distinguish between information and knowledge, claiming that there is no major difference between the two when it comes to gathering data. Knowledge is much richer and deeper than knowledge and it is very important because one has thought deeply about that knowledge and added his unique knowledge, judgment and wisdom; Mohajan et al. [2019]. Difference between data, information and knowledge is the simple identification or facts of global purposes which is shown in Figure 1.

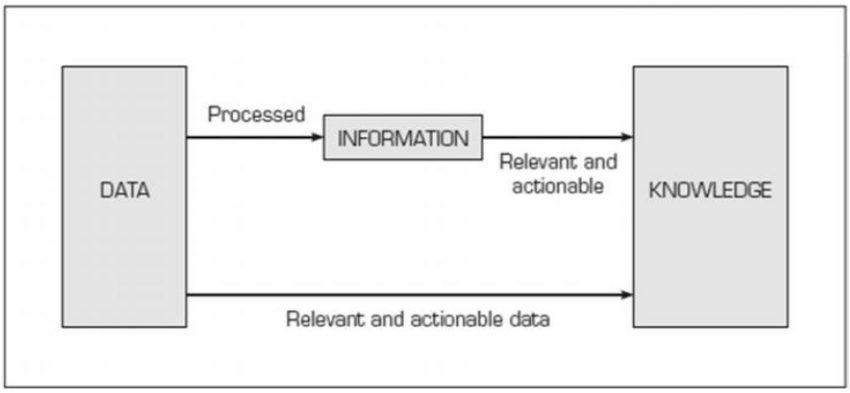

Figure 1. Data, Information and Knowledge

Information is created and developed in a coherent mind through conversation, interpretation, and shared meanings. Furthermore, knowledge circulates inside an organization as new methods and experiences are investigated and shared. Unspoken Information is information that is difficult or impossible to describe, record, or assemble since it is contained within a person's head. Organizations are interested in tacit knowledge because it contains information that leads to best practices, policies, and procedures; Intezari et al. [2017], Hirlak et al. [2019]. Clear data, on the other hand, is simple to acquire, arrange, and transfer using digital methods. It's simple to state, transcribe, compose, and distribute. It's simple to state, transcribe, compose, and distribute. It's crucial to note, however, that clear and simple information is not a distinct notion. Instead, as demonstrated in Figure 2, any piece of information has subtle and distinct characteristics; Masadeh et al. [2015].

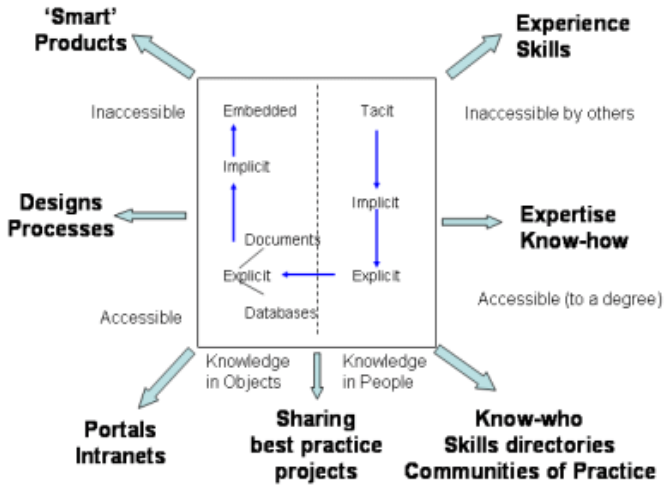

Figure 2. Knowledge categories

Tacit knowledge is derived mostly from personal experience. Direct experience is, in fact, the most powerful learning experience. Through mistakes, the child learns to eat, walk, and talk; he or she learns physically as well as psychologically. It is well understood that little knowledge is gained through involvement and personal experience, and we also learn to swim, walk, drive, and so on. There are two methods to learn this information from experience: Repetition of the same task assures that we can complete it successfully. Exposure, on the other hand, ensures the development of new talents. People may learn anything from music to computer science, but it takes thousands of hours to put that knowledge into practice. Clear information can be conveyed in a logical manner and shared with others. Clear information can be stated in a variety of languages and formats, such as alphabetically, formulas, and so on, and it is important for calculating metrics or conducting business transactions; Arun et al. [2017].

With this detailed introduction, Section 2 briefly describes the knowledge management, Section 3 illustrates knowledge sharing, and Section 4 explains information sharing followed by conclusion in Section 5.

2. Roadmap to Knowledge Management

2.1 Knowledge implementation

To be successful in the information economy, effective information processing and the establishment of knowledge-based organizations are required. The notion that we live in a knowledge-based economy has sparked a surge in interest in information management. As a

result, firms are always attempting to incorporate best practices in knowledge management into their processes and business operations in order to achieve a competitive advantage; Gaal et al. [2015]. The notion of Knowledge Management (KM) is not new, as it has its roots in organizational learning and innovation. Even though it refers to a set of tasks that should have been on people's minds for thousands of years, information management is a term that was developed less than 30 years ago. These are just a few of the characteristics that have earned KM its name. Many KM ideas and explanations can be found in books and among specialists; these definitions vary significantly and frequently appear ludicrous, but the notion makes sense when viewed as a discipline rather than a set of tools; Assefa et al. [2015].

An organized and intentional business endeavor to grow, develop, and use accessible information in ways that bring value to the business, in the sense of positive results in attaining its aims or reaching its aim, is characterized as knowledge management. KM can also be defined as an endeavor to capture not only explicit factual information, but also basic information and knowledge available to the business, which is typically held in the thoughts of employees, in order to further the business's goals. A concept, or a method of doing business, in which data is turned into usable information and made easily accessible to decision makers and other users. Capturing knowledge based on information, retaining and classifying it to add value is regarded a discipline; KM's leading organizations are frequently those that inform people and provide the spirit of human growth and development; Beckmann et al. [2009], Asrar-ul-Haq et al. [2016].

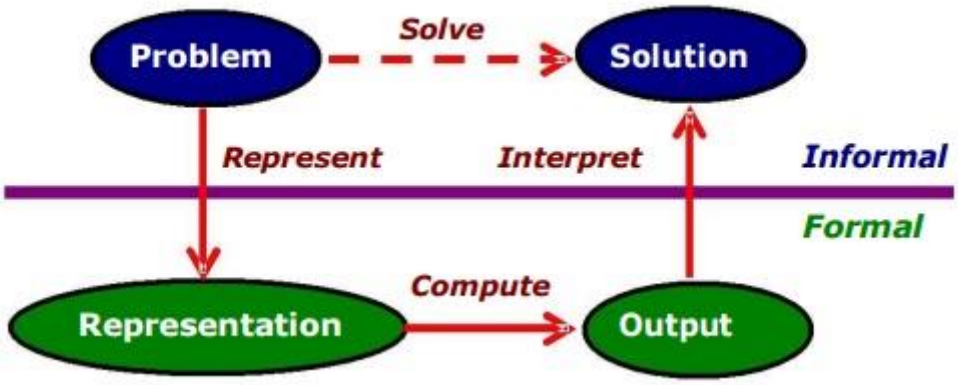

Figure 3. Knowledge Representation Framework

From a different perspective, information management entails improving a manager's toolkit, allowing him or her to make better decisions and increase the likelihood of attaining the intended strategy. The definitions of knowledge management differ depending on the

objective and how it will be used. In order to achieve the organization's bigger goals, KM as shown in Figure 3 is a systematic and comprehensive process of coordinating the operations of the entire organization to acquire, create, store, share, distribute, develop, and communicate information to individuals and groups; Kamasak et al. [2010], Castaneda et al. [2020]. There are numerous sorts of KMS that may be utilized on KS in a variety of ways, including providing direct access to information and a professional to employees. KMS could be in any of the following situations:

- Any tools that allow the generation, distribution, and administration of formatted documents, such as Lotus Notes, contributed material, and web pages, are considered document-based.
- These tools are similar to document technology and are based on ontology / taxonomy. As in XML-based ontology, ontology is used to summarize documents by Author, Subject, Organization, and so on.
- Use a bespoke representation system to depict challenges or possibilities using Artificial Intelligence Technology.

2.2 Reasons for KM implementations

One of the most important reasons for the increased interest in KM is that information is an asset of a company that can enable it to profit competitively. Internal and external information is constructed, absorbed, stored, digested, and incorporated into the organization's memory using KM processes. Furthermore, KM-based conceptual approaches are the polar opposites of other cultural goals including excellent behavior, dedication, and self-confidence. Knowledge, which can be found in ideas, stories, language, laws, and instruments, helps organizations achieve their objectives by expanding their ability. Furthermore, KM in businesses recognises the role of employees as participants in their organizations' knowledge and psychological development. Organizations are now viewed as knowledge-based businesses, restricted by what they know as well as their workers' abilities, experience, understanding, and relationships; Pang et al. [2020].

While individual components of a business process are crucial, the most critical need is that the entire process runs smoothly. In the framework of an organization, acceptable information must be thorough; Kumar et al. [2009]. Furthermore, there are several styles that emphasize the demands of organizations to handle information:

- KMSs share best practices in order to spread success and expertise throughout the organization.

- Globalization: New computer and telecommunications technology enable data, information, and even explicit information to go around the world instantly. As a result, data is controllable and should be treated with caution.

- Rapid change means that old knowledge soon becomes obsolete, and people must learn new abilities in less time. As a result, in order to compete in this fast changing market, businesses must be nimble and adaptable.

- Retrenchment: Retrenchment tends to eliminate employees and information in the form of organizational experience. Similarly, companies that aim to instill this information in the minds of their employees are expected to make it available at all times, whether or not the employee is available.

While some organizations manage knowledge management efficiently and effectively, many still face significant challenges in managing information, such as the difficulty of capturing coded information, the lack of KM policies, the lack of information processing methods, and excessive or excessive data collection. As a result, the importance of incorporating information management paradigms into business processes to assist experienced employees in making informed and effective decisions; the challenge in today's dynamic economy is how to manage business information so that knowledge workers can use it effectively and efficiently in their day-to-day work; Ho et al [2018].

3. Knowledge Sharing and Its Importance

Information management processes revolve around the sharing of knowledge. The majority of people believe that sharing information entails losing authority. As a result, information sharing can only be fostered by compensating for the loss of power by disclosing information that others require. As a result, this procedure is critical for converting individual data into organizational data. Much research backs up the idea that good information management has a new impact on organization and business performance and development. The process of information sharing has been highlighted as a critical component of information generation and innovation. Communities, particularly working communities, are increasingly being recognised as a medium for sharing information and creativity in businesses by investigators and managers; Kadir et al. [2015].

3.1 Challenges in Knowledge Sharing

Information sharing is critical in all types of organizational settings, including project teams, legal teams, and working communities. Organizational planning is frequently used to attain a unified result, such as the delivery of tangible or meaningful products and/or services. They are created or manufactured since none of the characters can create the outcome of each collection. In order to obtain shared results, it is important to integrate the diversity of important information due to staff dispersion and associated fragmentation, technology, and information transmission. As part of work requirements, information sharing becomes an essential means of achieving a cluster objective. Many experts and academics believe that because sharing information is critical to getting a consistent result, employees will exchange information as part of their job requirements. Various scenarios have been highlighted in the literature as a result of information sharing shortages or availability. It is assumed that if none of these circumstances exist, information sharing is unlikely to occur, or at least not in the most ad hoc manner. Information elements such as proof of identity, sender characteristics such as responsibility, recipient characteristics such as personal ability to absorb, aspects of their relationship such as trust status, and organizational contexts such as communication infrastructure and media richness of information and communication technology are among these factors; Razmerita et al. [2016].

The study starts with the premise that information exchange is social, and that social character is essential in nature. Only in the framework of human interactions does individual activity take on a social meaning. Individual behavior is thus not the primary unit of study, but rather the framework of relational activity. Because the relationship is defined by a state of recurrent motivation, it is considered that the magnitude of the information-sharing connection is directly related to motivation. As a result, it is advised that knowledge sharing inside the social network be studied by Apurva et al. [2011].

3.2 Rationales for sharing knowledge

Literature is highly respected from a sensible economic standpoint when it comes to people's motivations for sharing information. Many authors assume that data will be shared in a commercial sense. People do not share knowledge, they argue, because there is no economic benefit and no harm to the economy in doing so, and vice versa. For example, it appears acceptable from an organizational standpoint to create a repository of information and construct intrants to share their 'best practices' so that their staff do not have to refresh the wheel' over and over again. Organizations absolutely expect their employees to contribute to

these references because they are compensated by the organization. Many intranets and databases, on the other hand, stay content because people do not contribute by sharing their material.

From the perspective of an employee, there is frequently no link between financial incentives and contributions to the information storage space. There could be financial repercussions, such as a loss of control over key elements. There are several approaches to defining or determining the amount of motivation and information-sharing linkages. As a result, there is a schism in how knowledge is shared. Aside from an imperfect knowledge of the motivations for sharing knowledge, dynamic research has produced inconsistent outcomes. These divided and frequently contentious conclusions about the scope of inspiring and collaborative information sharing highlight the need for an integrated paradigm for understanding information sharing in the workplace; Pinjari et al. [2017].

3.3 Situatedness of knowledge sharing

Knowledge is defined as a combination of knowledge and the ability to put that knowledge into practice (skills). As a result, information sharing refers to the social relations process in which people attempt to build a shared understanding of reality and the (possible) capability to translate that knowledge into (cooperative) behaviors that yield performance. They accomplish it by combining various symbols (e.g., words, gestures, and visuals) and instruments (e.g. visual aids, communication technology, mental models). Project teams or legal working groups (e.g., product or service creation) might be defined as combined outputs, or they can be incorporated as informal networks with interested populations (e.g. developing member skills). In a partnership, the variety of outcomes leads to a variety of organizational scenarios in which information is shared individually.

Certain organizational arrangements are employed in practice to provide a productive atmosphere for information sharing. Managers can, for example, use their organizations' working communities or hobbies to boost information distribution because they believe that information is easily shared in those communities. However, community simplicity and development is tough, and information sharing development has not always been a reality.As a result, it's unrealistic to presume that not only organizational preparedness, but also the fundamental motivational variables that govern how and when information is disseminated, are all in place. An analytical framework that allows comparative examination of diverse organizational contexts is required in order to examine the motives of employees in different sections of the company; Gerami et al. [2010], Edosio et al. [2014].

4. Ground-Breaking Theory on Information Sharing

Information sharing is not the same as information transmission or information exchange. The transfer of information involves the allocation of the source and the acquisition of the source, whereas information exchange is utilized for the interchange of information. The term "information transfer" refers to the movement of data between different units, departments, and organizations. Information sharing is not the same as communication, although it is related to it, as is information dissemination. In a sense, information can't be shared, thus you can't freely transfer it, unlike property, which relies on a subject's knowledge. In order to gain knowledge from others, moral reconstruction is essential. It uses information to get information, thus sharing information; Nazari et al. [2012].

Information sharing is thought to be at least a two-way connection, with one party knowing something and the other learning something. Knowledge sharing can take the shape of an information exchange or a figure who assists others with information. Sharing has been a process in which private persons' knowledge has become the understanding, emphasis, and application of others. It means that sharing information is at the very least logical, and that the sources of information do not want to relinquish control of their identities. The result of information sharing should be held in conjunction with two or more groups; Igbinovia et al. [2018].

4.1 Factors of Knowledge Sharing

Several concerns affecting employees' behavior in sharing knowledge in many domains of industry and business culture have been recognised in previous publications. We discovered various elements that contribute to information-sharing behavior based on a comprehensive analysis of quality and quantitative studies. It's broken down into three categories: personal, organizational, and technical. According to the literature analysis of KM's critical success books, more than half of the so-called human and technical aspects were identified as crucial success aspects. Another prerequisite to success is more than 40% word association; Jennex et al. [2007].

4.1.1 Individual factors

Employee motivation and information sharing are frequently discussed utilizing the concept of choice. The reasons for action are the difference between the two types of motivation, which are based on separate motives: external motivation and internal

motivation. Internal motivation is defined as motivation that comes from within a person rather than relying on external pressure or reward, and is driven by passion or delight of the work itself or the delight of assisting others. Internally motivated employees have several possibilities to participate in this job as well as work to grow their talents, which will improve their abilities and the organization's production.

Various studies have identified a lack of time or the time required to participate in information sharing as a key element that can often affect information shared through social media. When it comes to providing information, trust is also a consideration. The degree of uniqueness (such as interpersonal trust) as well as the degree of order or social class might be debated. The confidence that the other person would act in a predictable manner and not take advantage of the situation is known as trust. Employees' willingness to learn from one another and share their knowledge is influenced by their level of social trust.

Similarly, people who debate trust in visible societies can divide it into three types: economic-based trust, information-based trust, and trust-based trust. Trust-based trust (e.g., joining a visible society) saves time and money while also improving our capabilities. Information-based reliability refers to the protection of personal data and the assurance that information supplied will not be exploited. You may talk frankly about your concerns and anticipate a helpful response when you have confidence-based trust; Makhsousi et al. [2013].

4.1.2 Organizational factors

Values, attitudes, and initiatives that support or inhibit the construction of information and sharing in organizations are referred to as corporate culture or company culture. Each organization has its own culture, which reflects the organization's identity on two levels: visible and unseen. Embedded ideals, equipment, and organizational philosophy all contribute to visual culture, which evolves over time. The unseen element concerns staff conventions and standards, which shape their conduct and activities.

Organizations should promote and support their employees in sharing and developing information. The adoption of knowledge systems and the establishment of a learning organization are both known to be influenced by organizational culture. Employee incentive to share their knowledge can also be boosted by organizational culture and amicable connections among employees. Previous research has demonstrated that numerous aspects, including training and award programmes, management support, contribution criteria, and a

responsible person, encourage the sharing of knowledge and provide an incentive to embrace new ways of communication through social media; Khakshar et al. [2011].

Similarly, it is viewed as a highly autonomous, inquiring, and open-minded western society. Equal sense and belief in freedom, equal rights, accessible managers, and that administrators aid and empower are all present in the analysis. Power is still spread, and managers rely on their team members' experience. Workplaces have an eclectic feel to them, with open and engaging communication. In their professional life, managers aim for continuity, solidarity, and excellence. Jante's law, often known as the "who do you think you are?" mentality, criticizes individual successes and achievements as undeserving. It is unethical to place your coworkers and team on a pedestal; Olubunmi et al. [2015].

4.1.3 Technological factors

In the administration of information and information sharing in businesses, technology has been regarded as a force for good. The usage of technology is linked to things like performance, contribution time and effort, platform design, interface design, and user needs, and is thus identified as a valuable source of information for employees. New techniques of working and sharing information and communication are promoted by business media. However, in this study, major technological elements act as roadblocks to the adoption of workplace communications. Platform utilization, training provided for use or lack of training, information overload, and ignorance of social media and its benefits were among the technical issues examined in the study.

4.2 Knowledge Sharing, Innovation and Firm Performance

Platform utilization, training provided for use or lack of training, information overload, and ignorance of social media and its benefits were among the technical issues examined in the study. In line with the social issue, we believe that technology can increase information performance, network performance, and employee collaboration while also reducing users (e.g., if donation costs are high).

To achieve efficiency and improve the quality of work, you must be innovative. Similarly, academics have been studying the varied consequences of innovation on good performance. As time-sensitive competition has become more important in modern business organizations, more companies have realized that competitors' quick response to new product development is a major competitive risk, and as a result, they are attempting to introduce new products, services, or processes as quickly as possible. Firms emphasizing the speed of

innovation in the broader industrial sector might enhance stock prices in their market; Abu addos et al. [2018].

Expanded ideas benefit organizations, and new R&D will help them achieve greater results than less professional R&D. Although the link between startups and stable operations has been highlighted, few academics look at specific outcomes, such as speed and quality, to see if they can establish financial and operational performance.

H1. Creativity speed is linked to high levels of performance.

H2. A high rate of innovation is linked to a high level of financial performance.

H3. High-quality innovation is inextricably linked to strong performance.

H4. Innovation quality is closely associated with strong financial performance.

In the process of creating value, design processes frequently rely largely on staff expertise, talent, and experience. Because of its traits of solid clarity, social complexity, and reliance along the road, the diffusion of information can be considered as a crucial input into a new invention from this perspective. It is obvious that a company's ability to adapt and utilize information influences its level of innovation, such as new problem-solving techniques and new products that respond to market demand more quickly. Employees who are willing to share their knowledge, on the other hand, can help firms handle information more successfully; Noprission et al. [2019]. Many writers have demonstrated that sharing information among staff leads to a speedier responsiveness to client requests while also lowering labor costs. The three sorts of knowledge concepts are used to create two types of innovations: explicit, independent, and sophisticated schemes. These two types of innovation are linked to the creation of information and applications, respectively. Production, process, and processing are three ways in which knowledge and innovation are linked. Although the relationship between information sharing and different dimensions of innovation has been thoroughly investigated, few researchers have looked at the specific effects of clear and explicit information sharing methods in terms of innovation speed and quality.

4.3 Knowledge Sharing Process

4.3.1 Practice at work

While many scholars see information dissemination as a black box, there are tiny but essential streams of literature that address the process of exchanging knowledge. There are

two stages to this model: sending and receiving data. The source of information collects the required pieces of information first, then provides the required information to the recipient, depending on their model. Following that, the information recipient receives the transmitted data, consumes it, and removes the sound in order to discover a valuable piece of data to solve the problem; Vafie et al. [2016].

- Launch, Implementation, Ramp Making, and Integration are the four stages of the model. This model was created using information from a variety of sources, including rich dynamic study on technology transfer, societal change, new distribution, and implementation.

- Because it contains similar processes, the information exchange process is likewise examined from the standpoint of project management. Investigating the sharing of information in this way helps to overcome some of the limits that come with deciding how to share information.

The start-up phase is when information is shared for the first time. The recipient or source evaluates the concept of the required information at this point (demand analysis). They also need to find the right companion (Matching). The partner side then decides whether or not to engage in the data sharing procedure (possible analysis). Over the last five years, a number of studies have been done to examine information management methods and information sharing practices in local companies. It is a broad and diversified society that values democratic processes and system efficiency in its quest of innovation and the art that is vital to the success of information management activities; Mohajan et al. [2017].

The practice of sharing information is not extensively used. Only a few governments and private companies, in particular, have established relationships with multinational companies that are involved in information exchange. To encourage knowledge exchange, the organization's culture required a positive social environment that included trust, shared values, and a common interest. Employees have been proven to be more likely to offer information in exchange for extra benefits. It takes a long time and money to enter data into daily business procedures. As a result, employees are not involved in the control and direction of intangible assets like information. Information is seen as computer-generated content, such as digital content and direct and indirect communication. Information can be created by asking a question and viewing responses that remove conversations, responses, and interactions between network participants; Mohajan et al. [2019].

4.3.2 Practices in organizations

Because those who do not pay or contribute to the organization or community can also share information, embedding the practice of sharing information might be deemed in the public interest. The majority of people can access and exchange data at the same time. Practice is another technique to control information exchange. This strategy is particularly successful for gathering secret information through informal networks and the use of information technology in moderation.

a. Ingenious and artistic

Organizations can benefit from information sharing strategies that encourage workers to be more creative and innovative. Meetings, talks, and forums are fantastic ways for groups to share information and ideas. People in a group can readily share and exchange information in order to complete their tasks. Many people think of information sharing as an adjective for a variety of information management operations. Similarly, the establishment of knowledge management procedures explained 99 percent of its variability and new functions explained 52 percent of it. The new KM influence was at a level of 0.74, which was really noteworthy. These statistics demonstrate the value of sharing information about fresh job opportunities.

b. Power Information

When the flow of information between people or employees within an organization gets more efficient, it indicates that information is becoming more powerful within the company. People or groups who share their basic conversational knowledge become more creative and innovative in their work. This specific information exists and is disseminated through public debates, practices, and network networks. Knowledge of "how to know," "who to know," and "where to go" will be crucial.

c. Attitude

Attitude is one of the advantages of instilling the habit of sharing knowledge in an organization. Because a person's knowledge of how to handle organizational problems might affect his or her trading worth, attitude has been found to be a crucial aspect in information sharing practices. People can also think about sharing their knowledge with the organization if they believe it will benefit them and the organization.

d. Changing Cultures

Cultural change has never been simpler or quicker. Cultures, on the other hand, can be altered. Effective information sharing is dependent on cultural change, process processing, and technology management systems in various sections of the company. Similarly, an organization's engagement of persons or persons can be a wonderful tradition of information sharing in which everyone believes their knowledge is accepted, valued, and used to guide decisions. People can become more useful as a result of their practice of sharing information; Mosconi et al. [2013].

Table 1. Knowledge representation Vs Traditional methods

Method	Ease of Use	Semantic expression method	Lexical representation	Computer understanding	Human understanding
Knowledge representation	High	Bottom-up	Graph and Linear	Yes	Yes
Spreadsheet	Medium	Bottom-up	Table and Forms	Yes if ontology terms are used	Yes
Text annotation	-	-	Tags	Yes	Yes
Text mining	-	Top-down	Graph	Yes	Yes
Natural language	High	-	Linear and ambiguous	No	Yes

Table 1 shows the comparison of knowledge representation with traditional methods. A completely new and streamlined method of gathering and representing knowledge is known as knowledge representation. The transition from thinking in natural language to formulating in organized sentences is made simpler for curators by this. We gave a thorough overview of knowledge representation, including a variety of statements that can include highly contextualized data but are still simple enough for humans to comprehend and for algorithms to interpret in a meaningful way. Ontologies and identifiers used in knowledge representation assist users distinguish between concepts. Connectors provide a uniform, user-friendly approach for formulating assertions with complete structural transparency and help a user decipher the internal organization of data.

5. Conclusion

Information management is a hot topic these days, especially in the business world. Many firms realize the value of employing corporate information, as first-hand performance metrics document the numerous advantages of information management. Today, knowledge management and associated strategic principles are touted as critical to an organization's survival and competitiveness. For many organizations, determining the effectiveness of information management and its contribution to the organization's functioning is a major challenge, which explains the effectiveness of information management in the organization, as well as the benefits or outcomes of using information management. Organizational data is frequently seen as a critical aspect in determining performance levels. Organizations have begun to recognise information and knowledge assets as one of their most valuable resources, owing to its impact on competitive advantage and innovations that lead to higher performance. In the framework of planning, job enrichment, and product development, information management derives value for its performance and ability to attain excellence. To improve their performance, organizations understand the need to focus on information management activities such as creation, modification, distribution, participation, storage, selection, and processing.

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