

Determinants of Web 2.0 technologies for knowledge sharing in SMEs

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Abstract Web 2.0 technologies are increasingly being used within all knowledge management processes. This paper extends previous studies on the use of internet technologies and knowledge management by analyzing factors affecting knowledge sharing through Web 2.0 technologies within small and medium-sized enterprises (SMEs). Drawing upon the technology-organization-environment framework, a model is developed to examine how distinct contextual factors influence the use of Web 2.0 technologies for knowledge sharing. A data set of Spanish SMEs is used to test the conceptual model and hypotheses. Results show that knowledge sharing through Web 2.0 technologies emerges from internal organizational and technological resources rather than from external pressure.

Keywords Knowledge sharing · SMEs · Internet · Web 2.0 · Technology adoption

1 Introduction

The term Web 2.0 was coined to distinguish between traditional static Web sites and interactive knowledge creation platforms, where users are expected to draw from

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