

The Relationship between Knowledge Management Processes and Information Technology Governance in IT Organizations

Mohammad Mousakhani

Associate professor, Department of ITM, University of Tehran
mosakhani@ut.ac.ir

Mohammad Hossein Ronaghi (Corresponding author)

PhD of ITM, University of Tehran
mh_ronaghi@ut.ac.ir

Marziyeh Ronaghi

M. A. of economics, Shiraz University
marzi_ronaghi@yahoo.com

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Abstract

Purpose: This research aims to evaluate the effects of information technology governance maturity on knowledge management processes.

Methodology: This research formulated as a descriptive survey. The survey sample population consisted of 469 randomly taken experts who work in IT companies of Iran, according to a cluster random sampling skim. We Used semi-structured interview with sophisticated experts for the extraction of evaluation factors. The information technology governance maturity was evaluated by means of COBIT's Infrastructure. Relationships between maturities of knowledge management processes with the information technology governance formulated as 8 hypotheses. To examine the hypotheses we used Granger-Cause test and vector auto regression.

Findings: results revealed that IT governance has effect on knowledge transfer, knowledge storage and knowledge utilization. Thus, by increase in the IT governance in an organization, we might expect the facilitation of knowledge management processes.

Originality/Value: The relationship between information technology maturity and knowledge management processes first evaluated by this research.

Keywords: Information Technology Governance, Knowledge Transfer, Knowledge Storage, Knowledge Creation.