# TABLE OF CONTENTS

## Chapter 1
**Introduction** 1-14
- 1.1. Knowledge and Knowledge Management 2
- 1.2. Knowledge Management Practices 4
- 1.3. Importance of Knowledge Management to Organizations 5
- 1.4. Communities and Virtual Communities 6
- 1.5. Communities of Practice and Virtual Communities of Practice 7
- 1.6. Motivation for the study 10
- 1.7. Research Objectives 11
- 1.8. Relevance of the study 11
- 1.9. Chapter Organization and pattern 12

## Chapter 2
**Review of Literature** 15-44
- 2.1. Knowledge 16
- 2.2. Knowledge management 21
- 2.3. Virtual communities 23
- 2.4. Communities of Practice 25
- 2.5. Knowledge Sharing: Knowledge collection and donation 29
- 2.6. Knowledge sharing in Virtual communities 31
- 2.7. Social Capital Theory 37
- 2.8. Social capital to understand knowledge sharing 44

## Chapter 3
**Hypothesis Development** 45-60
- 3.1. Literature Gaps 46
- 3.2. Definition and Description of Constructs 47
- 3.3. Hypotheses development 50
- 3.4. Regression equations related to Hypotheses developed 55
- 3.5. Research Model 58
- 3.6. Endogenous Variables 59
- 3.7. Exogenous Variables 60

## Chapter 4
### Research Methodology

4.1. Survey Instrument 63
4.2. Data Analysis Approaches 64
   - 4.2.1 Exploratory Factor Analysis 64
   - 4.2.2 Confirmatory Factor Analysis 67
   - 4.2.3 Structural Equation Modeling 69
4.3. Pilot study for Scale Refinement and Validation 73
   - 4.3.1 Sample for Pilot Study 73
   - 4.3.2 Scale Refinement and Validation with Trial Data 74
4.4. Data Collection 79

### Chapter 5

**Data Analysis- Results And Discussion** 81-141

5.1. Demographic profiles 82
5.2. Descriptive statistics 89
5.3. Exploratory Factor Analysis of the model 98
   - 5.3.1 Data adequacy for factor analysis 98
   - 5.3.2 Extraction of factors 99
5.4. Confirmatory Factor Analysis of the model 114
   - 5.4.1 Construct Reliability and Validity 116
     - 5.4.1.1 Construct Reliability 116
     - 5.4.1.2 Convergent validity 117
     - 5.4.1.3 Discriminant Validity 121
   - 5.4.2 Goodness of model fit 122
5.5. Structural Equation Modeling 124
   - 5.5.1 Path Analysis 125
   - 5.5.2 Structural Model Fit 134
5.6. Validated Model 135
5.7. Conclusions 138

### Chapter 6

**Implications And Future Research Directions** 142-147

6.1. Theoretical Contribution 143
6.2. Managerial Contribution 145
6.3. Future Research Directions 146

**References** 148-171