* Question 1

The role of technology in knowledge sharing is to provide an accessible, borderless platform for knowledge sharing participants and also facilitate the conduct by offering various tools that reduce irrelevant work. In our opinion, technology is an enabler as it is a tool that is able to promote connectivity between participants. The meaning of an accessible and borderless platform means that geographical and resource constraints have been sufficiently eliminated and participants can interact with one another anywhere, any time. This encourages productivity within a knowledge sharing session and increases the chances of reaching the intended goal, at the same time reduce time wasted on tasks that do not contribute to the agenda of the knowledge sharing session. Besides, the use of technology meant the use of automation to organize and streamline knowledge sharing pipelines. It enables participants to capture critical or urgent knowledge that needs to be shared at a moment’s notice by automating the identification and prioritization of critical knowledge. For example, technology has provided online tools such as forums, wireframing systems, and workflow systems to aid in the process of knowledge sharing.

* Question 2

**Lim Zhe Yuan**

An obstacle to knowledge sharing via social networks within organizations would be that participants in a social network may not grasp the entirety of the knowledge as it is being shared. Each individual have different thought processes and habits that cause them to come to different conclusions of their own when they receive a mental concept of the new knowledge. This may hinder knowledge sharing as participants are not well informed to fully internalize the given knowledge if it is disseminated via verbal communication which does not give enough context. A solution to this is to use a graphical representation or a model to visualize the concepts for participants to understand better during knowledge sharing sessions. It makes it easier for participants to digest the knowledge as they are allowed to compare and ensure the consistency and correctness of their thinkings. For example, a difficult concept of how rockets work can be visualized using a graphical model such as a flow chart to compartmentalize key points and allow easier knowledge sharing for experienced or inexperienced participants.

**Ng Eng Jin**

Lack of time. Employees were found to be reluctant to spend their time sharing their knowledge with others. This is because sharing knowledge would cause employees to sacrifice their own work time lies in teaching others how to do things. This would result in them needing to add extra time to complete their original work. Therefore, a way for companies to help employees overcome this problem is to regularly schedule time for employees and managers to understand the importance of sharing knowledge.

**Yau Zhi Ying**

Resistance to change. The majority of workers are hesitant to embrace modification or change. Because they are accustomed to the previous method, being asked to do anything new annoys or threatens them. Find places where staff can gain the most from information sharing and explicitly stress these advantages. This will persuade workers to support knowledge sharing.

**Lim Li Ting**

One of the obstacles to knowledge sharing is the cultural constraints on information sharing. If your staff is culturally diverse, which might present some difficulties when it comes to information exchange. The biggest challenge is that people from different cultures often have different ways of communicating, hierarchy and authority, and decision-making. For instance, based on research, colleagues in the UK are very formal and must take notes on everything. However, team members in the US were informal and casual in how they communicated and what they recorded. These divergent methods may cause misunderstandings and arguments, which may discourage information sharing. Therefore, to overcome the cultural barrier to knowledge sharing, it is essential to bridge the divide by establishing common ground and creating the right company culture. For example, this requires leadership, where leaders actively share their knowledge and encourage others to do the same. Besides, the leader can create opportunities for team members to share their knowledge and make it clear that it is valued and appreciated.