Knowledge Transfer from Experts to Novice: An Empirical Study on Online Communities

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Abstract : This paper aims to investigate factors that drive individuals to transfer their knowledge in the context of online communities. By revisiting tacit-to-explicit knowledge creation, this research attempts to contribute empirically using three online forums (1) Software Engineering; (2) Aerospace Simulator; (3) Health Insurance System. A qualitative approach was deployed to map and recognize the pattern of users 'Knowledge Transfer (KT), particularly from expert to novice. The findings suggest a common form on how experts give their effort to formulate 'explicit' knowledge and how novices 'understand' such knowledge. This research underlines that skill; intuition, judgment; value and belief are the prominent factors, both for experts and novice. Further, this research has recognized the groups of expert and novice by their ability to transfer and to 'adopt' new knowledge. Future research infers to triangulate the method in which the quantitative study is needed to measure the level of adoption of (new) knowledge by individuals.