

# Knowledge Management and its Role in the Development of a Smart University in Iraq

Zainab Amin Al-Sulami <sup>1</sup>, Zaid Ameen Abduljabbar <sup>2,3,4</sup>,  
Vincent Omollo Nyangaresi <sup>5</sup>, Junchao Ma <sup>6</sup>

<sup>1</sup> *Department of Mathematics, College of Science, University of Basrah, Basrah 61004, Iraq*

<sup>2</sup> *Department of Computer Science, College of Education for Pure Sciences,  
University of Basrah, Basrah, Iraq*

<sup>3</sup> *Technical Computer Engineering Department, Al-Kunooze University College, Basrah 61001, Iraq*

<sup>4</sup> *Huazhong University of Science and Technology, Shenzhen Institute, Shenzhen, 430074, China*

<sup>5</sup> *Jaramogi Oginga Odinga University of Science & Technology, Bondo 40601, Kenya*

<sup>6</sup> *College of Big Data and Internet, Shenzhen Technology University, Shenzhen 518118, China*

**Abstract** – There is a lack of extensive research on the development of smart universities (SU). The aim of this paper is to investigate the impact of knowledge management (KM) on the development of SU (DSU) in Iraq. According to the knowledge-based view (KBV), resource-based view (RBV), and KM capability model, this study suggests that the KM process (KMP) and KM infrastructure (KMI) have a positive impact on SUs development. Furthermore, the study suggests that KMI functions as a mediator. The study was conducted using a sample of five public universities in Iraq. A purposive sampling method was utilised to collect data from a total of 209 academic staff members. The study's results demonstrate that KMP (knowledge acquisition, knowledge sharing, and knowledge application) and KMI (IT infrastructure and human KM) have a significant impact on the DSU. Additionally, it was discovered that KMI plays a role in mediating the influence of KMP on the DSU. The findings indicate that successful KM can support the progress of SU.

Further cross-national and variable-based studies are required to enhance the validity of this conclusion.

**Keywords** – Knowledge management, KM process, KM infrastructure, smart university.

## 1. Introduction

Recently, scholars and practitioners discovered the gaps between education and industry. This has led to the creation of a research university where the university can link more with the industry [1]. A new advancement in higher education is smart university (SU). SU is a higher education establishment that makes use of cutting-edge technology, data analytics, and novel teaching strategies to raise educational standards, increase productivity, and support sustainable development [2]. The notion of SU embodies a novel framework in tertiary education that endeavors to utilize technology and ingenuity to augment the caliber of education, foster sustainability, and propel societal and economic progress [3]. Effective knowledge management processes (KMP) can be considered a crucial factor in facilitating the development of SU (DSU). KMP encompasses a set of procedures that entail the acquisition, use dissemination, implementation, and safeguarding of knowledge resources within a corporate entity [4]. This practice can foster the creation and utilization of cutting-edge technologies and pedagogical approaches. Nevertheless, when it comes to KM, the concept is still relatively new and studies are focusing on developed countries [5]. The successful execution of KM procedures within Iraqi higher education institutions has the potential to surmount the obstacles of restricted resources and infrastructure and foster the growth of a durable and inventive higher education framework [6].

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**Corresponding author:** Zainab Amin Al-Sulami,

*Affiliation: Department of Mathematics, College of Science, University of Basrah, Basrah 61004, Iraq*


**Email:** [zainab.abduljabba@uobasrah.edu.iq](mailto:zainab.abduljabba@uobasrah.edu.iq)

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