

What about Knowledge Sharing in Banking? A Systematic Literature Review and a Research Agenda

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Resumo

Abstract: Knowledge sharing (KS) has been gaining the attention of researchers, including the banking sector, for decades. Current research on KS in this sector covers various sources and repositories, making a systematic literature review necessary for a better understanding of the subject. The aim of this article is to understand how studies on KS in the banking sector are characterized. This research contributes to the literature in three ways: 1. It characterizes the studies on KS in the banking sector; 2. It presents new insights into KS in the banking sector, for example the influence of digital media, hypercompetitiveness, the hiding of knowledge, and social, structural and technological factors in KS; and 3. It proposes a research agenda to investigate constructs aligned to the recent changes in the banking sector.