

Knowledge Management and Organisational Performance in The Nigerian National Petroleum Corporation Exploration and Production Limited, Benin City

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Abstract

The purpose of this study was to examine the impact of knowledge management and organisational performance in Nigeria, with emphasis on the Nigerian National Petroleum Corporation Exploration and Production Limited (NNPC E & P Ltd) in Benin-City, Edo State. Specifically, the study investigated the effects of knowledge creation, knowledge accumulation and knowledge sharing on organisational performance. The study was an ex-post facto and a field survey type of research for the year 2023. Data was collected using questionnaires and semi-structured, face-to-face personal interviews. The total study population consisted of 1812 staff members, with a sample size of 328 staff from NNPC E & P Ltd in Benin City, which were selected using purposive and convenience sampling techniques. Data was analysed using descriptive and inferential statistics, particularly multiple regression analysis and content analysis for the quantitative and qualitative methods respectively. The empirical results showed that knowledge creation, and accumulation, as have significant influence and positive relationship with organisational performance. Knowledge sharing has no significant effect but has a positive relationship with organisational performance. Based on these outcomes, the study recommended that strategic managements in NNPC E & P Ltd, other oil and gas companies, public and private organizations, should prioritize knowledge management dimensions such as knowledge creation, accumulation and sharing in managing knowledge. Organisations should also create the enabling environment (adequate training, right attitude, transparent reward and effective consequence management systems.), infrastructural and/or technological facilities, to optimize organisational performance.

Keywords: Knowledge management; organisational performance; knowledge creation; knowledge accumulation; and knowledge sharing

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