Abstract: Knowledge management did indeed make it into the public sector later than to the corporate, but there is no need to explain its eventual adoption – public institutions constitutes a knowledge-intensive service industry, and their employees are by definition knowledge-workers. Therefore, this study attempts to provide a theoretical and analytical view of the current KM practices and their effect on decision making process in the Jordanian public sector. The research population is defined as all the managers in four ministries (Ministry of Planning and International Cooperation, Ministry of Industry and Trade, Ministry of Information and Communications Technology, and Ministry of Finance). A self-administered questionnaire was used as the main primary data collection method. The type of research is a single cross-sectional design in which the collection of data from the respondents was carried out only once. Data was analyzed using the statistical package for social sciences (SPSS). Results show that all investigated KM dimensions are implemented in the Jordanian ministries subjected to the study. Also, the study revealed that there is a significant positive effect of KM on the strategic decision making process.

Keywords: Knowledge Management, Strategic Decision Making, Public Sector, Jordan

Pages: 43-55