**Adoption of Knowledge Management in Pakistan: An Investigation of Critical Success Factors**

**Qamar Ali**

Department of Business Administration,

Government College University Faisalabad, Pakistan

**Sami Ullah Bajwa**

School of Business and Economics,

University of Management & Technology, Pakistan

**Khaliq Ur Rehman**

School of Management,

Wuhan University of Technology, China

**Abstract**

*Although, knowledge has been recognized as a key business asset, firms are still in the infancy stages of comprehending the practical implications of knowledge management. Developing countries are widely believed to be falling far behind in competitiveness and socio-economic development, due to their inability to develop capacities to enable themselves to take part in the emerging global networks of knowledge creation. There is a dire need for a more organized and purposeful study, on critical success factors for knowledge management adoption in developing countries like Pakistan. However, no research, so far, has been conducted to empirically investigate a detailed list of CSFs for KM adoption in Pakistan. This paper evaluates and disseminates the findings of a self-administered survey to investigate the critical success factors for the implementation of KM in banking sector of Pakistan. A survey questionnaire having 11 factors, consisting 66 items is adopted in this study, which is statistically tested for its validity as well as reliability. Data are collected from banking officials. The level of importance, as well as the ranking list of the critical success factors for KM adoption is statistically examined. This paper provides a priority list of CSFs—figured out in order of their importance—for KM adoption in the banking sector of Pakistan. Human resource management, motivational aids, and processes and activities are found to be the most important, while measurement and organizational infrastructure are found to be the least important factors, perceived by the bankers.*

***Keywords:***

*Human resource management, motivational aids, processes and activities, critical success factors, knowledge management, Banking Sector, Pakistan*