

The dissertation considers information and knowledge sharing in internal communication of organization. It describes the process of information and knowledge sharing and highlights the factors that have effect on it. Furthermore, the effect of information and communication technologies use on the process is discussed.

Information and knowledge sharing among employees can be managed in particular by creating a favourable organizational climate, strengthening relations between employee and organization and motivating employees. Information and communication technologies enable this process by overcoming communication barriers, however their effect on sharing of information and knowledge is limited and depends on concrete tools [Author's abstract].