ABSTRACT
Purpose – The purpose of this paper is to show how continual enhancement of knowledge management systems (KMSs) enhances knowledge sharing intention.

Design/methodology/approach – This study integrates information system (IS) success with social cognitive theory (SCT) to explain knowledge sharing intention. Based on a survey of 276 KMS users in Taiwan's information technology industry, the structural equation model has been applied to examine the influence process from a user satisfactory context to personal cognitive beliefs, and thus knowledge sharing intention.

Findings – The results indicate that the user satisfactory context stimulated by continual KMS enhancement increases knowledge sharing intention through the mediation of personal cognition of self-efficacy and outcome expectancy.

Practical implications – The results have empirical implications for learning how to motivate developers' patience and passion for follow-up improvements to meet user expectations empathically, which has been emphasized for service provision.

Originality/value – The originality of this research is its explanation of system adoption behavior, which combines the core of IS success with SCT, links user satisfaction to intention to use, and concerns behavior within a specific context.

Keywords: Personality, Knowledge management systems, Virtual community, IT services, User satis...