Knowledge sharing via social media in software development: a systematic literature review

Effective knowledge exchange among software developers is crucial for the competitive performance of their organizations. Today, the constant pressure on businesses to continually innovate and the increasing capability of information technologies to facilitate broader and more distributed communication are driving organizations to leverage social media tools to improve performance. These tools, which have changed the way we share knowledge, enable people to connect, communicate, and collaborate. Research on knowledge sharing via social media is still in its early phases, with a comprehensive overview of the literature yet to be completed. Thus, using a systematic literature review approach, this study aims to map the current literature on the topic in relation to software development. Furthermore, this study highlights the findings of former research and identifies gaps in the literature. The study offers several insights for researchers and practitioners and proposes a future research agenda to strengthen knowledge in the field.