

Issues in

Knowledge Management

Mohamad Fauzan Noordin



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ISSUES IN KNOWLEDGE MANAGEMENT

Editor

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RESEARCH METHODOLOGY FOR KNOWLEDGE SHARING BEHAVIOUR IN ORGANIZATION

Noor Azura Zakaria, Bibi Saidah Pathan, Fateema Lambensa,
Zubaidah Muataz and Mohamad Fauzan Noordin

Abstract

This chapter aims at investigating the role of certain factors that influence knowledge sharing behaviour in education organization , the factors are such as affect-based trust, shared value, explicit knowledge sharing behaviour and tacit knowledge sharing behaviour. The paper also examines knowledge sharing process in a Malaysian education organization as well as discusses factors that limit knowledge sharing. A framework and hypotheses that associated with the objectives of this study is developed. This study has taken German-Malaysian Institute (GMI) as a model to examine the level of knowledge sharing behaviour.

9.1 Introduction

Knowledge generally is classified into two categories namely: explicit and tacit knowledge. Explicit knowledge refers to knowledge that is codified as signs and symbols, or to formulated information that is conveyed by formal systems. Books, manuals, and codes of practice are popular forms of explicit knowledge. While tacit knowledge is very personal and should be constructed socially, the interaction between knowledge transmitters and receivers, which allows for observations and real-time discussions, becomes critical for transmitting tacit