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AN INQUIRY ON KNOWLEDGE MANAGEMENT IN THIRD- PARTY LOGISTICS COMPANIES

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LET'S GET TO KNOW

ABOUT

This paper aims to explore the perception towards the importance of internal knowledge for business activities that can be associated with Knowledge Management (KM) and the application of tools to aid KM from a managerial perspective.

DESIGN/METHODOLOGY/ APPROACH

A qualitative research approach was adopted by conducting in-depth case studies in three third-party logistics (3PLs) companies located in central Malaysia, offering most of logistics services and serving a large number of clients. This study employed first cycle, second cycle and in vivo coding as the data analysis techniques.

FINDINGS/EXPECTED FINDINGS

The findings of this study have significant implications for both academicians and the 3PLs organisations to further explore the theories, practices and the implementation of KM in similar organisations.

ORIGINALITY/VALUE/ CONTRIBUTION

Generally, this study provides insight about KM awareness, practices and obstacles in 3PLs companies in Malaysia.

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