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**AN IMPLEMENTATION OF EXPLICIT KNOWLEDGE IN QUANTITY
SURVEYING FIRMS**

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ABSTRACT

Nowadays, knowledge sharing and knowledge management (KM) is an essential element to be implemented in an organization. Knowledge has to be managed in order to make it accessible to others within an organization. Most knowledge exists in the minds of an individual until it is encoded into a medium as to enable other people in the organization to understand the information.

One of the challenges in retaining knowledge is when an employee leaves an organization for retirement, resignation or for other various reasons. This can affect the effectiveness on the implementation of Explicit Knowledge (EK) in an organisation. Hence, it is necessary for knowledge management to be implemented as to being able to retain the knowledge of the coming and going of employees. There are plenty other factors that may contribute to the effectiveness on the implementation of Explicit Knowledge. Thus, the aim of this research is to investigate the factors that contribute to the effectiveness on the implementation of EK in Quantity Surveying firms. Meanwhile, the objectives of this study are to identify the factors that contribute to the effectiveness, to identify the challenges faced by QS in transferring Tacit Knowledge (TK) into Explicit Knowledge and to propose strategies to enhance the implementation of Explicit Knowledge in QS Firms.

For this research, the scope is focused on Quantity Surveyors and Assistant Quantity Surveyors available in QS Firms located in Klang Valley. The sampling method used is purposive sampling. This research uses the quantitative approach and a set of questionnaire survey is used to collect the primary data. After the collection of data is done, a data analysis is carried out using the Statistical Package for the Social Science (SPSS) Version 26.0 where a descriptive analysis is done.

The results showed that all three objectives were achieved and all research questions were answered. From this research it can be said that there are still room for improvements regarding the implementation of EK in QS firms.

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CHAPTER 1

Introduction

1.1 Introduction

Nowadays it can be said that knowledge sharing (KS) and knowledge management (KM) is an essential element to be implemented in an organization. Knowledge has to be managed in order to make it accessible to others within an organization. Most knowledge exists in the minds of an individual until it is encoded into a medium as to enable other people in the organization to understand the information. Knowledge management is rather widely implemented in the construction industry.

One of the challenges in retaining knowledge is when an employee leaves an organization for retirement, resignation or for other various reasons. Hence, it is necessary for knowledge management to be implemented as to being able to retain the knowledge of the coming and going of employees. It is of extreme importance not to let knowledge leave an organization without explicitly encoding it in a proper medium for the purpose of future reference. According to Akhavan et al. (2005), maintaining organizational knowledge is of extreme importance and coupled with correct management to it is able to cause core competencies for the organization while also ensuring a competitive edge against other organizations. It is one of the most important resources in decision making and can become one of the reasons to the integration among members in an organization.