

**THE ROLES OF KNOWLEDGE MANAGEMENT (KM) TOWARDS
KNOWLEDGE TRANSFER (KT): A STUDY ON DEPARTMENT OF
AGRICULTURE, SAMARAHAN DIVISION, SARAWAK**

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ABSTRACT

The purpose of this present study was to identify the relationship also level usage between knowledge management (KM) towards knowledge transfer (KT) among non-executive staff at Department of Agriculture, Samarahan Division, Sarawak. It also discovered that knowledge management process include informal communication, information and communication technology (ICT) and knowledge sharing information towards the knowledge transfer. To this research, the researcher draws on sample set 80 non-executive staff from Department of Agriculture, Samarahan Division, Sarawak. Effective feedback data from this study were obtained after sending out questionnaire to the respondents. With the help of SPSS 20.0 statistical software, the data from the sample set were analyzed. The target sample studied were 80 non-executive staff at Department of Agriculture, Samarahan Division, Sarawak. A total set of 80 questionnaires were distribute personally and the return rate also 80 questionnaires. The result indicated that knowledge management (KM) of informal communication was the highest relationship with knowledge transfer (KT) in Department of Agriculture, Samarahan Division, Sarawak with the pearson correlation of .765 and it is has the relationship with knowledge transfer (KT) in Department of Agriculture, Samarahan Division, Sarawak. Based on the findings, it is recommended that knowledge management (KM) have relationship with knowledge transfer (KT). Last but not least, the researcher hoped that the research findings will be useful and able to provide valuable information in future.

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CHAPTER 1

INTRODUCTION

This part presented the introduction to this study. This part provided background of the study, problem statement, objectives of the research, research questions, significance of the study, limitations of the study, and definition of the terms being used.

Background of the Study

This study looks into the factors that contributed highest relationship with the employees' knowledge transfer (KT) in Department of Agriculture, Samarahan Division, Sarawak. Knowledge management (KM) is crucial practices that refer to knowledge sharing, feedback and communication process as part of the quality improvement (Nurluoz and Birol, 2011).

In this process, used in knowledge management (KM) factors in term of informal communication, information and communication technology (ICT), and knowledge sharing has roles to diffuse knowledge and create a link for sharing within the knowledge management (KM) process. The research is proposed to study the descriptive analysis of knowledge transfers (KT) in a public sector organization. Based on previous studies, Angela (2013) stated that when most of people associate knowledge with power and their promotion opportunities, it became difficult to share the knowledge with others.