UNIVERSITI TEKNOLOGI MARA
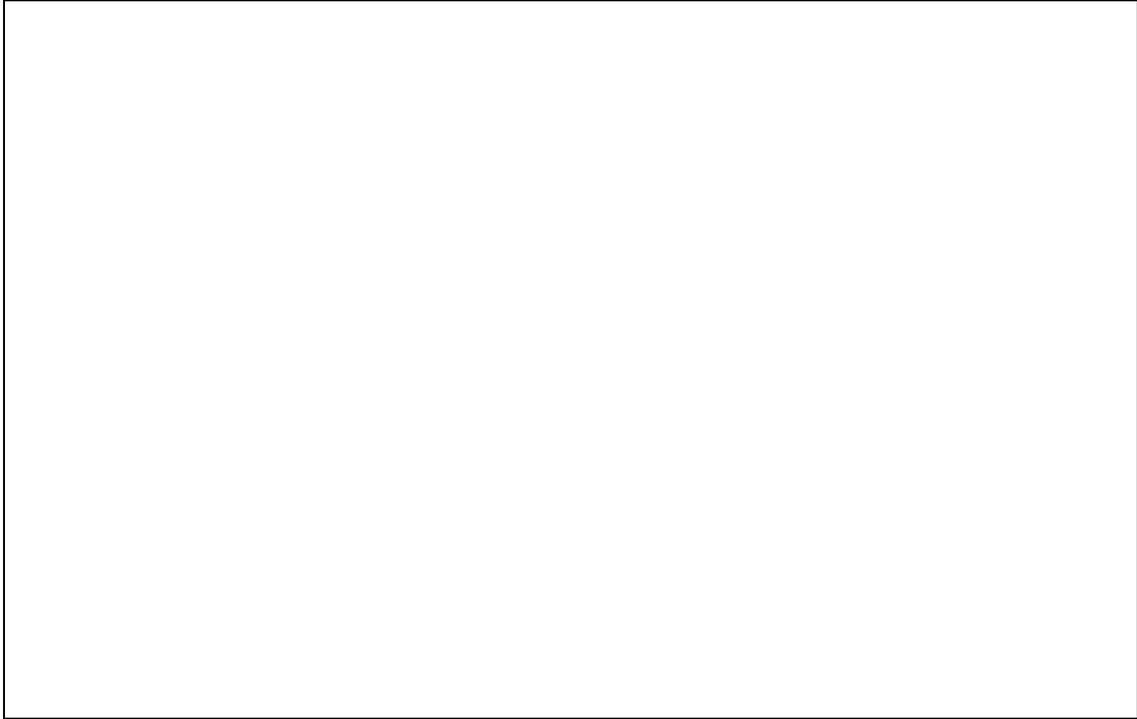# FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES

INFORMATION TECHNOLOGY TOOLS INFLUNCE ON KNOWLEDGE SHARING PRACTICES: A CASE STUDY AMONG STUDENTS OF FACULTY ADMINISTRATIVE SCIENCE & POLICY STUDIES UITM MELAKA CITY CAMPUS

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JANUARY 2014

Moderator's Comments
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CLEARANCE FOR SUBMISSION OF THE RESEARCH PROPOSAL BY THE SUPERVISOR

Sir Mohamed Fajil bin Abdul Batau

AQA

I have reviewed the final and complete research proposal and approve the submission of this report for evaluation.

(Sir Mohammed Fajil bin AbdBatau)

Date: 12/12/2013

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CHAPTER 1
INTRODUCTION

1.1   Introduction

According to Davenport and Prusak (1998), knowledge is combination of experiences, opinion of the expert, values, contextual information which being converted into new information or idea. It was embedded in the mind of the people and uses by people every day.Besides that, in the organization, knowledge was embedded not only in the document, but also in the routine, process, practices and norms.

Knowledge sharing is one mechanism in knowledge. Knowledge sharing becomes the one of the important components either in the organization, lower and higher learning institution, instructor or even in our countries. Individuals are free to share their knowledge without limitation. According to Goh (2012), knowledge sharing can be described as the activities that involve of transfer of information between two or more people. It was the process of exchange of information to innovate something new such as new idea, new product and new solutions.

Knowledge can be classified into two which is explicit and tacit knowledge.Explicit knowledge which is the knowledge that already documented. Thus, knowledge becomes easier to be transfer among the people. For example, explicit knowledge can be transfer by using the electronic system