

**KNOWLEDGE MANAGEMENT PRACTICES AMONG HUMAN RESOURCE  
MANAGERS IN PRIVATE SECTORS IN SHAH ALAM**



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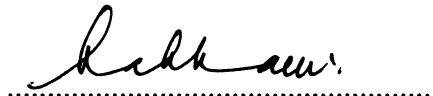
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## **ABSTRACT**

This study focuses on a better understanding in Knowledge Management practices among Human Resource managers. Besides that this study also aims to identify whether the respondents able to apply this practices of Knowledge Management. In this context, Knowledge Management has been addressing on issues, challenges and opportunities for the private sector. As knowledge transfer is increasingly recognized as a source of value creation, organizations have come to identify Knowledge Management initiatives as strategic facilitators of competitive advantage (Xiao & Pandya, 2003).

The respondents are those working as Human Resource managers who are employed in the manufacturing and service industries located in Section 2 until Section 25, Shah Alam. These respondents were chosen because the researchers feel that Human Resource Managers have their own duties and responsibilities to ensure the knowledge management practices successfully applied. The study has revealed that majority of respondents did agreed that Knowledge Management Practices is important in order to increase productivity and quality of the organization.

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## CHAPTER 1

### INTRODUCTION

#### **Background of the Study**

*“Armstrong (2000) believed that the practice of Knowledge Management in Human Resource Management has long existed before the knowledge trivia. It is the enhancement of some areas in the company that are needed to support the implementation of Knowledge Management.”*

(Salleh Yahya, Lailawati Mohd Salleh & Goh Wee Keat, 2001)

Knowledge has now become one of the essential assets for an organizational growth (Gloet & Terxiovski 2004). Knowledge Management is a set of processes that seeks to change the organization's present pattern of knowledge processing to enhance both it and its Outcomes( Joseph & Mark 2005). However, it is the responsibilities of the people in the organizations to manage the knowledge properly. According to Xiao & Pandya (2003), people, processes, challenges, tools and technology in organizations will at all time be acting as either enablers of, or barriers to the effective of Knowledge Management.

According to Sanchez, managing knowledge is now a central concern and must become a basic skill of the modern manager (2003). Human Resource can see as a strategic level in creating competitive advantage through the value of the knowledge, skills and training (Gloet & Terxiovski 2004). Knowledge Management is actually an evolved form of Human Resource management and can be viewed as a strategic personnel management emphasizing on acquisition, organizations and motivation of human resource (Salleh Yahya & Wee, 2002). That is why Human Resource managers need to manage and make good practices to all their knowledge to help efficiency in the organization.

Managing organizational knowledge effectively is essential to achieving competitive (Sanchez, 2003). The importance of knowledge for gaining competitive advantages is widely accepted. According to Weixi Xing (2006), understanding the role of knowledge in the enterprise and enabling itself to use its knowledge resources to its advantage, an organization becomes a knowledge-based enterprise, able to transform its knowledge capabilities into wealth.