

UNIVERSITI TEKNOLOGI MARA

**KNOWLEDGE SHARING WITHIN VIRTUAL TEAMS IN
KEDAH/PERLIS IRBM**

HAFIZ BIN ABU HASSAN

MOHD HUZAIMIE BIN AHMAD KAFRAWI

Dissertation submitted in partial fulfilment of the requirements
for the degree of
Master of Business Administration

Arshad Ayub Graduate Business School

December 2016

ABSTRACT

This study examined factors that might impact staffs knowledge sharing within virtual teams in IRBM. These factors included: trust, mutual influence, conflict, leadership, and cohesion. The question are adopted from JinXia He, 2009. Correlation design was conducted to discover if there are any relationships among these five factors and knowledge sharing within virtual teams. Participants in this study were 150 staffs of Kedah/Perlis IRBM. The study conducted at Kedah/Perlis Inland Revenue Board Malaysia (IRBM) consists Kedah/Perlis States Directors Office, Alor Setar branch, Kangar branch, Sungai Petani branch and Alor Setar Investigation branch.

The results indicate that trust and leadership had strong direct relationships with knowledge sharing. Meanwhile conflict and team unity had negative relationship with knowledge sharing in this study.

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AUTHOR'S DECLARATION

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Name of Candidate : Hafiz bin Abu Hassan
Candidate I.D. No. : 2014921467
Programme : Master of Business Administration
Faculty : Arshad Ayub Graduate Business School
Thesis Tittle : Knowledge Sharing Within Virtual Teams in Kedah/Perlis IRBM

Signature of Candidate:

Date : 18 December 2016

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In the event that my dissertation be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and agree be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

Name of Candidate : Mohd Huzaimie Bin Ahmad Kafrawi

Candidate I.D. No. : 2014120819

Programme : Master of Business Administration

Faculty : Arshad Ayub Graduate Business School

Thesis Tittle : Knowledge Sharing Within Virtual Teams in Kedah/Perlis IRBM

Signature of Candidate:

Date : 18 December 2016