

UNIVERSITI TEKNOLOGI MARA

**INTERPRETIVE EXPLORATION OF
THE TECHNICAL KNOWLEDGE
REPOSITORY SUSTAINABILITY :
A CASE STUDY IN MALAYSIAN
GOVERNMENT AGENCY**

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PhD

May 2020

AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

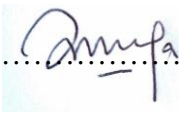
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ABSTRACT

Knowledge has been recognized as one of the most valuable assets in an organization. Managing, organizing and sustaining knowledge has become an important strategy by organizations for the purpose of gaining and maintaining their competitive advantages. Realizing how important knowledge need to be sustained in an organization, knowledge repositories (KR) is seen as one of the popular effort used by organizations as their knowledge sharing tools as well as an initiative for their knowledge management (KM) implementation as a whole. Despite the needs of KM implementation in the Malaysia public sector, yet the main problem occurs is to make the KM initiative visible and understandable at all levels of employees. This particular research was conducted in Malaysian public sector realizing that the Malaysian government is in the ongoing process of implementing Knowledge Management as a whole. However the main focal of this particular research was on the sustainability of KR and technical knowledge of the technical personnel. The study addresses four objectives; a) to explore the establishment of KR in ABC agency; b) to explore the sustainability of KR in ABC agency between active and non-active contributors; c) to study the engineer's interpretation on the motivational elements that contribute to the KR sustainability; d) to investigate the constraints faced by engineers towards KR sustainability. A case study approach was adopted in conducting the research. A public sector agency chosen is among a few agencies which successfully implemented KM through utilizing KR. Hence, in-depth interview sessions were conducted among the engineers to understand the process involved in KR sustainability. The findings of the study show the elements that contributed to the sustainability of KR as well as motivation and constraint factors. This study perhaps will contribute to new empirical evidence on leveraging the use of KR in sustaining knowledge assets in public sector. On the other hand, it also acts as guidance for KM teams in respective agencies and ministries to improve their KM initiative as well as minimizing barriers that setting back the whole process of KM implementation. Therefore, it is aim that the findings from this study are able to facilitate the Malaysian government in finding ways towards achieving the overall KM implementation in future.

ACKNOWLEDGEMENT

I wish to thank Almighty Allah for giving me the opportunity to embark on my PhD and for completing this long and challenging journey successfully. I will never argue about my fate, again my highest gratitude to Allah for giving me strength to go through such a stressful yet memorable moment. Without His permission, none are permitted to be done. Again, Alhamdulillah.

I would like to take this opportunity to express my deepest gratitude to my main supervisor, Prof. Madya Dr. Siti Arpah Noordin for her kind patience, encouragement, unexpected supports and unbelievable motivation that gives me more strength to finish the thesis. Her valuable suggestions and comments for my thesis improvement have truly inspired me.

I also would like to thank definitely to my husband Sharizal, my 3 wonderful kids, Hakim, Zahra and Emir, for understanding me, in which most of the time, I could not fulfil the responsibility as a mother and also as a wife, but the endless love, the full support that given to me is such a precious thing. Not forgotten, to my mother, both my parents in law and the rest of my family members that give full throttle support to never give up and keep on doing my best at anything.

My appreciation also goes to the respondents from the Government agency which involved in my study, who provided the facilities and assistance during the challenging process of my data collection. Special thanks also goes to my colleagues and friends for helping me and sharing with me the knowledge and information in completing my thesis.

Finally, this thesis is dedicated to the loving memories of my dear late father Raja Mohamad and my late brother, Raja Azizan Shah for the vision and determination to educate me. This piece of victory is dedicated to both of you. Alhamdulillah.

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