

**THE RELATIONSHIP BETWEEN KNOWLEDGE  
MANAGEMENT APPROACHES AND JOB SATISFACTION  
AMONG STAFF AT UNIVERSITI MALAYSIA KELANTAN**

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**ABSTRACT**

Knowledge is composed of the tacit experience, ideas, insight, value and judgments of individuals as well for the analysis of information and data (Aharony, Alavi, Kayworth & Leidner, 2006). Knowledge Management in the organization has been decided to be very important term that contributes towards the good and impressive image in the organization. There are five types of Knowledge Management Approaches that is commonly applied by the staff within the organization which is consists of the Knowledge Acquisition, Knowledge Convert, Knowledge Application, Knowledge Storing and Knowledge Protection. This kind of the approaches can give highly impact and a lot of advantages within organization environment. Besides, these types of approaches also can improve the employee's performance effectively with the continuous and actively applied for daily working day by all of the staff within the organization.

Keywords – Knowledge, Knowledge Management Approaches, Job Satisfaction.

## CHAPTER 1

### INTRODUCTION

#### Background of the Study

Knowledge is skills, information and facts that can be obtained through learning, education and experience either practically or theoretically. While the knowledge management is the process that converts the person's knowledge to the knowledge own by the organizational itself. Nowadays, knowledge management has become a very famous topic to be discovered by the researchers to gain a detail understanding. When the individual used their knowledge in the organization in continuity, it will give a highly impact in their style of work in the organization. However, knowledge has been considered as something that is very valuable and important asset in the organization and the researcher also believe that everyone in the organization consumed and used knowledge in their everyday work. Nowadays, many of the workers are not stick with their job and most of the organization worried that the knowledge they obtained during their entire worked time is not being fully transferred to another coworkers before they are leaving the organization, instead apply the overall knowledge to the new workplace. A paradigm shift has change the way the knowledge is viewed and employee uses to stay in at a company for their full career lives, however employees nowadays are switching job several time (Kim, 2005). Therefore, the purpose of this research is to study the correlation between knowledge management on the job satisfaction.