

**THE RELATIONSHIP BETWEEN KNOWLEDGE
MANAGEMENT APPROACHES AND JOB SATISFACTION
IN PEJABAT TANAH DAN JAJAHAN TANAH MERAH
AND PEJABAT TANAH DAN JAJAHAN PASIR MAS**

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ABSTRACT

The purposed of this study is to investigate the relationship of Knowledge Management and Job Satisfaction in Pejabat Tanah dan Jajahan Tanah Merah and Pejabat Tanah (PTJTM) dan Pejabat Tanah dan Jajahan Pasir Mas (PTJPM). There are about 103 staffs or workers that have been taken as a sample size in this research study. The questionnaires had been distributed to 3 same departments in both organizations which are Administration, Development and Technical Department or Units by using stratified sampling methods. There are five independent variables within this study which were Acquisition, Conversion, Application, Storing and Protection. While there are several findings that have been analyzed which are reliability, descriptive frequencies, descriptive statistics and correlation analysis. Overall, the finding founds that all result are varied in their relationship.

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 was the process that converts the person's knowledge to the knowledge own by the organizational itself. Nowadays, knowledge management had 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. Knowledge however had been considered as something that is very valuable and important asset in the organization and the research 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 obtain during their entire worked time is not being fully transferred to another coworkers before they are leaving the organization, instead applied the overall knowledge to the new workplace. A paradigm shift has change the way the knowledge is viewed and employee use to stay in at a company for their full career lives, however employees nowadays are switching job several time (Kim, 2005). Therefore, the purposed of this research is to study the relationship between knowledge management on the job's satisfaction.

Based on the observation that was made the process of recycling the knowledge in the organization was a very difficult and complex process to be handled. This is because each personnel had a different capability and attitude toward managing their knowledge within the organization. Knowledge is information that has been understood and embedded in the brain and it is difficult to transfer knowledge from one person to another because knowledge personal nature (Osterloh, 2000). There are two types of knowledge which tacit and explicit knowledge. Explicit knowledge is types of knowledge that is easy to disseminate while it can be turn into the explicit knowledge by codifying it by way of procedures, policies and rules (Stenmark, 2001).

Many of the organization are striving to assure that the knowledge management in the organization is effectively conducted and managed. There are various program have been organized by the organization to make the knowledge have been transferred before the retirement and transfer of the job occurs for every knowledgeable employees in the organization. Overall, the goal of the knowledge management is to get the right knowledge to the right people at the right time and help people share and use the information to improve organizational performance (O'Dell & Grayson, 2001).

Statement of Problems

Changes of the employee attitude towards work and organization affect employee's satisfaction. Employees usually had perception that existing proper knowledge management today had a great impact on the future towards the performance of the organization and they were likely to be more committed towards managing their knowledge. Almost of the organization are sending their staff and employees to various