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FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES

BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)



MOTIVATION AND TRUST TOWARDS KNOWLEDGE-SHARING BEHAVIOUR  
AMONG STAFF AT SARAWAK STATE LIBRARY

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## ABSTRACT

Limited study regarding factors contribute to knowledge-sharing behaviour (KSB) has been directed in investigating whether motivation and trust are the predictors of knowledge-sharing behavior. More specifically, the researcher examined whether there is relationship between motivation (i.e. external extrinsic, introjected extrinsic, identified extrinsic and intrinsic) and trust (i.e. institution-based, competence-based and benevolence-based) with KSB. In many organizations, employees' knowledge has been a critical resource, and if it is not properly shared, the organization will lose their most vital assets. However, sharing of knowledge depends on the individual itself. Some people may agree to share the knowledge and some may not mostly due to their personal reasons. Thus, this research is conducted to uncover the association between motivation and trust towards knowledge-sharing behaviour. Questionnaire was used to collect data from 46 staffs who work at Sarawak State Library. Descriptive statistics revealed that there is high level of motivation among staff. Moreover, multiple regression analysis also revealed that trust is the factor that influence knowledge-sharing behaviour among staff as well as the most dominant types of motivation towards knowledge-sharing behaviour among staff is identified motivation, not intrinsic motivation. Last study which used correlation analysis unfold that trust do have significant relationship with knowledge-sharing behaviour. Not to mention, this study employs Self-Determination Theory (SDT) as a conceptual framework to examine employees' motivation and knowledge-sharing behaviour.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

This chapter focuses on the background of the study which is on knowledge-sharing behaviour. It also emphasizes on employees' motivation and trust in the workplace. Section 1.2 discusses on the background of the study, section 1.3 explains on the problem statement and section 1.4 states the research objectives. Following that, section 1.5 states the scope of study and section 1.6 indicates the significance of study. In addition, section 1.7 clarifies the definition of term / concept. Last section which is section 1.8 summarizes the chapter.

### 1.2 Background of Study

Motivation and trust are two of the prior factors that lead to the sharing of knowledge (Ozlati, 2012). This topic attempts to examine the relationship of motivation and trust towards knowledge-sharing behaviour which focusing that knowledge is to be shared and not to be kept by oneself. Knowledge sharing can be defined as the transference of knowledge either tacit or explicit from an organization, group or individual to another (Osmani, Mohd Zaidi and Nilashi, 2014). When knowledge is shared, people tend to preoccupied themselves with other knowledge that beyond their capabilities. So, knowledge is crucial for creating an intangible asset within the organization and upon that, organization are able to be more effective and efficient towards customers (Merlo *et al.*, 2006 cited in Reychav and Weisberg, 2014). This