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MOTIVATION FACTORS ON KNOWLEDGE SHARING IN PUBLIC SECTOR ORGANIZATIONS

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CONTENTS

CHAPTER 1

INTRODUCTION

1.0   Introduction

This chapter provides the background of the study, particularly focused on motivation factors on knowledge sharing in public sector organizations. Section 1.1 discuss the background of the study, section 1.2 explains the problem statements and section 1.3 states the research question. Section 1.4 on the other hand, states the research objective and section 1.5 is on the information regarding the scope of the study. In addition, section 1.6 explains the significant of study and lastly section 1.7 is all about the definition of term and concept.

1.1   Background of the Study

Knowledge management plays an important role to increase public services delivery (Wigg, 1999). However, knowledge sharing may not happen if employees are not willing to share their knowledge and expertise. Davenport and Prusak (1998) states sharing knowledge is something difficult to an individual, and normally people may not share knowledge unless it is useful and beneficial to them (Ryu, Hee and Han, 2003).

Knowledge has been identified as one of the most important resources that contribute to the competitive advantage of an organization (Applegate et. al,

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CHAPTER 2

LITERATURE REVIEW

2.0   Introduction

This chapter reviews literature and conception framework done by previous researchers regarding motivation factors on knowledge sharing in public sector organization. Section 2.1 explain on knowledge sharing and section 2.2 explain on knowledge sharing in public sector organization. Section 2.3 is determining the six motivation factors on knowledge sharing. Finally, section 2.4 provides the conceptual framework.

2.1   Knowledge Sharing

Knowledge sharing is an activity through which knowledge (Information, skills or expertise) is exchange among friends, families, communities or organization (Wikipedia). According to Devenport and Prusak (2000) knowledge sharing is one of the process in knowledge management, while Al- Hawamden (2003) state Knowledge sharing is an important dimension in knowledge management. Park et. Al., (2003), identified knowledge sharing as "a process of transferring knowledge from a person to another in an organization". Knowledge sharing is also known as knowledge transfer which means sharing knowledge between individuals and groups in an enterprise (Disterer, 2001). Van den Hooff, Elving,

CHAPTER 3

RESEARCH METHOD

3.0   Introduction

In this chapter, the research methodology explained about how well the study will be carried out. Section 3.1 discusses on research design, section 3.2 explain on unit of analysis and section 3.3 discuss a population of the study. Section 3.4 discusses on measurement, Section 3.5 data collection and also section 3.6 data analysis which relates to this research.

3.1   Research Design

Research design involves a series of rational decision making choices relating to decisions regarding the purpose for the study (exploratory, descriptive, hypothesis testing), location (i.e., the study setting), the type it should conform to (type of investigation), the extent to which it is manipulated and controlled by the researcher (extent of research interference), its temporal aspects (time horizon) and the level of which data will be analyzed (unit of analysis, are important to research design) (Sakaran, 2003).

The type of research design used for this study is quantitative since it is specific detail plan of operation. The study also depends on the primary and secondary data. Primary data is collected through a well-framed and structured

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