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

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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 Reyhav and Weisberg, 2014). This

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

In this chapter, the review of related literature is discussed. The purpose of this chapter is to study the related topic and issues of past literatures and studies written by the researchers of the related field. This literature review is generally obtained from primary and secondary sources such as journal, article, thesis, website and other related materials. This chapter provides a review of the literature on motivation and trust towards knowledge-sharing behaviour.

2.2 Concept of Knowledge Sharing Behaviour

Knowledge-sharing can be defined as a process of creating, acquiring, synthesizing, learning and experiencing in order to achieve organizational goals (Sethumadhavan, 2007). This knowledge can either be located in the heads of individuals or in form of documents and journals. Data and information are linked with knowledge, however, they are not the same. This is consistent with Russ-Eft and Preskill's (2001) study cited in Ozlati (2012) which noted that knowledge is integrated when only the data and information are analyzed. Most knowledge that is located in the employees' heads are seen as the intangible assets that walk around the company every day. Hence, it is very much necessary to preserve the people in the organization because they are valuable as they that holds a large amount of knowledge and skills.

CHAPTER 3

RESEARCH METHOD

3.1 Introduction

In this chapter, the research methodology is thoroughly explained on how the study that was carried out. Section 3.2 indicates the research design, section 3.3 discusses on unit of analysis and section 3.4 explains the population. Section 3.5 discusses the pre-test study, whereas, section 3.6 focuses on research instrument / measurement. Section 3.7 shows on data collection as well as 3.8 explains on data analysis. Lastly, section 3.9 summarizes this chapter.

3.2 Research Design

Acoording to Sekaran and Bougie (2010), there are few decision choices in research design. It includes the purpose of the study (exploratory, descriptive, hypothesis testing), study setting, types of investigation, the extent of researcher interference, time horizon, as well as the level at which the data will be analyzed (unit of analysis). Research design will be more effective when it includes identifying the unit of analysis, population, sample size, sampling technique and data collection process. This study used quantitative method which relies on the primary data from a questionnaire involving staffs at Sarawak State Library. Therefore, hypothesis testing was used. Cronbach's Alpha test and factor analysis also had been performed to determine the reliability and validity of the questionnaire in this study.