



**DETERMINANTS OF KNOWLEDGE SHARING
AT ROYAL MALAYSIAN CUSTOMS JOHOR BAHRU**

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**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT**

UNIVERSITY TEKNOLOGI MARA

MELAKA

(KAMPUS BANDARAYA)

JANUARY 2016

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**Submitted in Partial Fulfillment Of
the Requirement for the
Bachelor of Business Administration (Hons)
Human Resources Management**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA MELAKA
(KAMPUS BANDARAYA)**

LETTER OF SUBMISSION

2 JANUARY 2016

MS. FARIHA AIZA BINTI RAMLY

Project Paper Advisor

Faculty of Business Management

Universiti Teknologi MARA

No. 110, Off Jalan Hang Tuah

75400, Melaka.

Dear Miss,

SUBMISSION OF FINAL REPORT

Attached is the thesis title “**DETERMINANTS OF KNOWLEDGE SHARING AT ROYAL MALAYSIAN CUSTOMS JOHOR BAHRU**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA. I hope this thesis will meet the requirement and expectation from you and the faculty. Thank you very much for all guidance and supports you have generously rendered upon the completion of this thesis.

Your Sincerely,

(AZRUL HADI BIN ABU ZAHRIN)

2012660038

**Bachelor of Business Administration (Hons) Human Resources
Management**

DECLARATION OF ORIGINAL WORK



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“DECLARATION OF ORIGINAL WORK”**

I, Azrul Hadi Bin Abu Zahrin (I/C Number: 930523-01-5887)

Hereby, declare that:

1. This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
2. This project paper is the result of any independent work and investigation, except where otherwise stated.
3. All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

(AZRUL HADI BIN ABU ZAHRIN)

Date:

ABSTRACT

This research was conducted to carry out a study entitled “Determinants of Knowledge Sharing at Royal Malaysian Customs Johor Bahru (RMCJB)”. The purpose is actually to study on the relationship between three independent variables against one dependent variable. Basically, it consists of three factors influencing knowledge sharing among employees at RMCJB and the factors include motivator factors (community-related consideration, personal benefit, and normative consideration), enabler factors (organizational climate, trust and social capital) and barrier factors (organizational climate and organizational structure). The study reported is based on the questionnaire circulated to employees at Royal Malaysian Customs Johor Bahru which is at Menara Kastam and Bangunan Sultan Iskandar (BSI). In order to complete this thesis, a few hypotheses were constructed and focused on the objectives to determine whether there were significant relationships between the variables. For this study, 226 employees working at Royal Malaysian Customs Johor Bahru were chosen as respondents. The data was obtained from primary data by using questionnaire. All data collected through questionnaire were analyzed systematically by using Statistical Package for Social Science (SPSS).