



**PRACTISE OF KNOWLEDGE MANAGEMENT
AMONG EMPLOYEES IN BANK RAKYAT JASIN**

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I, Noorhidayah binti Idris, (871027-04-5094)

Hereby, declare that,

- 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.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

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LETTER OF SUBMISSION

12th November 2010

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Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled **“PRACTISE OF KNOWLEDGE MANAGEMENT AMONG EMPLOYEES IN BANK RAKYAT JASIN** “to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank you.

Yours sincerely,

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Bachelor Of Business Administration (Hons) International Business

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ABSTRACT

This study will cover the critical success factors of knowledge management practices in Bank Rakyat Jasin. Bank Rakyat Jasin has been chosen as a study setting in order to analyze this topic.

Knowledge management is considered to be important for organizational success in the contemporary world, as now knowledge is now accepted as a critical resource. Moreover, in spite of the importance of knowledge asset, how knowledge is generated is still an unknown factor.

This study will be based on what are the critical success factors that can influence the knowledge management in Bank Rakyat Jasin. One of the factors is people which can directly affect the implementation of knowledge management. The result shows that they are also strongly agreed that they must learn to share knowledge and accept information in order to improvise the job performed, skills and abilities as well. In addition, when knowledge is being shared and transferred among them, it will increase the collaboration between employees.

A second factor is organization processes and structures. When there are established procedures for tasks in the bank, it provides a path to transform the acquired knowledge as well as reducing the work ambiguity in each of the employee.