

**THE RELATIONSHIP BETWEEN KNOWLEDGE  
SHARING PRACTICES AND JOB SATISFACTION  
AMONG EMPLOYEES AT MAJLIS PERBANDARAN  
KOTA BHARU BANDAR RAYA ISLAM (MPKB-BRI)**

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## ABSTRACT

According to Barca (2012), stated that knowledge was a very strategic tool for contemporary organisation. Knowledge sharing takes place when organizational members share organization-related information, ideas, suggestions and expertise with each other (Bartol and Srivastava, 2002). After that, Job satisfaction manifests itself in different ways in different people: specifically, it will be high or low depending on a number of factors (e.g. working conditions, how well a person's needs and wishes are met through work, the individual personality and so on) (Schiuma, et al, 2012). In this study, the research was to investigate the relationship between knowledge sharing practices and job satisfaction among employees at Majlis Perbandaran Kota Bharu Bandar Raya Islam (MPKB-BRI). However, job satisfaction was divided into three elements. There were; internal recognition, external recognition, employee recognition. In conducting the research, a set of 175 questionnaires was distributed to employees from several of department at MPKB-BRI such as management services, financial, engineering, legal, licensing, and community development. The stratified sampling technique was used to distribute the questionnaire to employees at MPKB-BRI. With the study, highest ranking of medium that used at MPKB-BRI was objectives and strategies and the employees choose that MPKB-BRI used the high level of implementation knowledge sharing practices in doing work or task. Then, with the study, the hypothesis that related knowledge sharing practices with elements of job satisfaction like internal recognition, external recognition and employee recognition show a significant and positive relationship. In order to give strong explanation, discussion needs to support by the finding of the past researcher in the same field.

**Keyword:** Knowledge, Knowledge Sharing Practices, Job Satisfaction, Internal Recognition, External Recognition, Employee Recognition.

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## CHAPTER 1

### INTRODUCTION

This study was focused to investigate the relationship between knowledge sharing practices and job satisfaction at Majlis Perbandaran Kota Bharu Bandar Raya Islam (MPKB-BRI) at Kelantan Darul Naim. This chapter consisted of the background of study, statement of the problem, research objectives, research questions, significant of the study, limitations of the study and definition of terms.

#### **Background of the Study**

Knowledge management regarded as a process consists of consecutive stages such as generation / obtaining of the information, its storage/organization, its dissemination / distribution and its usage / application (Koseoglu et al.; 2008., Davenport and Volpel, 2001). One of the processes of knowledge management was knowledge sharing, it regarded as the informal communication process involving the sharing of knowledge between co-workers (Pei, 2012; Siemsen *et al.*, 2008). Organizational members were better equipped with skills and knowledge when they engage in knowledge sharing (Hongyi, 2012; Sitko-Lutek *et al.*, 2010). Job satisfaction was described as a function of individual's job-relate expectations and the results he obtains when he does the job (Locke, 1969). Knowledge sharing takes place when organizational members share