



UNIVERSITI TEKNOLOGI MARA
FACULTY ADMINISTRATION SCIENCE AND POLICY STUDY

KNOWLEDGE MANAGEMENT IN PUBLIC ORGANIZATION;
“A STUDY OF KNOWLEDGE TRANSFER IN IMMIGRATION
DEPARTMENT KOTA KINABALU SABAH.”

NORAINI BINTI HJ RASI
2006860710

APRIL 2008

ACKNOWLEDGEMENT

First of all, Praise to God (Allah) for the blessing, finally finished this project paper to fulfill the requirement for subject ADS 554. I also would like to express my appreciation to my parents, friends and especially to our Research Methodology & Data Analysis (ADS501) lecturer, En. Haijon Gungut, for his supports and contribution in this research. Moreover not forgotten my beloved supervisors who being such nice and patient with give full of support and help in making this entire thing possible, Miss Zuraidah binti Zaaba. Thank you so much for the advice and guidance.

Therefore I also would like to thank to the entire Librarian of University Technology Mara Kota Kinabalu branch for their co-operations in helping me using all the facilities in the library. And not forgetting to all people that involve in helping me finding and gathering all information that are useful for this research including all the participants.

Noraini Binti Hj Rasi

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science & Policy Studies

University Technology MARA, Kota Kinabalu Sabah Branch.

The Abstract

This study was carried out to ascertain the factors like organization structure, technology and people/human resource are exist in the knowledge transfer in the Immigration Department at Kota Kinabalu Sabah. The main focus of this study is to see if knowledge transfer occurs in the Immigration Department at Kota Kinabalu Sabah. A sample of 108 respondents of employees in Immigration department Kota Kinabalu Sabah was used for this study. Data was collected using questionnaires that given randomly to the respondents. Analysis of the data was done by using the spss version 13.0. The findings revealed that knowledge transfer were exist this study and employees do not face many problems in accessing knowledge transfer within their own units. The implications from the study suggest that the current approach such, organization structure, technology and human resource factor could help public organizations in Malaysia to become knowledge-based organizations.

TABLE OF CONTENTS

page

I.	Declaration	i
II.	Acknowledgement	ii
III.	Abstract	iii

Chapter 1: Introduction

1.1	Introduction	1
1.2	Problem statement	6
1.3	Research objectives	8
1.4	Scope of study	8
1.5	Significance of study	9
1.7	Definition of term	10

Chapter 2: Literature Review & Conceptual Framework

2.1	Literature Review	15
2.2	Conceptual framework	45
2.2.1	Definition of concept	46

Chapter 3: Research Methodology

3.1	Research Scope	53
3.2	Research Design	53
3.3	Data Collection	54
3.4	Sample Size	57
3.5	Sampling Technique	57
3.6	Data Analysis Procedure	58
3.7	Limitation	58

Chapter 4: Findings	
4.1 Introduction	59
4.2 Findings by objectives/ hypothesis testing	64
Chapter 5: Discussion and Conclusion	71
References	75
Bibliography	
Appendices	78
List of figures graph and others	78