

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY
STUDIES**



**A STUDY ON THE INFLUENCE OF ORGANIZATIONAL
CLIMATE TOWARDS KNOWLEDGE SHARING
BEHAVIOUR: A CASE STUDY OF YAYASAN SARAWAK**

DAYANGKU NURDAYANA LEE BINTI AWANG JIDEL

2016427396

NUR HANISAH BT MOHD ALI@ZAM

2016437118

MARCH 2018

Table of Contents

CHAPTER 1: INTRODUCTION

1.1	Introduction	1
1.2	Research Background	1
1.3	Problem Statement	2
1.4	Research Questions	3
1.5	Research Objectives	4
1.6	Scope of Study	5
	1.6.1 Level	5
	1.6.2 Territory	5
	1.6.3 Time	6
1.7	Significance of the Study	6
	1.7.1 Body of the knowledge	6
	1.7.2 Organization	7
	1.7.3 Employees	7
1.8	Definition of Terms, Terminology and Concepts	8
	1.8.1 Knowledge	8
	1.8.2 Knowledge Sharing	8
	1.8.3 Organizational Climate	9
	1.8.4 Teamwork	9
	1.8.5 Creativity	9
	1.8.6 Climate for Innovation	9
1.9	Chapter Summary	10

CHAPTER 2: LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.1	Introduction	11
2.2	Knowledge Sharing	11
2.3	Organizational Climate	13
2.4	Teamwork	16

CHAPTER ONE

INTRODUCTION

1.1 Introduction

This chapter focuses on the background of the study which is in determining organizational climate as the factor contributing to the behavioural of Yayasan Sarawak's employees in knowledge sharing. The presentation of the chapter begins with the research background, followed by the problem statement, research questions, research objectives, scope of study, significant of the study and lastly the definition of terms and concepts used in this study.

1.2 Research background

Knowledge is regarded as the most strategically crucial sources and wealth (Conner and Prahalad, 1996). The sharing of knowledge between individuals and sections in an organization is the most process (Osterloh and Frey, 2000).

As mentioned by Senge (1998), when an individual is willing to facilitate as well as to learn from others in the new development of competencies, knowledge sharing can be occurred. To Sveiby's (2001) argues that when the knowledge flows in and out among the individual, their competencies, skills and abilities will increase as well as they can be creating new knowledge.

The organizational climate in the organization is significant to the behaviour sharing of knowledge among the employees as it facilitates the cooperative work and a well-functioning organization. An organizational climate that encourage teamwork, cooperation and risk taking

CHAPTER TWO

LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.1 Introduction

This chapter provides a review of the literature on the determinants of the organizational climate in knowledge sharing behaviour. The presentation of this chapter begins with knowledge sharing, followed by the determinants in influencing the organizational climate in knowledge sharing behaviour: teamwork, creativity, and innovation. Following the review of relevant literature, the conceptual framework is discussed in detail in relation of the conceptual definitions. Finally, hypotheses are proposed to support research questions and research objectives of this study.

2.2 Knowledge Sharing

An individual's knowledge consists of the skills, competencies, and information (Zander & Kogut, 1992). They have developed through their own experience or acquired from others. Acquiring knowledge from others is the process by which one unit for example, individual, group and organization is influenced by the experience (Argote & Ingra, 2000) and involves both the sharing and the receipt of knowledge. Knowledge sharing represents the willingness of individuals in an organization to provide others the knowledge they have acquired or created

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents the research methodology applied in this study including the research design, unit of analysis, sample size, sampling technique whereas, measurement, data collection and data analysis.

3.2 Research design

In this study due to the time-intensive nature of the study, a cross-sectional design by using qualitative method will be used. This type of research design will be used because the data will be collected in some period of time to answer all of the research objectives. Quantitative research method will be used in this study which relies on the data involving employees in Yayasan Sarawak Kuching.

3.3 Unit of analysis

Unit of analysis is what or who is being studied. The study is focuses on employees as this study explore the determinants of organizational climate in influencing the involvement of