

**UNIVERSITI TEKNOLOGI MARA
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**A STUDY OF KNOWLEDGE SHARING AMONG CIVIL
SERVANT AND ITS EFFECT ON JOB PERFORMANCE IN
LOCAL AUTHORITIES AT KOTA SAMARAHAN**

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DECEMBER 2014

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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

This chapter focusses on the background of the study which is based knowledge sharing and job performance. It also emphasize on civil servant task performance and contextual performance in the workplace especially in the public sector. In section 1.1 discusses about background of the study, Section 1.2 will explains the problem statement. Section 1.3 focus on research Questions and Sections 1.4, states the research Objectives. In Section 1.5, it's providing the information regarding the scope of the study. Section 1.6 explains the significant of the study and lastly Section 1.7 is all about definition of terms and concepts.

CHAPTER 2

LITERATURE REVIEW

2.0 INTRODUCTION

This chapter provides literature review of knowledge sharing and the job performance. Section 2.1 determining what knowledge is about, Section 2.2 explains on the knowledge sharing, Section 2.3 will explain on the dimensions of knowledge sharing, Section 2.4 was determining what factors affecting knowledge sharing. Section 2.5 explains on job performance that also have two dimensions. Then, section 2.5.1 explains on the dimensions which are task performance and contextual performance respectively. Section 2.6 determines the relationship between knowledge sharing and job performance. Section 2.7 shows the conceptual framework of the research and lastly section 2.8 determines the hypothesis of the research.

CHAPTER 3

RESEARCH METHOD

3.0 INTRODUCTION

In this chapter, research methodology was explained about how well the study will be carried out on Section 3.1 discusses on Research Design, Section 3.2 explains on Unit Analysis and Section 3.3 discuss a Sample Size. Section 3.4 discussing on Sampling Technique on the other hand, Section 3.5 discussing on Measurement, while 3.6 will discussing on Data Collection and last but not least is 3.7 will discussing on Data Analysis which relates to this research.