## TABLE OF CONTENTS

| 1.0 INTRODUCTION                                                                                                        |    |
|-------------------------------------------------------------------------------------------------------------------------|----|
| 1.1 New economy and corporate competitiveness 1.2 Knowledge Management: Is this just a buzzword? 1.3 Research objective | 2  |
| 2.0 LITERATURE REVIEW                                                                                                   | 7  |
| 2.1 CONTINGENCY APPROACH                                                                                                | 8  |
| 2.2 APPROACH IN THIS STUDY                                                                                              |    |
| 3.0 KNOWLEDGE MANAGEMENT CONCEPT AND HYPOTHESIS                                                                         | 15 |
| 3.1 KNOWLEDGE MANAGEMENT CONCEPT                                                                                        |    |
| 4.0 RESEARCH METHODOLOGY                                                                                                | 22 |
| 5.0 DISCUSSION AND CONCLUSION                                                                                           | 26 |
| 5.1 DIFFERENCE IN KMS, ORGANIZATIONAL FACTORS AND KPL<br>5.2 KNOWLEDGE MANAGEMENT AND CORPORATE COMPETITIVENESS         | 34 |
| 5.3 KMS, KPL AND ORGANIZATIONAL FACTORS                                                                                 |    |
| 5.5 COMPARISON BETWEEN MALAYSIAN, JAPANESE AND WESTERN COMPANIES                                                        |    |
| 6.0 LIMITATION AND SUGGESTION FOR ADDITIONAL RESEARCH                                                                   |    |
|                                                                                                                         |    |