

## **ABSTRACT**

The knowledge-based economy has taken over the traditional economy due to the explosive era of knowledge.. Knowledge resources are a new venture to capitalize competition in the knowledge-based economy. It raises the importance of knowledge. Intellectual capital can be traced through knowledge development, which is either knowledge management or innovation. Exploiting intellectual capital as a competitive advantage has been proven in large organizations but exploring intellectual capital in SMEs is still in its infancy. Knowledge resources are said to be in abundance in SMEs' systems. Maximizing on their intellectual capital such as human capital, close-networking, close and efficient communication system, SMEs should capitalize upon these opportunities as their competitive advantage. Pursuing the stream of importance of knowledge and capital, this study attempts to establish an integrated framework for intellectual capital. There are very few intellectual capital studies on Small and Medium Enterprises (SMEs); this study investigates intellectual capital with a process perspective and its relationship to organizational performance. As previous studies were inclined to investigate the impact of individual components of intellectual capital on organizational performance, this study focuses on examining the effects of intellectual capital as one construct on organizational performance. It considers the mediation effects of knowledge sharing and innovation with organizational performance. Three hundred and thirty-six usable questionnaires were collected through the mail survey method. Respondents were owners, managers and executives of SMEs of the manufacturing and services sectors. Structural Equation Modelling was utilized to estimate the conceptual model; the unidimensionality, discriminant validity, convergent validity, and reliability were also established.

The findings show positive significant indirect relationship between intellectual capital and organizational performance whereas knowledge sharing and innovation serve as mediators to the relationship. Knowledge sharing and innovation served as an important link as mediator for intellectual capital for better organizational performance of the organization. Therefore, in order for the SMEs to have a better performance, they should integrate knowledge sharing and innovation in their daily operation. Knowledge sharing is important for the organization to be innovative. Knowledge sharing presents as process mechanism between the intellectual capital, innovation and organizational performance. The integrated model was presented, which may lead to future research in this area.

## **ABSTRAK**

Ekonomi berasaskan ilmu telah menggantikan ekonomi tradisi berikutan era ledakan ilmu. Sumber ilmu adalah satu usaha baru untuk menguasai persaingan dalam ekonomi berasaskan ilmu. Ia menekankan kepentingan ilmu. Modal intelek boleh disusuri melalui pembangunan ilmu, samada pengurusan ilmu atau inovasi. Mengeksploitasikan modal intelek sebagai kelebihan persaingan telah terbukti dalam organisasi yang besar namun kajian modal intelek dalam Perusahaan Kecil dan Sederhana (PKS) masih cetek. Sumber ilmu dikatakan berlimpahan dalam sistem PKS. Memaksimumkan modal intelek mereka seperti modal insan, rangkaian yang rapat, sistem komunikasi yang pendek dan efisien, PKS harus memanfaatkan peluang-peluang ini sebagai kelebihan persaingan mereka. Menyusuri laluan pentingnya ilmu dan modal, kajian ini berhasrat untuk membina rangkakerja integrasi bagi modal intelek. Terdapat beberapa kajian modal intelek ke atas PKS; kajian ini mengkaji modal intelek dari perspektif proses dan hubungannya ke atas prestasi organisasi. Oleh kerana kajian terdahulu lebih kepada menyelidiki kesan komponen modal intelek secara berasingan ke atas prestasi organisasi, kajian ini tertumpu kepada mengkaji kesan modal intelek sebagai satu konstruk ke atas prestasi organisasi. Ia mengambilkira kesan perantaraan perkongsian ilmu dan inovasi ke atas prestasi organisasi. Tiga ratus tiga puluh enam borang kajiselidik yang boleh digunakan diperolehi melalui kaedah tinjauan mel. Responden adalah tuanpunya, pengurus dan eksekutif PKS dari sektor pembuatan dan perkhidmatan. Model Persamaan Struktural (SEM) telah digunakan untuk menganggarkan model konseptual; unidimensional, kesahihah diskriminan, kesahihah konvergen dan kebolehpercayaan juga telah dibina.

Hasil penemuan menunjukkan hubungan positif yang signifikan antara modal intelektual dan prestasi organisasi di mana perkongsian ilmu dan inovasi bertindak sebagai perantara dalam hubungan ini. Perkongsian ilmu dan inovasi berfungsi sebagai perantara yang penting kepada modal intelektual bagi prestasi organisasi yang lebih baik. Oleh itu, PKS harus mengintegrasikan perkongsian ilmu dan inovasi dalam operasi harian mereka bagi mencapai prestasi organisasi yang lebih baik. Perkongsian ilmu penting bagi organisasi untuk lebih berinovatif. Perkongsian ilmu wujud sebagai mekanisme proses antara modal intelektual, inovasi dan prestasi organisasi. Model integrasi telah dibina yang boleh dijadikan kajian di masa hadapan dalam bidang ini.

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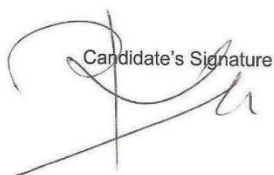
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