## LIST OF TABLES

sector

Table 16:

Table 17:

Table 18:

Table 1:

	definition (Beijerse,2000)			
Table 2:	Chart of knowledge management instrument			
Table 3:	Summary of data development for questionnaires			
Table 4:	Reliability analysis result			
Table 5:	Distribution of respondents by business sector			
Table 6:	Firm size distribution			
Table 7:	Assessment of knowledge management awareness			
Table 8:	Knowledge needs frequncy interval determination			
Table 9:	Importance of knowledge sources			
Table 10:	Knowledge management process			
Table 11:	Agreement status on manager perception towards knowledge management is mandatory for success			
Table12:	Comparison of agreement status of managers perception between manafacturing and service sector			
Table 13:	Type of information technology system used in an organization			
Table 14:	Details breakdown of information technology system used by the respondents' companies			
Table 15:	Weight distribution of information technology system used by industrial			

Agreement status on information technology management

Existence of knowledge management system

Comparison of agree status between manufacturing and service sector towards managers perception of information technology management

Explanation of information, capacity and attitude according to Beijerse's

Table 19: Breakdown of knowledge management streams existence by industrial sector

Table 20: Knowledge management streams existence by industrial sector

Table 21: Weight distribution of knowledge management processes/streams by industrial sector

Table 22: Beijerse(2000) empirical results of knowledge management system existence in the 12 units of Dutch companies

Table 23: Results summary of hypothesises testing

## LIST OF FIGURES

Figure 1: The data information knowledge ripple (Lim,1999)

Figure 2: Three facets of knowledge (Beijerse,2000)

Figure 3: Nonaka and Takeuchi's knowledge conversion model (Nonaka & Takeuchi, 1995)

Figure 4: Knowledge management process (Duffy,2000)

Figure 5: Knowledge management lifecycle (Frey,2001)

Figure 6: Beijerse's conceptual knowledge management model (2000)

Figure 7: Knowledge cycle within knowledge management process (Beijerse,2000)

Table of Content					
ABSTRACT					
ACKNOWLEDGEMENT					
LIST OF TABLES					
LIST OF FIGURES					
Chapter 1 INTRODUCTION					
1.1	Significant of the study				
1.2	Purpose of the study				
1.3	Hypotheses				
1.4	Scope of the study				
1.5	Research Methodology				
1.6	Limitiation of the study				
1.7	Organization of the study				
1.8	Litera	ture Review	6		
	1.8.1	Knowledge economy	6		
	1.8.2	Knowledge management	8		
	1.8.3	Knowledge-based organization and knowledge worker	14		
	1.8.4	Beijerse's conceptual knowledge management model (2000)	16		
	1.8.5	Importance of small medium sized industries (SMI) to Malaysia economies	19		
	1.8.6	Summary of literature review	20		
Chapter 2		THE EMPIRICAL STUDIES			
2.1	Backg	ground	22		

2.2	The proble	22						
2.3	Data Devel	24						
Chapter 3 RESEARCH RESULTS								
3.1	Reliability analysis 26							
3.2	Backgroud	of the s	survey	27				
3.3	Awareness towards knowledge management							
3.4	Importance of knowledge source							
3.5								
3.6	Perception of manager towards knowledge management 31							
3.7	Type of info	33						
3.8	Perception	ype of information technology used in the organization 33 erception of information technology management 35 inowledge management system at operational level 37						
3.9	Knowledge	37						
3.10	Comparison of Beijerse's empirical result							
3.11	Results of	41						
3.12	Summary of	of resea	rch results	45				
Chapter 4 CONCLUSION AND RECOMMENDATION								
4.1	Summary a	and con	clusion	46				
4.2	Suggestion for further research							
BIBLIOGRAPHY								
BACKGROUND READING								
APPE	ENDICES	A B	Hypothesises Testing Result	54				