

ABSTRACT

The world economy has evolved over the last couple of years from a managed economy into an entrepreneurial economy or commonly referred as knowledge-based economy. In the knowledge-based economy, knowledge is becoming the primary production factor comparing to the traditional economies, which focused on labour, land, and capital. Therefore, there is a need to explore its impact to Malaysian's firms.

This research deals with knowledge management in the emergence of knowledge economy especially for developing country such as Malaysia. Exploration of Malaysian's managers' perception towards knowledge management process and its awareness will be focused in the entire research study. In addition, roles play by the information technology in success of knowledge management will be explored as well. Moreover, Beijerse's conceptual model of knowledge management will be used as the basis for assessment in the difference of system existence between export-oriented and domestic-oriented companies.

Results indicated that Malaysian's managers do perceive that knowledge management is mandatory for success in which higher degree of agreement revealed by service sector's managers. Managing of information technology does play a critical role in success of knowledge management as showed by the consistency of hypothesis testing. In term of difference of system existence, there is no difference in knowledge management process between export-oriented and domestic-oriented company at operational level. Due to small sample size had been collected by this research, therefore, results of the study can not be used to generalize manager's perception.