

TABLE OF CONTENT

TITLE PAGE	i
CERTIFICATION	ii
THESIS APPROVAL	iii
ABSTRACT	iv
ABSTRAK	v
ACKNOLWEDGMENT	vi
TABLE OF CONTENT	vii
LIST OF TABLES	x
LIST OF FIGURES	xi
CHAPTER 1 INTRODUCTION	1
1.1 Research background	1
1.2 Statement of research problem	4
1.3 Research Objectives	6
1.4 Research Questions	7
CHAPTER 2 LITERATURE REVIEW	8
2.1 Introduction	8
2.2 Underpinning theories and theoretical framework	8
2.2.1 Resource based-view and Knowledge-based view	8
2.3 Knowledge management	11
2.3.1 Knowledge creation	14
2.3.2 Knowledge sharing	16
2.3.3 Knowledge retention	18
2.4 Benefits of knowledge management application in health sector	20
2.5 Knowledge-employee performance	21
2.6 Organisational commitment	23
2.6.1 Affective commitment	24
2.6.2 Continuance commitment	25

2.6.3	Normative commitment.....	26
2.7	Empirical literature and Hypotheses development	28
2.7.1	Knowledge management practises and knowledge-employee performance	28
2.7.2	Knowledge management practises and organisational commitment	33
2.7.3	Organisational commitment and knowledge-employee performance.	35
2.8	Research model	39
CHAPTER 3 METHODOLOGY		42
3.1	Introduction.....	42
3.2	Research philosophy	42
3.3	Research approach.....	44
3.4	Research strategy	45
3.5	Data collection instrument	47
3.6	Population, sample and sampling technique	49
3.7	Sampling technique.....	50
3.8	Sample size determination	51
3.9	Measurement instrument.....	52
3.10	Data analysis plan	53
3.11	Ethical considerations.....	55
3.12	Operational definition of variables.....	56
CHAPTER 4 DATA ANALYSIS AND PRESENTATION OF RESULTS... 58		
4.1	Introduction.....	58
4.2	Preliminary analysis and data screening	59
4.2.1	Response rate.....	59
4.2.2	Missing data/values.....	61
4.2.3	Assessment of the data outliers.....	63
4.2.4	Common method bias	64

4.2.5	Demographic profile analysis of the study respondents.....	66
4.3	Analysis technique for the inferential analysis.....	68
4.3.1	Assessment of the measurement model.....	69
4.3.2	Validating the sec-order reflective constructs.....	78
4.3.3	Assessment of the structural model.....	80
4.4	Summary of the chapter	89
CHAPTER 5 DISCUSSION OF FINDING, CONCLUSION AND		
CONTRIBUTIONS		
		91
5.1	Introduction.....	91
5.2	5.1 Discussion of findings	91
5.2.1	Knowledge management practises and knowledge-employee performance	92
5.2.2	Knowledge management practises and organisational commitment.....	94
5.2.3	Organisational commitment and knowledge-employee performance	95
5.2.4	Organisational commitment mediates the nexus between KM practises and knowledge-employee performance	96
5.3	Conclusion	97
5.4	Recommendations to the industry practitioners and stakeholders..	98
5.5	Contribution of the research.....	99
5.5.1	Theoretical contribution.....	99
5.5.2	Practical contributions	100
5.6	Limitations of the study and future research suggestions.....	101
BIBLIOGRAPHY		103
APPENDICES		121