Knowledge Management in Malaysian Banks: A Study of Causes and Effects

Abstract

The Adoption of knowledge management (KM) practices by local commercial banks in Malaysia is perceived as the beginning of their emergence as knowledge-based institutions. Reports the results of a study aiming to identify the causes and effects of adopting KM practices among 10 local commercial banks in Malaysia. Analysis of the results confirmed that there is a relation between the causes and effects of implementing KM practices. KM equips organizations to be more competitive and provides better integration and sharing of information. Increases in knowledge sharing, both horizontally and vertically, along with increases in workers’ efficiency, appear to be common effects resulting from adopting KM practices. It is hoped that this study will encourage local banks to maximize the benefits that KM can offer.

Keywords: Knowledge management, knowledge organization. Banks, financial services, Malaysia.