

# ABSTRACT

Knowledge is recognized as an important weapon for sustaining competitive advantage and many companies are beginning to manage organizational knowledge. Organizations are examining how they can better leverage knowledge assets for value creation. Generating performance improvements requires deep understanding of how work is organized, how knowledge is exploited, and how these factors relate to an organization's competitive strategy.

A study of Relationship of Knowledge Management Process with Employee's Perceived Knowledge Satisfaction in Jian Li Bao Company, China was conducted because this company has a successful training system and encourages employees to improve and apply their knowledge in practice. This study indicated the relationship of knowledge management process to perceived knowledge satisfaction. The general objective was focused on examining perception on knowledge management process and knowledge satisfaction.

The framework was developed and an instrument / questionnaire was distributed to collect data from the subject which was the working people in Jian Li Bao Group Co., Ltd. The researcher investigated knowledge management process including internalization process, externalization process, combination process and socialization process. There were 381 respondents answer to the questionnaire.

For demographic factors and knowledge satisfaction, results show that the majority of respondents are aged between 31-40; the highest percentage of average income is between 3750-4999 Yuan. Moreover, results also display that there is no

difference in knowledge management process and satisfaction at the four different age levels, four different levels of salary, five different levels of education, and four different lengths of service.

The finding indicated perception on process of knowledge management has positive relationship with perceived knowledge satisfaction. The finding also indicated the company has sufficient environment and tool for supporting knowledge management process.

Finally, the results of findings are summarized, and conclusion and recommendation are made in this research study as an example for proving guideline for employees and supervisors of the beverage company on how to manage individual knowledge to convert it to be of benefit to the organization to serve as an example for perception of employee on knowledge work and also for study in the future.

