

**Knowledge Management Capability and Job Performance of Administrative Staff of
Eko and Ikeja Electricity Distribution Companies in Lagos State, Nigeria**

**Tobi Emmanuel OLAYANJU
LCU/PG/002516**

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Certification

I certify that this research was completely carried out by Tobi Emmanuel OLAYANJU with Matric

Number: LCU/PG/002516 in partial fulfillment of the award of Master (M.Sc.) Degree in Office and Information Management, Lead City University under my supervision.

Dr S. Adeyeye
Project Supervisor

Date

Dr S. Adeyeye
Head of Department

Date

Dedication

This Thesis is dedicated to God Almighty who has given me grace to successfully run this program to this end. Also to my wife who has being always a source of encouragement, I say a big thank you.

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Abstract

According to the resource based view of the firm (Wernerfeldt, 1984; Barney, 2004) and distributed knowledge system view of the firm, knowledge is a critical organizational resource that contributes to superior performance if relevant knowledge management capabilities are built and applied to the knowledge resources. The perspective that applied to knowledge is necessary for a firm to take full advantage of knowledge management programmes which is explored in this research work. The objective of this work is to document empirical evidence from existing literature on the effect of knowledge management capability on job performance of Administrative Staff in Eko and Ikeja Electricity Distribution Companies and to identify opportunities for further research which can generate more knowledge to help in the understanding of this relationship leading to the improvement of the contribution of knowledge to performance. An empirical literature survey method was used to collect information regarding knowledge management capability and its effect on job performance. The results suggest that knowledge infrastructure capability and knowledge process capability have positive impact on job performance of administrative staff in Eko and Ikeja Electricity Distribution Companies. Arising from these findings, it is proposed that studies be launched to determine the relative disposition and contribution of each of the knowledge management measures of job performance of Administrative Staff in Eko and Ikeja Electricity Distribution Companies. Such studies will guide organizations in building knowledge management process capabilities and infrastructure capability which can be leveraged for sustainable job performance.

Keywords: knowledge; knowledge management; knowledge infrastructure capability; knowledge process

capability; job performance

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