

Cross-Border Knowledge Management: A Case Study of Vallée Executive Search

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ABSTRACT

This internship is taken place in Vallée Executive Search in purpose of observing the Knowledge Management cross-border in a recruitment company, the relation of Knowledge management to the performance of the recruitment firm and various types of obstacles that slow down the recruitment process, since Vallée Executive Search is operating in a very international environment with clients across APAC, the role of knowledge management is indeed crucial and correlated to the performance of the company since interacting with clients cross-border may be challenging in terms of the knowledge management, hence an analysis is conducted to obtain a deep insight of this matter. The paper is written based on the intern's experience and analysis working at Vallée Executive Search as an intern, the major problem that the intern found in the company is the ineffective long Knowledge Management of the company and based on the analysis the intern came up with the solution to eliminate the knowledge management problem, the company needs to shorten its knowledge flow by giving the consultants more independency in their jobs and less involvement from the top management of the company.

Keywords: Knowledge Management, Knowledge Transfer, Cognitive System, Cross-cultural Management, Recruitment firm, Recruitment Process Outsourcing.