MANAGING KNOWLEDGE IN FIT ACADEMIC ENVIRONMENT: A PROPOSED KNOWLEDGE SHARING FRAMEWORK

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Master of Science Information Technology (IT)

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By

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ABSTRAK

Menguruskan Pengetahuan di Persekitaran Akademik FTM:

Cadangan Rangkakerja Perkongsian Pengetahuan

Dalam era berasaskan pengetahuan, kejayaan sesuatu organisasi, khususnya di dalam bidang akademik, tidak lagi bergantung kepada sokongan teknikal dan kewangan yang stabil. Kejayaan organisasi juga lebih tertumpu kepada aliran pengurusan dan perkongsian pengetahuan yang sistematik. Berdasarkan aspek pengurusan pengetahuan yang melibatkan perkongsian dan pengagihan pengetahuan, kajian ini dilaksanakan bagi mengupas bagaimana staf akademik di Fakulti Teknologi Maklumat (FTM) dapat memperoleh, menambah serta berkongsi pengetahuan khususnya bagi membangunkan aktiviti pengajaran dan penyelidikan. Hasil kombinasi di antara proses *Socialization, Externalization, Combination* dan *Internalization* (SECI), kajian dari universiti-universiti tempatan dan sesi temuramah di kalangan pensyarah di FTM, kajian ini mencadangkan satu rangkakerja perkongsian pengetahuan iaitu *Tacit and Explicit Approaches Framework (TEA Framework)*, untuk memperbaiki aktiviti-aktiviti perkongsian pengetahuan yang sedia ada di FTM. Rangkakerja ini diharapkan dapat membantu dan memberikan panduan bagi membangunkan suatu sistem pengurusan pengetahuan yang efektif, pada masa akan datang.

ABSTRACT

In this knowledge-based era, the successful of an organization, especially in academic field, is not completely depending on technical supports and budgets but also the systematic flow of managing the knowledge and sharing this asset among the staff. As knowledge management includes knowledge distribution and sharing, this study focused on how academic staff in Faculty of Information Technology (FIT) can capture, increase and share their knowledge towards enhancement in teaching and research activities. Based on the mixture of Socialization, Externalization, Combination and Internalization (SECI) process, studies from other universities and interviews among FIT lecturers, this study proposed a knowledge sharing framework; Tacit and Explicit Approaches Framework (TEA Framework), to enhance current knowledge sharing activities in this academic environment. It is hoped that this framework will assist in developing an effective knowledge management system (KMS), in future.

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Chapter 1

Introduction

This chapter introduces the main ideas that are keys for this study, which are knowledge management; including an overview of its definition, and academic environment; which focused on Faculty of Information Technology (FIT) in Universiti Utara Malaysia (UUM). In addition, the problem definition, objectives of the study, contributions and scope of the study are also presented.

1.1 Overview of the Study

In this knowledge-based era, the participants emphasize more on knowledge capabilities, which brings out the relevance of knowledge management to play its role towards self-enhancement and competitive advantages. Nowadays, the successful of an organization, especially in academic field, is not completely depending on technical supports and high budgets but also the flow of information and knowledge sharing among the workers.

Based on researches in epistemology (the theory of knowledge), there are various perception that bring to various definition of knowledge. Knowledge, defined by Davenport and Prusak (1998), as deriving from minds at work:

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