CREATING COLLABORATIVE PLATFORM FOR KNOWLEDGE TRANSFER BASED ON ACTOR-NETWORK THEORY

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CREATING COLLABORATIVE PLATFORM FOR KNOWLEDGE TRANSFER BASED ON ACTOR-NETWORK THEORY

A thesis submitted to the Graduate School in partial fulfillment of the requirement for the degree Master of Science (Information Technology) Universiti Utara Malaysia

By

Amal Binti Ibrahim

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**BASED ON ACTOR-NETWORK THEORY**

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ABSTRAK

ABSTRACT

Knowledge management is a growth discipline and has been widely used in organization to improve the effectiveness of the knowledge among the employee. The introduction of this concept has started in the midst of 50s where the concept of knowledge has been studied and has been enhanced to the new disciplines which are knowledge transfer and collaboration. Knowledge collaboration has been implemented in variety of ways to creates the knowledge sharing and individual knowledge, talents and information can be effectively used. Knowledge collaboration is all about relation and connection of involved actor and this cannot be separated. This relationship is translated through an Actor-Network Theory, which is a sociology theory. This project is to study how sociology theory can be used as an interpreting and solution tool in information system field such as creating a collaborative web platform for IT Personnel in Polytechnic Malaysia. This project also shows how Actor-Network Theory can be related to system development activities such as identifying list of requirements, analyzing current system and identifying the actor’s roles. Once the actors, roles and the list of requirements have been identified, the ANT Framework for collaborative web platform has been built to represent the actor’s structure that relate. Actor-Network Diagram has been built to show the relationship among the actors. Lately, many researches has used this theory to produce and solve the problem. In briefly, the research has showed the implementation of sociology theory in information system and technology field.
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<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>ANT</td>
<td>Actor-Network Theory</td>
</tr>
<tr>
<td>CELM</td>
<td>Collaborative Engineering Life Cycle Methodology</td>
</tr>
<tr>
<td>HOD</td>
<td>Head Of Department</td>
</tr>
<tr>
<td>ICT</td>
<td>Information and Communication Technology</td>
</tr>
<tr>
<td>IS</td>
<td>Information System</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>KM</td>
<td>Knowledge Management</td>
</tr>
<tr>
<td>KMS</td>
<td>Knowledge Management System</td>
</tr>
<tr>
<td>OPP</td>
<td>Obligatory Passage Point</td>
</tr>
<tr>
<td>RAD</td>
<td>Rapid Application Development</td>
</tr>
<tr>
<td>SDLC</td>
<td>System Development Life Cycle</td>
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<tr>
<td>STS</td>
<td>Social and Technology Studies</td>
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CHAPTER 1

BACKGROUND OF THE STUDY

This chapter presents the overview of knowledge sharing and knowledge collaboration. Problem statements, objectives, scope, significance of study are also discussed in this chapter.

1.0 Introduction

Knowledge becomes significantly a valuable entity since the increased use of computers in the second half of the 20th century. In this era, knowledge is treated as an important asset and something that very priceless either by individual or organizations. Thousand of money has been invested to enable the culture of knowledge management in organization. By using a technology, knowledge can be widely spread over the world. Earlier than this, people are use to transfer their knowledge in classic way from one person to another either by verbally or in written. Activities such as discussion forum, formal apprenticeship, training, mentoring, and on-the-job training are practical ways to transfer and share the knowledge. In those days, people will get the benefit of the knowledge transfer if more experienced members sharing the knowledge in an organization or group. For instance, knowledge transfer happens when the founder of the family business trains his sons and daughters to run the business. It also takes place when a student goes to college and learns from a professor and also when an apprentice chef trains under a master chef. Without the technology, knowledge only can be manually transferred and shared in certain boundary. Those people who are physically not in this group might not be able to participate.

These days, with the support of the technology, organization and companies have realized the importance of sharing and transferring knowledge especially among the employees. Many platforms using the computer
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REFERENCES


