KNOWLEDGE MANAGEMENT PORTAL FOR RETAINING ORGANIZATIONAL CRITICAL KNOWLEDGE

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ABSTRACT (BAHASA MALAYSIA)

Kebelakangan ini pengurusan ilmu semakin mendapat sambutan dikalangan organisasi. Menyedari hakikat kepentingan pengurusan ilmu, korporat besar seperti Siemens dan Petronas telah melaksanakan projek pengurusan ilmu di organisasi mereka. Tujuan utama pelaksanaan tersebut adalah untuk mempelihara dan memperbaik ilmu dan kemahiran di dalam organisasi mereka. Dengan melakukan kegiatan pengurusan ilmu , dipercayai perlaksanaan tersebut dapat membantu sesebuah organisasi untuk mengeluarkan produk yang lebih baik dari segi innovasi dan seterusnya ini dapat membantu mereka untuk bersaing lebih hebat dalam pasaran perniagaan dan kemudian menstabilkan kedudukan mereka. Laporan ini juga membincangkan latarbelakang pengurusan ilmu dan sedikit sebanyak menceritakan bagaimana sesetengah organisasi telah bermanfaat daripada perlaksanaan projeck tersebut. Selain dari itu, laporan ini juga menyentuh tentang bagaimana portal pengurusan ilmu boleh dilaksanakan di SMT Technologies (SMTT) dengan harapan perlaksanaan tersebut dapat membantu mereka mempelihara ilmu dan kemahiran kritikal. Ini dapat membantu SMTT untuk mengatasi masalah tenaga kerja keluar di dalam syarikat tersebut. Portal ilmu pengurusan diterima baik di organisasi tersebut dan ia akan digunakan untuk tujuan mengurus ilmu.

Kata-Kunci: Pengurusan Ilmu, Portal Pengurusan Ilmu, Ilmu di Organisasi

ABSTRACT (ENGLISH)

Knowledge Management (KM) is widely being accepted by many corporations. Large corporations like Siemens and Petronas have implemented their projects earlier realizing the importance of it. Main reason of implementing KM is it can retain & improve knowledge and skill in the organization. By implementing KM, it can help companies make better products in term of innovation and subsequently they can compete better in market (sustainability). This report discusses the background of KM and some success story about how companies have benefited from the project. The report also discusses how KM portal can be implemented in SMT Technologies (SMTT) with the belief of KM implementation can help the organization to retain critical knowledge/skill. This will help SMTT to overcome the problem of high rate of employee turnover. The portal is well accepted by the organization and will be implemented to manage the organization's knowledge.

Keywords: Knowledge Management, KM Portal, Organizational Knowledge

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LIST OF ABBREVIATIONS

ACL	Access Control List
AIMST	Asian Institute of Medicine, Science and Technology
FAQ	Frequently Asked Question
HR	Human Resources
HTML	Hypertext Markup Language
IDE	Integrated Development Environment
KM	Knowledge Management
QA	Quality Assurance
RAD	Rapid Application Development
SMTT	SMT Technologies
TVA	Tennessee Valley Authority
UML	Unified Modeling Language
UUM	Universiti Utara Malaysia

Chapter 1. Introduction

1.1 Background

People do join an industry or an organization to provide their services. Some stays until their retirement and some do leave for greener pastures. However the knowledge that they have gained and built throughout their services in an organization which can be classified as intellectual asset is taken with them when they leave. Knowledge on the other hand is also found in documents, manuals, handbooks, standard procedures and others. Not utilizing the knowledge optimally would affect the organizations performance in various aspects e.g. human resources, product development, financial and others.

The Malaysian government is emphasizing on promoting the knowledge based industries and some multinational industries have emphasized knowledge management (KM) and have implemented although it is still on a smaller scale.

The discipline of knowledge management is very pertinent for Malaysia, especially in its move to transform its economy into a knowledge-based economy as envisaged in Vision 2020

- Datuk Seri Najib Tun Razak (KUALA LUMPUR, Sept 12,2006 (Bernama))

Despite the dream of the Malaysian Prime Minister as reported in Bernama (2006), however in Malaysian context, the adoption of KM practices are still worryingly low (EPU, 2009). There are many challenges faced by manufacturers or industries

The contents of the thesis is for internal user only

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