

HUMAN CAPITAL LEARNING **AND** DEVELOPMENT SYSTEM

A KNOWLEDGE MANAGEMENT APPROACH

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fulfillment of the requirements for the degree
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ABSTRACT (BAHASA MALAYSIA)

Sebagai langkah untuk memanfaatkan pengurusan pengetahuan dengan berkesan, sebuah sistem yang diheri nama “Human Capital Learning And Development System” atau ringkasannya HCLDS telah dihangunkun sebagai pengantara untuk meningkatkan ikhtiar sumber manusia untuk terus belajar dun memhagun. HCLDS adalah sistem applikasi yang dihangunkan dengan teknologi Lotus Notes R5, jadi projek ini sangat hergantung kepada teknology yang dicadang dan disokong ofeh Lotus untuk menyiapkan bahagian prototip. Seterusnya, projek ini telah dibangun berdasarkan kaedah kajian “selfsourcing-prototyping”.

Sebagai sistem pengurusan pengetahuan, HCLDS membolehkan sumber manusia hersuhabat dengan berkesan dan herupaya menangkap serta mengedar pengetahuan. Seterusnya, HCLDS juga dianggap padan dengan 10 prinsip pengurusan pengetahuan dan sysrat-syarat asas sistem pengurusan pengetahuan. Akhir sekali, projek ini turut memaparkan beberapa cabaran sistem pengurusan pengetahuan pada masa depan dan menyarankan beberapa persoalan bagi penggunaan projek seumpuma ini pada masa depan.

ABSTRACT (ENGLISH)

In order to capitalize knowledge management effectively, a system named as Human Capital Learning and Development System (HCLDS) was carried out us a mediator to enhance human capital learning and continuously improvement efforts. HCLDS is an application system developed using Lotus Notes R5 technology, therefore this project is hardly rely on the technology promoted and supported by Lotus to carried out the system 's prototype. Furthermore, this project is carried out based on the selfsourcing-prototyping methodology.

As a knowledge management system, HCLDS is highly supporting human capital collaboration, and of course, capture and deliver of knowledge. Moreover, HCLDS also considerably fulfilling the requirements of the ten principles of knowledge management and some others basic requirements for knowledge management system.

*Finally, this project predicted some future challenges of knowledge management system and some considerations **for** the development of the future project.*

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

The single most critical issue affecting business organizations over the next few years will be the turbulence of the knowledge-based economy. Emphasis on improving productivity, increasing revenue and decreasing costs will continue. Maximizing investments in resources, especially human capital and information technology capital will be of a paramount importance. Doing more with less resources will become a way of life for all of us. What will this absorption in day-to-day survival mean for the creative application of technology? Will the entrepreneurial spirit that unleashed so much brilliance in the 1990s survive the 2000s? Many questions beg for answers, as the knowledge-based organization becomes a reality. Does virtual reality mean virtual work? What about the office? Will it exist as we know it today? Will we be working from wired or wireless homes? Perhaps we will be holding meetings in cyberspace, getting together in a virtual office without leaving home. Can organizations reasonably expect employees to pool their intellectual capital? Will we really ever realize the high value promised by collaboration? The creative application of technology will accelerate as we move into the new millennium. Most organizations now have a relatively high level of

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