A CRITICAL REVIEW OF KNOWLEDGE MANAGEMENT MODELS

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

by
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ABSTRAK

ABSTRACT

Organizations are realizing how important it is to “know what they know” and be able to make maximum use of the knowledge. This knowledge resides in many different places such as databases, knowledge bases, filling cabinets and peoples’ heads and is distributed right across the enterprise. Most of the time one section of an enterprise repeats work of another section simply because it is impossible to keep track of, and make use of, knowledge in other sections. Organizations need to know what their knowledge assets are and how to manage and make use of these assets to get maximum return. This paper discusses in detail the definition, kinds, and components of a few Knowledge Management models. Based on this critical discussion, an integrated business model to facilitate knowledge creation, sharing, and discovery is tentatively suggested to act as a basic and generic guide for implementation by organizations and for further research. This model is generated after taking into considerations the limitations of all the other models. This model will also give an insight to the types, forms and availability of knowledge within an organization. This in turn will enable organizations to develop new knowledge, track its knowledge, manage and preserve their knowledge while encouraging its staff to use and share their knowledge. When implemented, knowledge management will translate in effective and efficient resource management, customer support and service, redundancy or bottleneck elimination, cost reduction and improving many other aspects of the organizations.
ACKNOWLEDGMENTS

A project like this takes quite a lot of time, resource and effort to complete. Hence, I would like to take this opportunity to acknowledge a number of people for their invaluable help and contribution towards this project, and making it a success. Thanks to A. Prof. Shahrum Hashim, for his guidance and advice, A. Prof. Dr. Wan Rozaini for her advice and knowledge. I would like to also sincerely thank the Thesis Committee members. I sincerely hope this book will be very useful in serving a good purpose and valuable point of reference on this Knowledge Management Field. Special thanks to those who helped me to compile the materials, translate and proofread this book. Thank You.
DEDICATION

This book is dedicated to my beloved parents, wife, family, colleagues and friends. Thanks for the support, help and motivation.
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Chapter 1  INTRODUCTION

1.1  Background of the Problem

In a highly demanding business world today, an organization’s competitive potential almost wholly depends on how well it can manage and deploy its corporate assets. These assets can be categorized into financial, tangible and intangible elements. Traditionally, tangible assets like plant, equipment, inventory and financial capital were considered the most fundamental corporate asset. Intangible assets played a very little or vague role in any organization regardless the industry it came from. But generally, many organizations, till today still downplay the importance of their intangible assets.

Despite managing and giving prime focus to all their tangible assets, organizations are still finding it very hard to gain the advantage to beat their competitors.

Eventually, organizations have found out that tangible assets can only help them to a certain extent. It is now becoming clearer that organizations require a much broader range of resources to be able to compete and succeed in any current market. Hence, increasing number of organizations have started to give more emphasis to their intangible assets, which was left idle, unexplored and unmanaged for a long time.

To compete and become successful in their own market, organizations must now learn to manage their ultimate asset, that is ‘Knowledge’ and this practice is generally known as Knowledge Management or sometimes as business intelligence.
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REFERENCES


