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ACADEMIC LIBRARY, FORUM, NEWS FROM MALAYSIAN LIBRARIES, WEBINAR

KM Forum: Leveraging Knowledge Management (KM) Best Practices to Enhance Organisational Performance

By: Maznah binti Zakaria, Senior Librarian, Dar al-Hikmah Library, International University Malaysia

On 18 October 2024, the KM and Repositories Section (KMRS) of the Dar al-Hikmah Library, International Islamic University Malaysia (IIUM) organised an engaging KM Forum with the title Leveraging Knowledge Management (KM) Best Practices to Enhance Organisational Performance. The Forum, a virtual event, focused on building a strong culture of KM within organisations and attracted about two hundred participants, a reflection of the increasing interest in effective KM practices.

The Forum aimed to gather KM professionals to share and exchange insights, strategies, and best practices to leverage KM for improved organisational performance. The Forum also provided participants a chance to learn different perspectives on KM and the efforts that help make KM practices successful in various organisations. The event featured a series of engaging discussions with esteemed panelists who provided valuable real-world experiences.

The Forum featured two KM experts, Sr. Dr. Khairil Hizar Md Khuzaimah from the Public Works Department (JKR) and Madam Azlinayati Manaf from the Securities Commission (SC). Dr. Khairil holds a PhD in Built Environment from Universiti Teknologi Mara (UiTM), a Master's in Technical Communications from Rensselaer Polytechnic Institute, USA, and a Bachelor's in Quantity Surveying from the University of Salford. He currently serves as a Senior Quantity Surveyor at JKR and is certified as both a knowledge manager and an intellectual property executive.

**FORUM ON KNOWLEDGE MANAGEMENT (KM):
LEVERAGING KM BEST PRACTICES
TO ENHANCE ORGANISATIONAL
PERFORMANCE**

18 OCTOBER 2024 ⌚ **9.30 A.M. - 11.30 A.M.** 🗣️ **VIRTUALLY VIA ZOOM MEETING** ★ **CTD/STAR POINTS PROVIDED**

TAKE AWAY POINTS

- ✓ Gain insight on KM best practices from different organisations.
- ✓ Adapt and adopt best practices in KM initiatives to enhance organizational goals.
- ✓ Inculcate knowledge sharing culture and collaboration among employees.
- ✓ Enhance knowledge and instil KM awareness.

PANELLIST

SR. DR. KHAIRIL HIZAR MD KHUZAIMAH
Superintendent Quantity Surveyor,
Jabatan Kerja Raya (JKR),
Malaysia

MADAM AZLINAYATI MANAF
Assistant General Manager,
Securities Commission (SC),
Malaysia

MADAM TUAN SAFA'AT TUAN AMERI
Librarian,
Dar al-Hikmah Library, IUM

E-CERTIFICATE TO ALL REGISTERED PARTICIPANTS

ZOOM LINK
HTTPS://BIT.LY/2YBLS RVKMFORUM

SCAN HERE FOR ZOOM MEETING

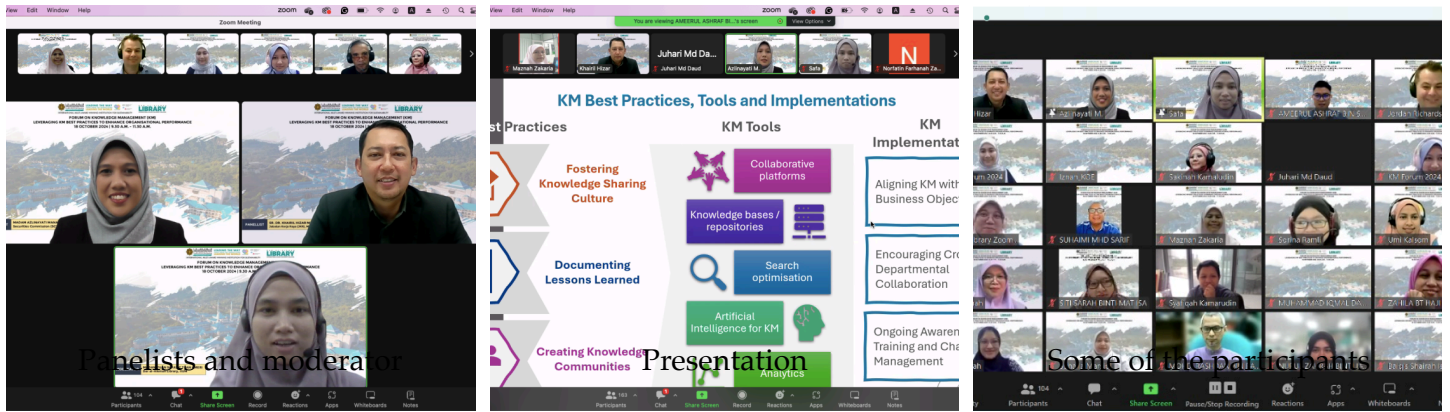
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<https://beritappm.wordpress.com/wp-content/uploads/2024/11/km-1.jpg>

Madam Azlinayati Manaf is the Assistant General Manager at the Knowledge Management Department at SC. She has a Master's in semantic technology from the University of Manchester, UK and another in information technology focusing on AI from the Multimedia University, as well as a Bachelor's in electronics from the same university. Notably, she was the first Malaysian to earn CILIP's KM Chartership and is actively involved in KM communities, including mentoring programs for KM professionals. The moderator for the Forum was Sister Tuan Safa'at Tuan Ameri, a librarian from Dar al-Hikmah Library, IUM.

The KM Forum was structured into three rounds, each dedicated to specific themes and questions directed to the panelists. Each panelist was given 15 minutes to respond to the question. The theme for the first round is the significance of KM for organisational performance. The first panelist, Sr. Dr. Khairil Hizar Md Khuzaimah, was asked to explain the concept of KM and how it can enhance various aspects of organisational performance. He shared examples of successful KM implementations at JKR. The second panelist, Madam Azlinayati Manaf, discussed the essential components of an effective KM strategy for long-term growth and sustainability. She emphasised the vital role of leadership in fostering a KM culture.

KM best practices and effective KM tools are the theme for round two. Sr. Dr. Khairil addressed effective KM best practices and tools available today, discussing how organisations can integrate them to enhance performance, along with real examples of successful applications. Madam Azlinayati focused on the key success factors for developing and implementing effective KM practices and recommended KM tools for organisations to consider adopting.



<https://beritappm.wordpress.com/wp-content/uploads/2024/11/km-2.png> Panelists and moderator
<https://beritappm.wordpress.com/wp-content/uploads/2024/11/km-3.png> Presentation
<https://beritappm.wordpress.com/wp-content/uploads/2024/11/km-4.png> Some of the participants

The theme given for the last round is challenges in implementing KM in organisations. The first panelist outlined common challenges organisations face when adopting KM practices and provided insights on overcoming these obstacles to ensure successful implementation while the second panelist discussed how organisational culture and resistance to change can influence the success of KM initiatives. She shared strategies and best practices that leaders can implement to create a more supportive environment for KM.

The forum was interactive, encouraging participants to engage with the panelists through questions and discussions. The participants included IIUM staff, students, and professionals from various institutions such as from UNITAR, AIMST University, i-CATS University College, UiTM, INCEIF, TACITOUS, University Malaysia Sabah (UMS), the Ministry of Health (MOH), UEM Edgenta Berhad, and Asia Pacific University (APU). Participants was given a certificate of participation as an appreciation of joining the forum.

The participants' feedback indicated that 52.4% of participants rated the training as "excellent", while 38.8% rated it "very good". Many attendees shared positive feedback, with comments praising the "excellent effort" and "very good sharing" of knowledge. One participant expressed, "I'm both pleased and pleasantly surprised to see how well Malaysia is engaging and implementing Knowledge Management."

The KM Forum hosted by Dar al-Hikmah Library, IIUM proved to be a valuable platform for knowledge exchange and collaboration, at the same time highlighting how important effective KM is for improving organisational performance. The insights from this Forum will help shape future KM initiatives and encourage better practices in different organisations.

PERSATUAN PUSTAKAWAN MALAYSIANOVEMBER 1, 2024

