

Issues in

Knowledge Management

Mohamad Fauzan Noordin



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ISSUES IN KNOWLEDGE MANAGEMENT

Editor

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MANAGING TACIT KNOWLEDGE AMONG KNOWLEDGEABLE WORKERS

Mohamad Fauzan Noordin and Noor Azura Zakaria

Abstract

Knowledge has become intangible asset whereby the organization must maximize the utilization. Tacit knowledge seems to be difficult in terms of extraction and codification because it resides in the knowledgeable employees' minds. The intuitive, thoughts and experiences are examples of the tacit knowledge. Therefore, the tacit knowledge is deemed important in the organization because it can brings better orientation for future affairs. Strategies must be made in order for the knowledgeable employees to express their tacit knowledge which can be utilized and as reference by other employees within the organization.

3.1 Introduction

Tacit knowledge is a type of knowledge that the most difficult to codify. The knowledge is deeply rooted in people's mind and strategies must be conducted in order to extract the knowledge which benefits the organizations. The position of the tacit knowledge is highly located (Stenmark, 2000) in the personnel that becomes tougher to be extracted. Proper strategies must be planned by the organizations in order to codify the knowledge because the knowledge is based on the experience and intuitive. This is because, even though programmes have been conducted to codify the tacit knowledge but sometimes it appears ambiguous due to the fact that the person itself do not know how to express it clearly. Furthermore, several aspects also seem to be