

Issues in

# Knowledge Management

Mohamad Fauzan Noordin



IIUM PRESS

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

# ISSUES IN KNOWLEDGE MANAGEMENT

---

**Editor**

Mohamad Fauzan Noordin



**IIUM Press**

Published by:  
IIUM Press  
International Islamic University Malaysia

First Edition, 2011  
©IIUM Press, IIUM

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without any prior written permission of the publisher.

Perpustakaan Negara Malaysia

Cataloguing-in-Publication Data

Bibliography p.  
Includes Index  
ISBN

ISBN: 978-967-418-087-4

Member of Majlis Penerbitan Ilmiah Malaysia – MAPIM  
(Malaysian Scholarly Publishing Council)

Printed by :  
**IIUM PRINTING SDN. BHD.**  
No. 1, Jalan Industri Batu Caves 1/3  
Taman Perindustrian Batu Caves  
Batu Caves Centre Point  
68100 Batu Caves  
Selangor Darul Ehsan

# TABLE OF CONTENTS

---

Dedication	i
Preface	vii
Acknowledgement	ix
Introduction	xi

## *Part I: Fundamental of Knowledge Management*

<b>Knowledge Capture in Islam</b>	1
Hafizah Reh and Mohamad Fauzan Noordin	
<b>Knowledge Management: Interpretation from Qur’anic Verses</b>	11
Azizah Hassan and Mohamad Fauzan Noordin	
<b>Managing Tacit Knowledge Among Knowledgeable Workers</b>	33
Mohamad Fauzan Noordin and Noor Azura Zakaria	

## *Part II: Knowledge Sharing*

<b>Beyond Knowledge Sharing: Software Piracy from Islamic Perspective</b>	41
Azizah Hassan and Mohamad Fauzan Noordin	
<b>Knowledge Management and Knowledge Sharing: A Literature Study</b>	53
Hindh Ali, Hussain Waheed and Mohamad Fauzan Noordin	
<b>Knowledge Management Strategies to Encourage Knowledge Sharing in Maldives</b>	61
Hindh Ali, Hussain Waheed and Mohamad Fauzan Noordin	
<b>A Case Study on Strategies to Encourage Knowledge Sharing in Maldives</b>	75
Hindh Ali, Hussain Waheed and Mohamad Fauzan Noordin	

<b>Knowledge Sharing: State of the Art</b>	85
Noor Azura Zakaria, Bibi Saidah Pathan, Fateema Lambensa, Zubaidah Muataz and Mohamad Fauzan Noordin	
<b>Research Methodology for Knowledge Sharing Behaviour in Organization</b>	93
Noor Azura Zakaria, Bibi Saidah Pathan, Fateema Lambensa, Zubaidah Muataz and Mohamad Fauzan Noordin	
<b>Knowledge Management from Islamic Perspective: A Focus on Knowledge Acquisition, Sharing and Application</b>	101
Rohaimi Abdullah and Mohamad Fauzan Noordin	
<b>Knowledge Sharing Using Semantic Web</b>	115
Hafizah Reh and Mohamad Fauzan Noordin	
<i>Part III: Knowledge Management in Organization and Nations</i>	
<b>Roles of Knowledge Management in Ensuring the Quality of Higher Education</b>	127
Aziz Ahmed Almaadeni, Muhammad Aydin and Mohamad Fauzan Noordin	
<b>Knowledge Management Software in Organization</b>	135
Kairo Abdulroseh and Mohamad Fauzan Noordin	
<b>Non Government Organizations and Knowledge Management: State of the Art</b>	145
Nuha Abdullah Hassan and Mohamad Fauzan Noordin	
<b>Background of Knowledge Management in Non Government Organizations</b>	151
Rifhan Abdul Ghafir and Mohamad Fauzan Noordin	
<b>Implementation of Knowledge Management System for the Support of Non Government Organizations: Research Model and Framework</b>	157
Salihatun Nisa' Abd Kareem and Mohamad Fauzan Noordin	
<b>Knowledge Management System for Disaster Case</b>	165
Nuha Abdullah Hassan and Mohamad Fauzan Noordin	

<b>Research Model and Framework for the Support of Humanitarian Assistance/ Disaster Relief in Malaysia</b>	173
Salihatun Nisa' Abd Kareem and Mohamad Fauzan Noordin	
<b>The Key Elements of Knowledge Management System in NGOs</b>	179
Salihatun Nisa' Abd Kareem and Mohamad Fauzan Noordin	
<b>Proposed Solution and Discussion for Implementing Knowledge Management System in NGOs</b>	185
Rifhan Abdul Ghafir and Mohamad Fauzan Noordin	
<b>Information Technology Approaches to Knowledge Management in Various Organizations</b>	195
Fajri Achmad Maulana and Mohamad Fauzan Noordin	
<b>Information Technology with Knowledge Management: The Challenges and the Benefits</b>	211
Fajri Achmad Maulana and Mohamad Fauzan Noordin	
<b>The Implementation of Knowledge Management Process in A Shared Service Centre Company</b>	225
Sahidan Abdulmana, Fauzan Alfariti and Mohamad Fauzan Noordin	
<b>Cross Organizational Knowledge Repository Framework for Management Consulting Firms</b>	235
Md Nessar Udin, Azizah Hassan and Mohamad Fauzan Noordin	
<b>Knowledge Management System as the Combating Tool of Cybercrime on Organizations</b>	257
Burhan Saleh and Mohamad Fauzan Noordin	
<b>Implication of Knowledge Management in Disaster Recovery: In Malaysian Context</b>	271
Md Nessar Udin and Mohamad Fauzan Noordin	
<b>Integration of Knowledge Management in Human Resources Management Activities</b>	283
Rohaimi Abdullah and Mohamad Fauzan Noordin	

*Part IV: Knowledge Management in Web 2.0*

<b>Islam and Knowledge Management in Enterprise Based on Social Network</b>	305
Sahidan Abdulmana and Mohamad Fauzan Noordin	
<b>Social Media as a Knowledge Management Tool: The Use, Potential and Challenges</b>	317
Ahmed Abdul-Aziz Abbas and Mohamad Fauzan Noordin	
<b>Kids Website Suitability Assessment: Knowledge Discovery to Investigate the Appropriate Features</b>	331
Muna A. Ali, Rasheed Nassr and Mohamad Fauzan Noordin	
<b>The Role of Data Mining and Knowledge Management in Classification the Content of Kids Website</b>	339
Muna A. Ali, Rasheed Nassr and Mohamad Fauzan Noordin	
<b>Kids Website Suitability: Proposing Knowledge Management Assessment Methodology</b>	347
Muna A. Ali, Rasheed Nassr and Mohamad Fauzan Noordin	
<b>The Application of Knowledge Management for E-Learning to Distribute Islamic Knowledge and Fatwa</b>	355
Fauzan Alfariti and and Mohamad Fauzan Noordin	
<b>IT to Support Muslim’s Small and Medium Enterprises: Toward Knowledge Based Economy in Saudi</b>	365
Ahmed Abdul-Aziz Abbas and Mohamad Fauzan Noordin	
<b>An Overview of Semantic Web Technologies</b>	375
Hafizah Reh and Mohamad Fauzan Noordin	
<i>Part V: Knowledge Society</i>	
<b>Overview of Knowledge Society in Malaysia</b>	383
Salihatun Nisa’ Abd Kareem and Mohamad Fauzan Noordin	
<b>Towards Knowledge Society in Malaysia: Characteristics, Trends and Challenges</b>	389
Azizah Hassan, Md Nessar Udin and Mohamad Fauzan Noordin	

# KNOWLEDGE MANAGEMENT AND KNOWLEDGE SHARING: A LITERATURE STUDY

---

Hindh Ali, Hussain Waheed and Mohamad Fauzan Noordin

## **Abstract**

Knowledge and its proper management is a critical factor in current times if an organization seeks to gain an advantage over its competitors. However it is important to gain the basic understanding of what it is and what is the proper way to manage it in order to gain this advantage. This paper begins with introducing the concept of knowledge and its management. This paper also aims to study the knowledge sharing process within the knowledge management procedure. Literatures are studied to highlight specifically on processes involved in Knowledge Sharing and its benefits to organizations.

## **5.1 Introduction**

It is a very true statement to say that Knowledge is Power. If we have Knowledge we have an advantage over those who don't. Knowledge is a critical factor in today's world when everyone is finding ways to gain knowledge in order to bump them ahead of others is one way or the other. Economies are built up on the base of Knowledge. Hence it is important to understand what knowledge is and how to manage it properly. Also in order to develop the current knowledge economies in the future, sharing of knowledge is also a factor which should be given vital importance.