

Issues in

Knowledge Management

Mohamad Fauzan Noordin



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ISSUES IN KNOWLEDGE MANAGEMENT

Editor

Mohamad Fauzan Noordin



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IMPLEMENTATION OF KNOWLEDGE MANAGEMENT SYSTEM FOR THE SUPPORT OF NON GOVERNMENT ORGANIZATIONS: RESEARCH MODEL & FRAMEWORK

Salihatun Nisa' Abd Kareem and Mohamad Fauzan Noordin

Abstract

Knowledge Management (KM) is important element to achieve high performance such as make a good decision of an organization. The organization for example Non Government Organizations are needed to manage their knowledge similar with profit organization. This chapter will discover the model and framework of Knowledge Management System (KMS) to assist the organization in managing a vast of knowledge from all aspects.

16.1 Introduction

Knowledge Management (KM) has been defined as "the process by which an organization creates, captures, acquires, and uses knowledge to support and improve the performance of the organization (Kinney, 1998)." KM has recently been discussed in several key articles (Alavi and Leidner, 2001). KM processes can be broadly characterized as consisting of knowledge creation activities and knowledge transfer activities. Interest in KM has grown because of the belief that the creation and transfer of knowledge is essential to long-term