Issues in Knowledge Management

Mohamad Fauzan Noordin

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ISSUES IN KNOWLEDGE MANAGEMENT

Editor
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TABLE OF CONTENTS

Dedication i
Preface vii
Acknowledgement ix
Introduction xi

Part I: Fundamental of Knowledge Management

Knowledge Capture in Islam 1
Hafizah Reh and Mohamad Fauzan Noordin

Knowledge Management: Interpretation from Qur’anic Verses 11
Azizah Hassan and Mohamad Fauzan Noordin

Managing Tacit Knowledge Among Knowledgeable Workers 33
Mohamad Fauzan Noordin and Noor Azura Zakaria

Part II: Knowledge Sharing

Beyond Knowledge Sharing: Software Piracy from Islamic Perspective 41
Azizah Hassan and Mohamad Fauzan Noordin

Knowledge Management and Knowledge Sharing: A Literature Study 53
Hindh Ali, Hussain Waheed and Mohamad Fauzan Noordin

Knowledge Management Strategies to Encourage Knowledge Sharing in Maldives 61
Hindh Ali, Hussain Waheed and Mohamad Fauzan Noordin

A Case Study on Strategies to Encourage Knowledge Sharing in Maldives 75
Hindh Ali, Hussain Waheed and Mohamad Fauzan Noordin
Knowledge Sharing: State of the Art
Noor Azura Zakaria, Bibi Saidah Pathan, Fateema Lambensa, Zubaidah Muataz and Mohamad Fauzan Noordin

Research Methodology for Knowledge Sharing Behaviour in Organization
Noor Azura Zakaria, Bibi Saidah Pathan, Fateema Lambensa, Zubaidah Muataz and Mohamad Fauzan Noordin

Knowledge Management from Islamic Perspective: A Focus on Knowledge Acquisition, Sharing and Application
Rohaimi Abdullah and Mohamad Fauzan Noordin

Knowledge Sharing Using Semantic Web
Hafizah Reh and Mohamad Fauzan Noordin

Part III: Knowledge Management in Organization and Nations

Roles of Knowledge Management in Ensuring the Quality of Higher Education
Aziz Ahmed Almaaladi, Muhammad Aydin and Mohamad Fauzan Noordin

Knowledge Management Software in Organization
Kairo Abdulroseh and Mohamad Fauzan Noordin

Non Government Organizations and Knowledge Management: State of the Art
Nuha Abdullah Hassan and Mohamad Fauzan Noordin

Background of Knowledge Management in Non Government Organizations
Rifhan Abdul Ghafir and Mohamad Fauzan Noordin

Implementation of Knowledge Management System for the Support of Non Government Organizations: Research Model and Framework
Salihatun Nisa’ Abd Kareem and Mohamad Fauzan Noordin

Knowledge Management System for Disaster Case
Nuha Abdullah Hassan and Mohamad Fauzan Noordin
<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research Model and Framework for the Support of Humanitarian Assistance/ Disaster Relief in Malaysia</td>
<td>173</td>
</tr>
<tr>
<td>Salihatun Nisa’ Abd Kareem and Mohamad Fauzan Noordin</td>
<td></td>
</tr>
<tr>
<td>The Key Elements of Knowledge Management System in NGOs</td>
<td>179</td>
</tr>
<tr>
<td>Salihatun Nisa’ Abd Kareem and Mohamad Fauzan Noordin</td>
<td></td>
</tr>
<tr>
<td>Proposed Solution and Discussion for Implementing Knowledge Management System in NGOs</td>
<td>185</td>
</tr>
<tr>
<td>Rifhan Abdul Ghafir and Mohamad Fauzan Noordin</td>
<td></td>
</tr>
<tr>
<td>Information Technology Approaches to Knowledge Management in Various Organizations</td>
<td>195</td>
</tr>
<tr>
<td>Fajri Achmad Maulana and Mohamad Fauzan Noordin</td>
<td></td>
</tr>
<tr>
<td>Information Technology with Knowledge Management: The Challenges and the Benefits</td>
<td>211</td>
</tr>
<tr>
<td>Fajri Achmad Maulana and Mohamad Fauzan Noordin</td>
<td></td>
</tr>
<tr>
<td>The Implementation of Knowledge Management Process in A Shared Service Centre Company</td>
<td>225</td>
</tr>
<tr>
<td>Sahidan Abdulmana, Fauzan Alfariti and Mohamad Fauzan Noordin</td>
<td></td>
</tr>
<tr>
<td>Cross Organizational Knowledge Repository Framework for Management Consulting Firms</td>
<td>235</td>
</tr>
<tr>
<td>Md Nessar Udin, Azizah Hassan and Mohamad Fauzan Noordin</td>
<td></td>
</tr>
<tr>
<td>Knowledge Management System as the Combating Tool of Cybercrime on Organizations</td>
<td>257</td>
</tr>
<tr>
<td>Burhan Saleh and Mohamad Fauzan Noordin</td>
<td></td>
</tr>
<tr>
<td>Implication of Knowledge Management in Disaster Recovery: In Malaysian Context</td>
<td>271</td>
</tr>
<tr>
<td>Md Nessar Udin and Mohamad Fauzan Noordin</td>
<td></td>
</tr>
<tr>
<td>Integration of Knowledge Management in Human Resources Management Activities</td>
<td>283</td>
</tr>
<tr>
<td>Rohaimi Abdullah and Mohamad Fauzan Noordin</td>
<td></td>
</tr>
</tbody>
</table>
Part IV: Knowledge Management in Web 2.0

Islam and Knowledge Management in Enterprise Based on Social Network
Sahidan Abdulmana and Mohamad Fauzan Noordin

Social Media as a Knowledge Management Tool: The Use, Potential and Challenges
Ahmed Abdul-Aziz Abbas and Mohamad Fauzan Noordin

Kids Website Suitability Assessment: Knowledge Discovery to Investigate the Appropriate Features
Muna A. Ali, Rasheed Nassr and Mohamad Fauzan Noordin

The Role of Data Mining and Knowledge Management in Classification the Content of Kids Website
Muna A. Ali, Rasheed Nassr and Mohamad Fauzan Noordin

Kids Website Suitability: Proposing Knowledge Management Assessment Methodology
Muna A. Ali, Rasheed Nassr and Mohamad Fauzan Noordin

The Application of Knowledge Management for E-Learning to Distribute Islamic Knowledge and Fatwa
Fauzan Alfariti and Mohamad Fauzan Noordin

IT to Support Muslim’s Small and Medium Enterprises: Toward Knowledge Based Economy in Saudi
Ahmed Abdul-Aziz Abbas and Mohamad Fauzan Noordin

An Overview of Semantic Web Technologies
Hafizah Reh and Mohamad Fauzan Noordin

Part V: Knowledge Society

Overview of Knowledge Society in Malaysia
Salihatun Nisa’ Abd Kareem and Mohamad Fauzan Noordin

Towards Knowledge Society in Malaysia: Characteristics, Trends and Challenges
Azizah Hassan, Md Nessar Udin and Mohamad Fauzan Noordin

vi
ISSUES IN KNOWLEDGE MANAGEMENT

RESEARCH MODEL AND FRAMEWORK FOR THE SUPPORT OF HUMANITARIAN ASSISTANCE/ DISASTER RELIEF IN MALAYSIA

Salihatun Nisa’ Abd Kareem and Mohamad Fauzan Noordin

Abstract
Knowledge Management (KM) is important element to achieve high performance such as making a good decision of an organization. The organization for example Non Government Organizations (NGOs) are needed to manage their knowledge for the support of Humanitarian Assistance/Disaster Relief (HA/DR) in any emergency event. An addition, Knowledge Management System (KMS) is focused in this chapter determine whether KMS can contribute useful methods to assist the support of HA/DR in Malaysia.

18.1 Introduction
According to Dongsong, Lina, and Jay (2002) Knowledge Management (KM) is referred to the entire process of acquisition, management, and utilization of disaster information and knowledge for the support of Humanitarian Assistance/Disaster Relief (HA/DR) operations. KM is accountable for determining which information is needed and for overseeing the acquisition and dissemination of information. KM efficiency cannot be improved only by assisting decision-makers in doing their job faster, cheaper, and better, but also enable different groups to contribute and reuse different resources.