

Issues in

# Knowledge Management

Mohamad Fauzan Noordin



IIUM PRESS

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

# ISSUES IN KNOWLEDGE MANAGEMENT

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**Editor**

Mohamad Fauzan Noordin



**IIUM Press**

Published by:  
IIUM Press  
International Islamic University Malaysia

First Edition, 2011  
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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

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

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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.