

Issues in

Knowledge Management

Mohamad Fauzan Noordin



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ISSUES IN KNOWLEDGE MANAGEMENT

Editor

Mohamad Fauzan Noordin



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PROPOSED SOLUTION AND DISCUSSION FOR IMPLEMENTING KNOWLEDGE MANAGEMENT SYSTEM IN NGOS

Rifhan Abdul Ghafir and Mohamad Fauzan Noordin

Abstract

The need of knowledge management system (KMS) is in demand to support NGOs to gather and share information between other NGOs to work together and most important thing is between NGOs and society as one unit of integration in order to help government and society in humanitarian matters. In other words, NGOs need an effective knowledge management system that could handles problems that arise if humanitarian problems occur nationally or globally. This chapter will be focusing on implementation of KMS in NGOs to help humanitarian aid due to disaster or natural hazards.

20.1 Introduction

In Leavitt's model of organizational change suggests that four subsystems - technology, people, task, and structure - process - need to be balanced and coordinated and the introduction of technology, alone, is not sufficient for the development of effective KM programs. To address these problems, the underlying objectives, entities, activities, work flow and processes of the NGOs will based on framework examples from (Hassan, Hayiyusuh & Nouri, 2011) in their research paper; The Implementation of Knowledge Management System (KMS) for the Support of Humanitarian Assistance/Disaster Relief (HA/DR)