ISSUES IN KNOWLEDGE MANAGEMENT

Editor
Mohamad Fauzan Noordin

IIUM Press
# Table of Contents

Dedication .................................................. i
Preface ..................................................... vii
Acknowledgement ........................................ ix
Introduction .............................................. xi

**Part I: Fundamental of Knowledge Management**

**Knowledge Capture in Islam**
Hafizah Reh and Mohamad Fauzan Noordin ................................. 1

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

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

**Part II: Knowledge Sharing**

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

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

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

**A Case Study on Strategies to Encourage Knowledge Sharing in Maldives**
Hindh Ali, Hussain Waheed and Mohamad Fauzan Noordin ............... 75
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 Almaadeni, 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
Research Model and Framework for the Support of Humanitarian Assistance/Disaster Relief in Malaysia 173
Salihatun Nisa' Abd Kareem and Mohamad Fauzan Noordin

The Key Elements of Knowledge Management System in NGOs 179
Salihatun Nisa' Abd Kareem and Mohamad Fauzan Noordin

Proposed Solution and Discussion for Implementing Knowledge Management System in NGOs 185
Rifhan Abdul Ghafir and Mohamad Fauzan Noordin

Information Technology Approaches to Knowledge Management in Various Organizations 195
Fajri Achmad Maulana and Mohamad Fauzan Noordin

Information Technology with Knowledge Management: The Challenges and the Benefits 211
Fajri Achmad Maulana and Mohamad Fauzan Noordin

The Implementation of Knowledge Management Process in A Shared Service Centre Company 225
Sahidan Abdulmana, Fauzan Alfariti and Mohamad Fauzan Noordin

Cross Organizational Knowledge Repository Framework for Management Consulting Firms 235
Md Nessar Udin, Azizah Hassan and Mohamad Fauzan Noordin

Knowledge Management System as the Combating Tool of Cybercrime on Organizations 257
Burhan Saleh and Mohamad Fauzan Noordin

Implication of Knowledge Management in Disaster Recovery: In Malaysian Context 271
Md Nessar Udin and Mohamad Fauzan Noordin

Integration of Knowledge Management in Human Resources Management Activities 283
Rohaimi Abdullah and Mohamad Fauzan Noordin
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
SOCIAL MEDIA AS A KNOWLEDGE MANAGEMENT TOOL: THE USE, POTENTIAL AND CHALLENGES

Ahmed Abdul-Aziz Abbas and Mohamad Fauzan Noordin

Abstract
Lack of knowledge and understanding of Social Media potentials in Knowledge Management was the most important reason in slowing the adoption of Social Media as a Knowledge Management tool. It also suggest that to utilize Social Media as a Knowledge Management tool, the above mentioned barrier should be worked on in companies, and academic research should be carried out to produce a more systematically organized, holistic and less fragmented picture of Social Media engagement in Knowledge Management.

29.1 Introduction
Change is rapid in this modern world and the emergence of Social Media and Web 2.0 has changed the way of our communication and interaction. This change has affected many areas of business including Knowledge Management. By definition Knowledge Management emphasizes the importance of efficient and effective use of knowledge and information to achieve the organization strategy. While prior work has provided high level frameworks for knowledge management, few studies have offered prescriptive advice on what features of KMSs facilitate knowledge creation. In order to improve future KMS implementations, the authors wanted to know “What are the features of KMSs that foster the creation of new knowledge?” (Arling & Chun,