

Issues in

Knowledge Management

Mohamad Fauzan Noordin



IIUM PRESS

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

ISSUES IN KNOWLEDGE MANAGEMENT

Editor

Mohamad Fauzan Noordin



IIUM Press

Published by:
IIUM Press
International Islamic University Malaysia

First Edition, 2011
©IIUM Press, IIUM

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without any prior written permission of the publisher.

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

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	85
Noor Azura Zakaria, Bibi Saidah Pathan, Fateema Lambensa, Zubaidah Muataz and Mohamad Fauzan Noordin	
Research Methodology for Knowledge Sharing Behaviour in Organization	93
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	101
Rohaimi Abdullah and Mohamad Fauzan Noordin	
Knowledge Sharing Using Semantic Web	115
Hafizah Reh and Mohamad Fauzan Noordin	
<i>Part III: Knowledge Management in Organization and Nations</i>	
Roles of Knowledge Management in Ensuring the Quality of Higher Education	127
Aziz Ahmed Almaadeni, Muhammad Aydin and Mohamad Fauzan Noordin	
Knowledge Management Software in Organization	135
Kairo Abdulroseh and Mohamad Fauzan Noordin	
Non Government Organizations and Knowledge Management: State of the Art	145
Nuha Abdullah Hassan and Mohamad Fauzan Noordin	
Background of Knowledge Management in Non Government Organizations	151
Rifhan Abdul Ghafir and Mohamad Fauzan Noordin	
Implementation of Knowledge Management System for the Support of Non Government Organizations: Research Model and Framework	157
Salihatun Nisa' Abd Kareem and Mohamad Fauzan Noordin	
Knowledge Management System for Disaster Case	165
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** 305
Sahidan Abdulmana and Mohamad Fauzan Noordin
- Social Media as a Knowledge Management Tool: The Use, Potential and Challenges** 317
Ahmed Abdul-Aziz Abbas and Mohamad Fauzan Noordin
- Kids Website Suitability Assessment: Knowledge Discovery to Investigate the Appropriate Features** 331
Muna A. Ali, Rasheed Nassr and Mohamad Fauzan Noordin
- The Role of Data Mining and Knowledge Management in Classification the Content of Kids Website** 339
Muna A. Ali, Rasheed Nassr and Mohamad Fauzan Noordin
- Kids Website Suitability: Proposing Knowledge Management Assessment Methodology** 347
Muna A. Ali, Rasheed Nassr and Mohamad Fauzan Noordin
- The Application of Knowledge Management for E-Learning to Distribute Islamic Knowledge and Fatwa** 355
Fauzan Alfariti and and Mohamad Fauzan Noordin
- IT to Support Muslim’s Small and Medium Enterprises: Toward Knowledge Based Economy in Saudi** 365
Ahmed Abdul-Aziz Abbas and Mohamad Fauzan Noordin
- An Overview of Semantic Web Technologies** 375
Hafizah Reh and Mohamad Fauzan Noordin
- Part V: Knowledge Society*
- Overview of Knowledge Society in Malaysia** 383
Salihatun Nisa’ Abd Kareem and Mohamad Fauzan Noordin
- Towards Knowledge Society in Malaysia: Characteristics, Trends and Challenges** 389
Azizah Hassan, Md Nessar Udin and Mohamad Fauzan Noordin