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Knowledge Management System: A Case Study on MSC Companies

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ABSTRACT

Malaysia en route to achieve Vision 2020 and become a knowledge-based economy has accepted the paradigm shift through its creation of the National Information Technology Agenda (NITA) and the Multimedia Super Corridor (MSC). These initiatives are geared towards leveraging information, communication and technology (ICT) to create a knowledge-based society and economy. Further, the emergence of Knowledge Management field, economy based on knowledge (K-Economy), Knowledge Management System, Information Technology and the various accompanying hardwares and softwares have put tremendous pressures on organisations. This is to implement a system that systematically captures, stores and disseminates information in the form of knowledge throughout the organisations in order to gain organisational effectiveness.

These MSC companies that would have access to sophisticated infrastructure facilities are considered as vehicles for Malaysia to become a developed country. These have the expertise and capabilities of transferring knowledge to the employees. They receive high regard as exemplary organisations that utilise Information Technology as a means to achieve organisational effectiveness.

As such, it is not surprising that Knowledge Management System is well accepted and regarded very important in these companies. Despite the small organisational size, they can foresee the potentials of having a Knowledge Management System. However, they also realise that to implement an effective system, obstacles are unavoidable. Some have already undertaken the necessary steps and identified the key personnel to initiate awareness programs. This indicates their readiness to face the challenges of K-Economy.

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