Knowledge Management System: A Case Study on MSC Companies

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Submitted to the Faculty of Business and Accountancy, University of Malaya, in partial fulfillment of the requirements for the Degree of Master of Business Administration

March 2001
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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.
ACKNOWLEDGEMENT

Firstly, my praises to ALLAH for giving me the energy and strength to complete this research project. His constant presence provided me with the assurance, peace and confidence that this undertaking was all a part of His great design. To Him be the glory and honour.

I would like to express my greatest appreciation to the following individuals who have been of great assistance in my research project: -

1. Dr. Ainin Sulaiman whose generosity and invaluable scholarly advice proved significant to the completion of this project;
2. All the respondents from the selected MSC companies who had taken time to complete the questionnaires;
3. All my colleagues in the TUTOR Room, for all their ideas and help; and
4. All the staff of the Faculty of Business and Accountancy, UM.

My deepest appreciation and love goes to my loving husband, Jasli Sulik and my adorable son, Jasreelzal Amar Nooris for giving me all the moral support, emotional strength and financial help needed throughout this MBA program. Without both of you, I would not have made it this far in the academic world.

Finally, this piece of brainwork is dedicated to my mother, Hajjah Maimunah Haji Harun and my late father, Haji Jaafar Baginda. Both of you have given me a better life in this world. I wish I could still share my success and happiness with you, Abah.
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