

**Implementation of
Knowledge Management
In the Local Government Sector:
A Case Study of
Majlis Perbandaran Tawau (MPT)**

by

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ABSTRACT

This research is intended to identify the whether there is implementation of Knowledge Management that can be found in the local government sector in Malaysia particularly in Majlis Perbandaran Tawau Sabah (MPT). As KM is now widely recognized as a competitive advantage and an increasing numbers of organizations are incorporating knowledge management as the core strategy to enhance their organizational competitive advantage. This research will focus on the identification of the implementation of KM in this organization by looking at the framework known as the Building Blocks of KM. This building blocks have 8 major blocks that help the researcher to identify the existence of KM in this organization. These 8 building blocks are the k-goal, k-identification, k-acquisition, k-development, k-distribution, k-utilization, k-retention and k-measurement.

CHAPTER I

1.0 INTRODUCTION

Previously, people in the organizations are tend to use their human resource or capital as their strength to compete with other organizations such as in providing services as well as in producing better products. Everyone in the organizations is trying very hard to make a full use with their available resources. But then, this kind of situation is not bringing them far ahead because of the limited resources that they have.

Today's organization are fundamentally different as compared to organization existed in 1 or 2 decade ago in term of their functions, structures and style of management. The new organizations put more premium on understanding, adapting and managing changes and competing on the basis of capturing and utilizing knowledge; to better serve their customer, improve the operations and to speed their products to markets.

Researchers have concluded that the only thing that is sustainable for business is what it know, how it use it and how fast it can discover something new. In the past, the dilemma was finding enough information, but now the problem has shifted to identifying and managing mountains of knowledge. The need to create and deliver innovative new products and services at an ever increasing rate is requiring organizations today to take a more deliberate and systematic approach to managing knowledge.

The old truism "knowledge is power" has been more true than it is today. To manage and measure knowledge based resources is one of the most important challenges for the modern company. It is widely claimed that knowledge has succeeded other capital (land, labor and capital) as the production factor. More