

The Use of Knowledge Portal: Literature Review

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Abstract. In this pandemic era, students in higher education are facing problems of lack of information and resources in the faculty. The accessibility in acquire information from the library and other trusted institutions such as archive and museum are decreasing due to movement control order (MCO) in our country for two years now. As we know, student need to find and access the required information in through the online. Many university in our country are organized knowledge through the knowledge portal and provide many features and utilities for many users. In higher education, not only students groups are seeking the knowledge. The researchers and education staffs also are part of people that seeking knowledge for acquiring, integration and sharing the knowledge for their use. The knowledge portal are the medium of online network accessible resource through the intranet, extranet or internet with provide a simple appearance and easy to handling all the view of contents. Knowledge integration can be determined with the used of knowledge portal by the user to accessing and apply the knowledge to become more reliable and relevant sources. Although the knowledge portal have been organised and implement by university for many years, the usage of knowledge portal among the students of UiTM are being investigate in this research. Other than that, the relation between the knowledge portal use and the student performance also being investigate to determine how much impact can influence the student performance by using the knowledge portal as reference and resource in their study. The study is planned to be conducted quantitatively, where a set of questionnaire will be distributed to the target respondents. This research need to be conducted to determine any problem that can improve the knowledge portal that provided by the UiTM into more excellent platform to disseminate the knowledge. This research also can find the solution to enhance the services and utilities in the knowledge portal to attract student and user to easily use in acquiring knowledge.

Keyword: Knowledge portal, knowledge portal use, student performance

1 Introduction

A knowledge portal are highly integrated of knowledge management that provide a process of synthesize widely to disseminate knowledge and to interconnect individuals with many resources to acquiring knowledge. Nowadays, in this pandemic era, student in higher education faced many problems to finding many information and knowledge based on their studies because lack of resources. The knowledge can de describes as a key resource for organizations, based on Alavi and Tiwana, 2002, they suggested the organization can be profitably viewed as knowledge system. There are many dispersed knowledge that value of the process of knowledge integration which can increase the competitiveness and customer focus through many purposeful knowledge reuse (Markus 2011). Knowledge portal can be implementing in the organization or institute to achieving knowledge integration which can provide a 'one-stop knowledge stop' for people to access, acquire and also transfer the knowledge. Knowledge portal is one of the knowledge management system that can be implement by many organization and higher education institution for disseminate relevant knowledge and to integrate diverse sources. However, knowledge is being intractable resource and implementation of all sorts of knowledge management systems helps individuals to contribute their knowledge and provide useful reliable knowledge for knowledge seekers.

Based on Alavi and Leidner, 2011, knowledge management refers to the processes of identifying and leveraging the collective knowledge in an organization to help the organization compete. Knowledge portal is portal that designed to supports and stimulates knowledge transfer, knowledge storage and retrieval, knowledge creation, knowledge integration and knowledge application by providing access to relevant sources and knowledge. Knowledge portal also provided network-oriented components and facilities to the students and knowledge seeker to acquire reliable knowledge and information from trust resource. Direct interaction and communication tools are provided for connect user with the expert in help for seeking knowledge from the knowledge portal. This connection and collaboration can improve the facilities and functionalities in more detail by supplying the knowledge. Knowledge portal can be defined as an online collaborative space that provides knowledge sharing and collaboration within the virtual professional community of practice and contains many features for creating and sharing knowledge within the students, researchers, education professionals and others.

2 Literature Review

Portal can be define as a system that designed to provide source, customizable, personalization and integrated access to dynamic information from a variety sources and in variety source of formats wherever it is needed (Deltor 2004; Smith 2004). In the portal, contains with repository of information to provide the access and have role management that integrates the diverse functionality.

Knowledge Portal

Knowledge portal can be defined as a type of journal that builds to support and implement the process of knowledge transfer, storage, retrieval and also the knowledge integration. In the knowledge portal, it provides the accessible knowledge with the relevant sources. Knowledge portal provides many functionalities and many communication tools to build a relationship between knowledge with user to enhance the use of knowledge portal. Furthermore, knowledge portals are defined by other authors which focus on knowledge integration as a one-stop shop by transforming specific knowledge into collectively valuable knowledge and also can lead to higher competitiveness. In the end, we can conclude that knowledge portal is the platform that is organized for acquiring, retrieving, and also disseminating knowledge within users and sources.

Knowledge Portal as a Knowledge Management System

Knowledge portal is one of the knowledge management systems that can be applied in the university to continuously disseminate and acquire knowledge for students and other users. Knowledge management systems help in managing knowledge through the process of capturing and integrating knowledge. Through the knowledge portal, the conversion of knowledge into valuable knowledge by the sharing process occurred in the knowledge portal with the application of a knowledge management system. Researchers believe that by integrating knowledge and managing knowledge systematically can improve the effect and efficiency of the organization. Knowledge management systems include technology and facilities that can build the connection between users, which is students with their academic performance. All the services provided by knowledge portals that implement in the university can be accessed only by registered students and staff of the university.

Purpose of Knowledge Portal

Knowledge portal is an internet-based computer platform that provides access to organizational knowledge, enhances the integration of knowledge repositories and the process of acquiring knowledge. This knowledge portal helps many students and users to gain knowledge in one place without any physical interactions. The knowledge portal is the application that consists of many features for providing necessary information for users and acts as communication tools for students to connect with knowledge and reliable sources. Other than that, knowledge portals are also a type of knowledge management system that provides a rich space to share and search information and as communication services. The purpose of knowledge portals can enhance the searching of information and knowledge by students to help them find a reference for their assignments and research. During this online distance learning (ODL), knowledge portals play an important role by providing many reliable resources and information for many users in the university because of the obstacles faced by the student.

Assessing Knowledge Portal Use and Effectiveness

Knowledge portal have been developed by the university for many years. The role of knowledge portal are important by providing many information and resource to the students. The accessible knowledge provided by the knowledge portal giving an opportunity the user to retrieval knowledge and also apply the knowledge for educational reason. Knowledge portal use is become broader in this technological era and researcher believe the effectiveness from use it can giving impact to the student performance and also in knowledge integration. Other than that, knowledge portal also be used by researcher and also educational staffs to collecting teaching materials and also research material. Knowledge portal can be trusted resources for the user.

Furthermore, knowledge portal use become a single point of access to resource and information that include web mail, course information, examination results, past year questions, journals and articles for users such as students, faculty and staffs. The knowledge portal also being effective in monitoring knowledge, controlling educational processes and also providing access to educational resource. Lastly, assessing knowledge portal can help the university to unlock all internally and externally forms such as store information and being a platform to access the knowledge and resource for the users.

3 Conclusion

In this technological era, students spend most of the times in technology for seeking information, entertainment and others. Students nowadays are more searching the knowledge by using the portal through online compare to use traditional printed materials. The accessible knowledge and resource from the knowledge portal make the process of knowledge retrieval and dissemination among the students and other user become broadly. Knowledge portal have become a place for process of knowledge dissemination, creation and technology transfer among the students in education. In this study, the research are conducting for identify the usable of knowledge portal among the students and positive impacts that can be earned by the students and also the user of the knowledge portal. As we know, knowledge portal is portal that designed to supports and stimulates knowledge transfer, knowledge storage and retrieval, knowledge creation, knowledge integration and knowledge application by providing access to relevant sources and knowledge. Therefore, knowledge portal also provided network-oriented components and facilities to the students and knowledge seeker to acquire reliable knowledge and information from trust resource. That is why knowledge portal use among the student can enhance the student performance and their task productivity.

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