

Assessing Knowledge Management Implementation at IWS, Mesiniaga Berhad

by

**Rozilawati Razali
(2000250808)**

In partial fulfillment of the requirements
for the degree of
Master of Science in Information Management

**Faculty of Information Studies
Universiti Teknologi MARA (UiTM)**

SMM850 Independent Study

April 2002

ACKNOWLEDGEMENT

I would like to express my highest gratitude to my supervisor, Professor Dr. Szarina Abdullah, for her consultation and guidance in completing this project. Her meaningful and valuable advice is highly appreciated and remembered.

High appreciation is also forwarded to my organisation, management and colleagues for their support in contributing feedback for the analysis of the study. Their responds and cooperation have indeed, tremendously contributed towards the completion of this project.

To my husband, no words can best describe my appreciation for his overwhelming support, understanding and cooperation for this project and also for all these years. May the happiness be with us always.

Lastly, thank you very much to all my family, friends and individuals who have helped me in any way during the development of the project. May Allah bless you all.

ABSTRACT

Nowadays, the importance of Knowledge Management (KM) has been intensively discussed within the society. The management of knowledge is promoted as an important and necessary factor for every organisation to survive and maintain its competitive strength. Indeed, Knowledge and Knowledge Management appear to be regarded as increasingly important features for organisational survival. To remain at the forefront, organisations need a good capacity to retain, develop, organise, and utilise their employees' capabilities.

The rise of the Knowledge Economy (K-Economy), one principally driven by information and knowledge, is attributed to the increased prominence of intellectual capital (IC) as a business asset. In future, it is believed that the organisation's IC is one of the most needed and essential assets.

This paper is intended to relate the concepts of KM and IC to one of the local IT organisations, Mesiniaga Berhad. As the organisation has already implemented KM system since 1998, therefore, the paper focuses on its current system in order to assess the extent of the KM implementation. Besides, the paper also identifies the organisation's IC in order to know how it is valued and managed in the organisation. As the outcomes of the assessment, some recommendations and suggestions for improvement are also included in the paper for future enhancement.

KEYWORDS

Knowledge Management (KM); Intellectual Capital (IC); KM Assessment; Knowledge

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