A Study on
Knowledge Management Practice at
United Engineers (M) Berhad

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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

ABSTRACT

The objective of the study is to identify to what extend knowledge are shared among employees of United Engineers (Malaysia) Berhad and what are the existing key elements that influence knowledge sharing activities. At the end of the study, it will also give recommendations on the improvement of knowledge sharing in ensuring the success of knowledge management practice at UEM.

Secondary data has been used in this study of knowledge management practice at UEM. Data was collected based on articles, journals, textbooks, research and also Intranet database maintained at UEM.

From the study revealed that training is an important element at UEM. It ensures continuous learning and knowledge sharing among the employees. UEM has spent a millions of Ringgit on training or acquiring new knowledge and retaining this knowledge within the organization. Level of trust and co-operation from managerial level are essential to ensure continuous learning at UEM.

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Introduction

1.0   An Overview

In recent years, knowledge management has become a critical subject of discussion in the business literature. Both business and academic communities believe that by leveraging knowledge, an organization can sustain its long-term competitive advantages.

Knowledge management is first and foremost a management discipline that treats intellectual capital as a managed asset. Knowledge management is about embracing a diversity of knowledge sources, from databases, websites, employees and partners and cultivating that knowledge where it resides, while capturing its context and giving it greater meaning through its relation to other information in the organization. Organizations now see managing knowledge as the most important new discipline for gaining a competitive edge in satisfying customer.

Knowledge management is concerned with the exploitation and development of the knowledge assets of an organization; hence it should be in line with the organization's objective. It also embraces all of the process associated with the identification, sharing and creating of information. Successful of knowledge requires systems for the management of knowledge repositories, and to cultivate and facilitate the sharing of knowledge and organizational learning

1.1   Background Of The Study

Knowledge Management is a systematic process of identifying, capturing and transferring information and knowledge that people can