

Effective Use of Information Resource in  
Water Supply Organisations in Malaysia  
Towards Knowledge Organisations

By

**Abdul Aziz bin Abdullah  
(2000 653 051)**

**Faculty of Information Studies  
University Technology MARA**

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## **Abstract**

*Changes in the economic competitions in the world need water supplies authorities to utilise the water supply information source professionally in order to be able to meet the needs and wants of water supply by demanding sectors. This is so important to upgrade the ability of the organisations towards knowledge organisations.*

*Presently, the opinion of the managers of water supplies organisation incline to the proper and professional information management. However, a survey done on the district managers suggested that the issue of awareness of the importance of proper information management still becoming the stumbling block that resulted less budget allocation and planning given to enhance the information management. As a result not proper attention given towards establishment of effective mechanisms in collaboration among the water supplies organisations to consolidate information under one autonomy. Whilst, indeed the effort should be considered as an urgent matter to improve and maintain the image and the confidence to water supplies industry in Malaysia.*

## **Keywords**

*Knowledge organisation, water supplies authorities, internal culture, information management, information resource, Information Communication Technology (ICT), and Strategic planning.*

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## Chapter 1

### Introduction

Changes in the economic competition in the world of the present days demand every aspect of life to follow the trend of the business conceptualisation. All sectors, including water supply sector must be able to create the *internal culture of the water supply industries* in such a manner that the needs and wants of water supplies by demanding sectors are always to be fulfilled to their fullest expectations.

It is the market trend of the world that for an organisation to flourish, the management must emphasis on continuous learning and improvement. Knowledge, skills and tools acquired by employees in all organisations have become among the critical resources, besides that of capital, financial, assets and human resources.

Therefore, the managers in water supplies industry as well must critically analyse and make themselves aware how far they have adopted the so-called knowledge organisation, knowledge sharing and learning organisation concepts in order to reach the known standards of *knowledge organisation*.

### Background

#### ***Development of water supplies industry in Malaysia***

Water supplies industry in Malaysia is one of the major utility industries, which supports the prosperity of the country. The growth of the country in