



**BACHELOR IN SCIENCE (HONS) RECORDS MANAGEMENT
(IM 226)**

Evaluation of Information Services (IMC 651)

**DIGITAL KNOWLEDGE REPOSITORIES:
THE EFFECTIVENESS AND CHALLENGES IN MAJLIS
BANDARAYA MELAKA BERSEJARAH (MBMB)**

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25th JUNE 2014

ACKNOWLEDGMENT

We take this opportunity to express our profound gratitude and deep regards to our beloved supervisor guide PUAN SUHAILA BT OSMAN for her exemplary guidance, monitoring and constant encouragement throughout the course of this Research report. The blessing, help and guidance given by her time to time shall carry us a long way in the journey of life on which we about to go aboard.

we also take this opportunity to express a deep sense of gratitude to Majlis Bandaraya Melaka Bersejarah (MBMB) for their warm support, be a target organization for the research, valuable information and guidance, time when allocated questionnaires, which helped me in completing this task through various stages.

We are obliged to thank almighty, parents, brother, sisters and friends for their constant encouragement without which this assignment would not be possible and for the valuable information provided by them in their respective fields. We are so grateful for their cooperation during the period of our research.

ABBREVIATION

DKR	Digital Knowledge Repository
MBMB	Majlis Bandaraya Melaka Bersejarah
SPSS	Statistical Package for the Social Sciences
OSC	One Stop Center
SPM	Sijil Pelajaran Malaysia
STPM	Sijil Tinggi Pelajaran Malaysia
IR	Information Repository

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ABSTRACT

In today's world, all business is persistently required to do some transformation in their business process. Digital knowledge repository will help to get better, quickly and more efficiently. It is an online database that systematically captures, organizes, and categorizes knowledge based information. The research target organization is Majlis Bandaraya Bersejarah (MBMB). The research addressed the following research objectives: a) to investigate the effectiveness execution of digital knowledge repository and b) to explore the challenges of implementing digital knowledge repository in (MBMB). By using quantitative research, a survey questionnaire was used as the instrument and Simple Random Techniques as the Sampling Techniques. The researcher is able to collect 87.6 percent of the distributed questionnaires from the respondents. Findings show that the leveraging of digital knowledge repository in MBMB does exist. Thus, this study proposed changes in technology, top management support, training and awareness to encourage staff to implement the digital knowledge repository in the organisation.

Keyword: *Digital Knowledge Repository, execution, challenges, public organizations, Malaysia*