

MESYUARAT JKPPPI Bil. 3/2015
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Knowledge Sharing Behaviours in JCoP

KHAIRIL HIZAR MD. KHUZAIMAH
UNIT ECKM
CAWANGAN PERANCANGAN ASSET BERSEPADU

What I will cover

- How well is JCoP doing?
- Who are the active JCoP users?
- What do they discuss about? popular domains, popular tags
- Creating a Knowledge sharing culture – what it means? How to make it happen?

Google Analytics

- web analytics service offered by Google that tracks and reports website traffic
- real time data



Duration from **10 August- 11 September 2015**

- **3,636 Sessions**
- **3,031 Users**
- **11,383 Page Views**
- **3.13 Pages/session**

JCOP Users

14/9/2015

951

Membership Life Cycle for Online Communities

















From <http://blogs.zdnet.com/Hinchcliffe>

Who are the top scoring JCoP users?










52 out of 951
users (**5%**)
scored >2,000
points













Top scoring users

 farijal	฿ 27,450	abubakarms	฿ 8,040
 mdfairuz	฿ 22,030	 SarumZA	฿ 7,840
 MeorSLizam	฿ 18,990	 szshah	฿ 7,310
 nikmanan	฿ 17,970	 hizar	฿ 7,270
 aidzil	฿ 15,750	 maria_marcus	฿ 5,820
 SaifulFazli	฿ 11,470	abrahmans	฿ 5,680
noorazmanr	฿ 10,280	 mfairuz	฿ 5,660
 NikAinun	฿ 8,700	Rosli	฿ 5,520
 Isma_Ashraf	฿ 8,250	 roznita	฿ 5,370
haris	฿ 8,060	norshimah	฿ 5,230

Top scoring users

 sabrimd	฿ 5,160	symahadhir	฿ 3,670
 khudri	฿ 4,900	maziahah	฿ 3,620
 Hannerita	฿ 4,860	 MuhammadBruns	฿ 3,520
abangabrahman	฿ 4,710	zuhairizan	฿ 3,400
cmsoon	฿ 4,700	darus	฿ 3,370
harjit	฿ 4,430	fahdli	฿ 3,240
MdHanafiah	฿ 4,410	NasrulH	฿ 3,110
Muham Zaini Hamzah	฿ 4,250	shnizam	฿ 3,100
 mdrozaiman	฿ 3,860	azlanaziz	฿ 3,090
 hizamuldin	฿ 3,850	 sulieman	฿ 3,030

Top scoring users

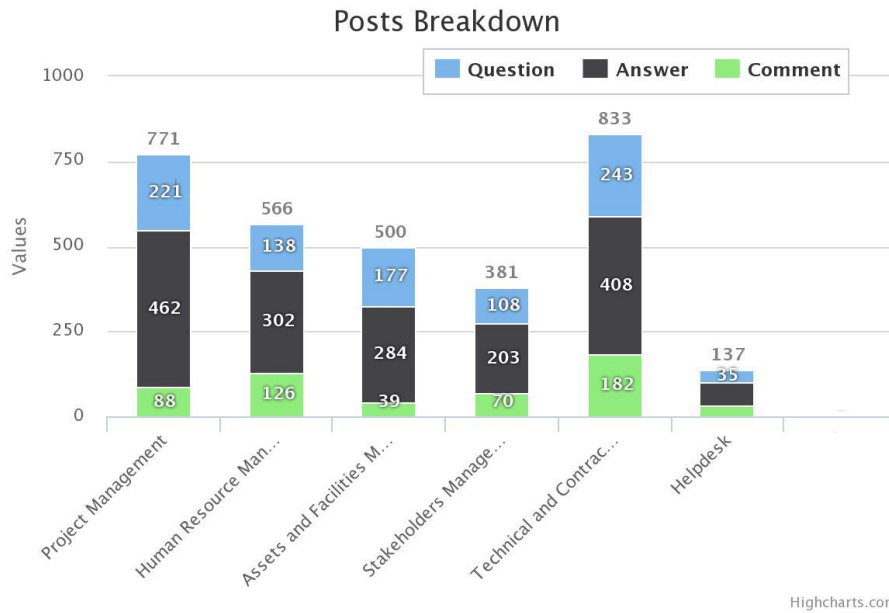
 hanifah	฿ 2,740	 SUSarah	฿ 2,060
 farahas	฿ 2,640	 admin	฿ 2,020
 faizalabas	฿ 2,570		
 Nor Sadilah	฿ 2,500		
 Ainulhuda	฿ 2,410		
 samilah	฿ 2,340		
 SallehO	฿ 2,320		
 AbManan	฿ 2,180		
 azizul	฿ 2,130		
 AzlanF	฿ 2,090		

Online CoP Participation

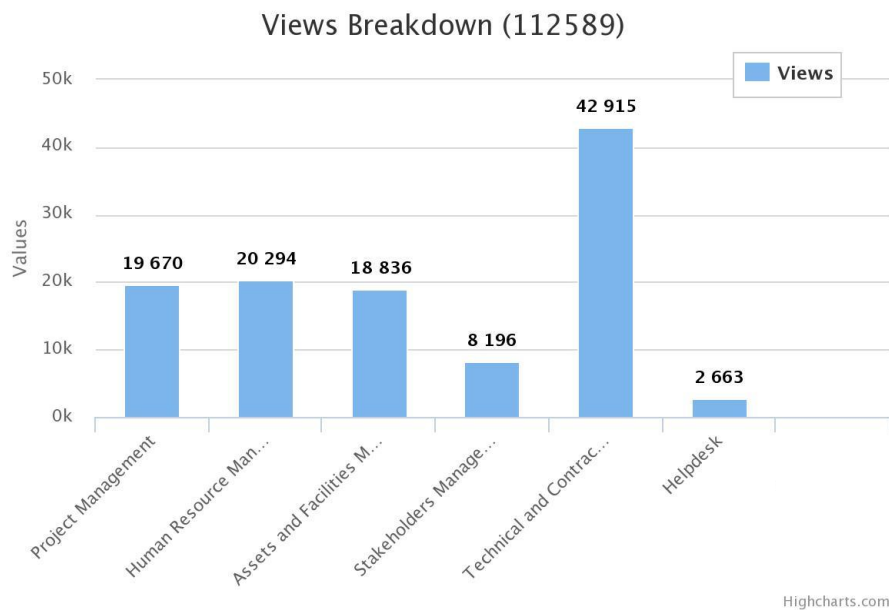


For every 100 people,
 1 person will create content
 10 people will interact with it
 89 people will just view it

What do they share?.. Most popular domain



What do they share?.. Most popular domain



What things are most talked about?

20 most popular tags

Most popular tags

65 x	stakeholder	17 x	human
55 x	project-management	16 x	bim
44 x	facilities-asset-management	15 x	myspata
42 x	risk-management	15 x	pengurusan-aset-fasiliti
28 x	stakeholder-management	15 x	project-planning
24 x	time-management	15 x	cost-management
22 x	asset	15 x	time
19 x	integration	14 x	pbt
18 x	communication-management	14 x	project
17 x	competency	13 x	utility

Creating a Knowledge Sharing Culture

Making knowledge sharing the **norm**

Need to encourage people to **work together more effectively, to collaborate and to share** - ultimately to make organisational knowledge more productive.

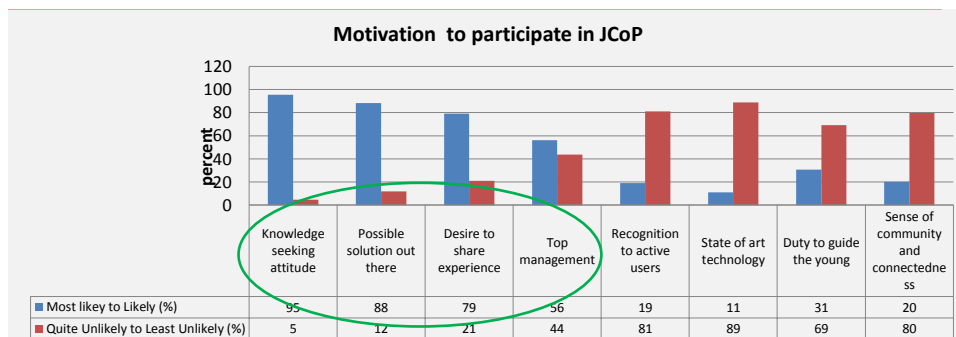
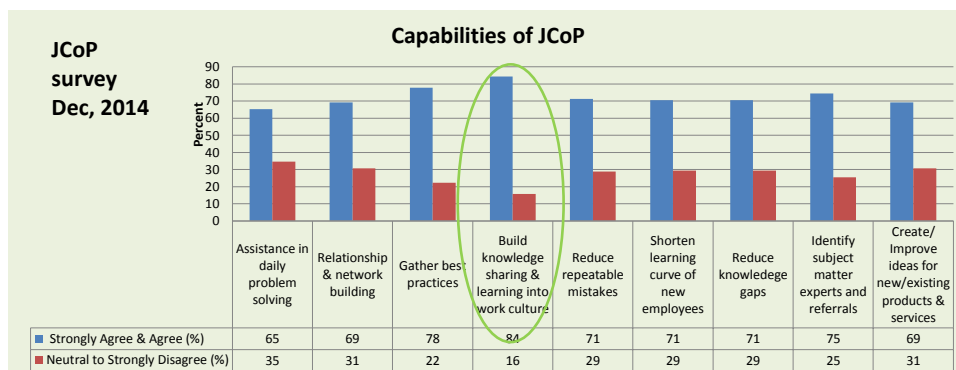
The purpose of knowledge sharing is to help an organisation as a whole to **meet its business objectives**. We are not doing it for its own sake

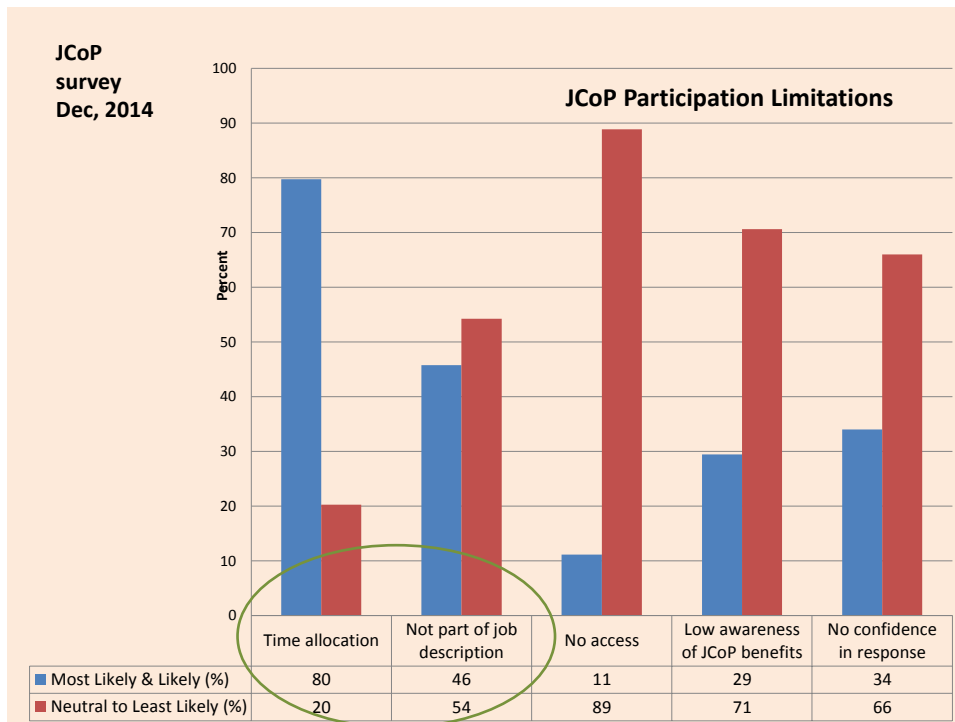
Why share knowledge?

- By sharing your knowledge, **you gain more** than you lose.
- Sharing knowledge is a **synergistic process** – you get more out than you put in.
- If you share a product idea or a way of doing things with another person – it will help you **shape and improve that idea**.
- If you get into dialogue with the other person then you will **benefit from their knowledge**, from their unique insights and improve your ideas further.

Knowledge Sharing Rewards?

- **Human beings are motivated by more than just money**
- Need to ensure **appropriate rewards** are in place





Making it Happen

Knowledge sharing starts at the individual

Start practicing it within your sphere of influence and encourage others to do the same –

“Lead by Example”

Making it Happen (cont'd)

Sharing is **not just about giving.** It is about: -

- ✓ Soliciting **feedback**
- ✓ Asking **questions**
- ✓ Telling people **what you plan** to do before doing it
- ✓ Asking other people for **help**
- ✓ Asking someone to **work with you** in some way - however small
- ✓ Telling people **what you are doing** and more importantly **why you are doing it**.
- ✓ Asking people **what they think**; asking them **for advice**
- ✓ Asking people **what would they do differently**
- ✓ Not just sharing information but **know-how, know-why and know-who**