

CERAMAH
Untuk
MAKTAB KOPERASI MALAYSIA
12 MEI 2017



KNOWLEDGE MANAGEMENT @ JABATAN KERJA RAYA MALAYSIA



Sr ROZNITA BT OTHMAN
PENGARAH KEJURUTERAAN
CAWANGAN PERANCANGAN ASET BERSEPADU
IBU PEJABAT JKR MALAYSIA

JKR Enterprise Content & Knowledge Management Program



KM Tools and Techniques



JKR KM VISION

To become a first-class knowledge centre that provides the optimum in performance support via optimization based on trust, partnerships and a mutual win-win mentality

JKR KM MISSION

To improve our performance by getting the BEST Knowledge to the right people at just the right time

Knowledge managers in HQ and JKR States

Quarterly Mesyuarat JKPPPI



Knowledge Fairs

PERSADA MINDA

WACANA ILMU

WADAH ILMU

SEMARAK ILMU

LIGA ILMU

KARNIVAL PEMBUDAYAAN ILMU

KM Initiatives & Products



What I will cover



Begin with the end in mind

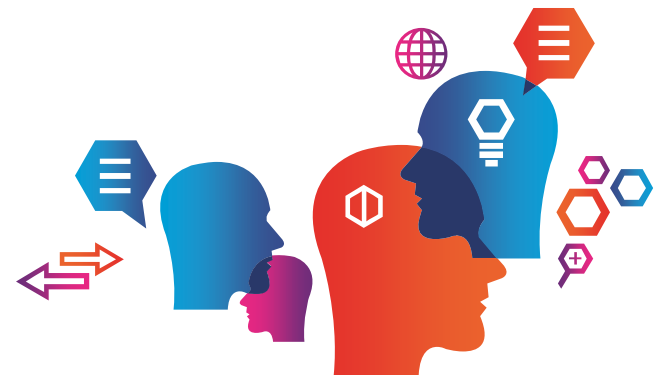
Why ECKM matters to us

JKR KM Agenda and Journey

ECKM Products

ECKM Activities





WHY DO YOU WANT TO IMPLEMENT KNOWLEDGE MANAGEMENT?

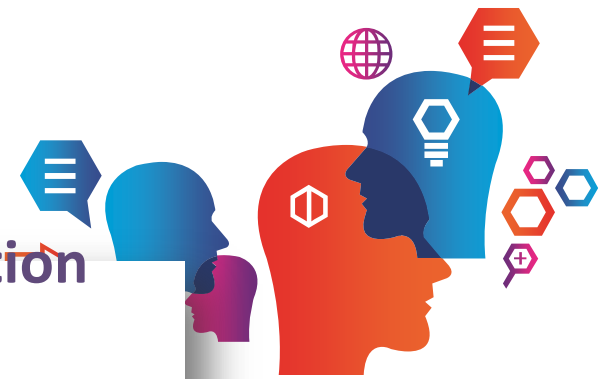
Why ECKM matters to JKR

- 1 Our most critical technical knowledge remains siloed in the organisation – or worse, is heading out the door



- 2 Our people work at different locations and are geographically dispersed. Knowledge sharing across the department becomes more challenging. People are not learning from each other and are reinventing the wheel

SILOS result in lack of trust,
limited communication and isolation



Vertical

Across
levels and
hierarchy



Horizontal

Across functions
and expertise



Stakeholder

Beyond
boundaries of the
company with
external partners



Demographic

Across diverse groups
(e.g., gender, ethic,
nationality)



Geographic

Across regions and
locality

<http://www.chrisernst.org/w-hy-boundary-spanning-networks/activate-the-network/>



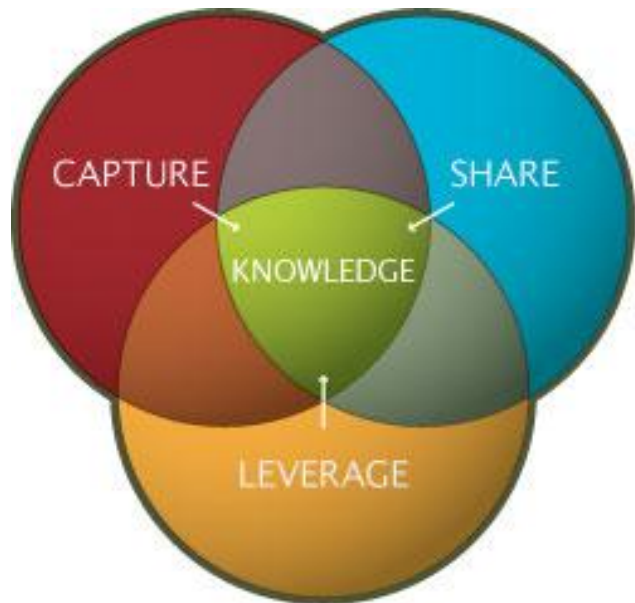
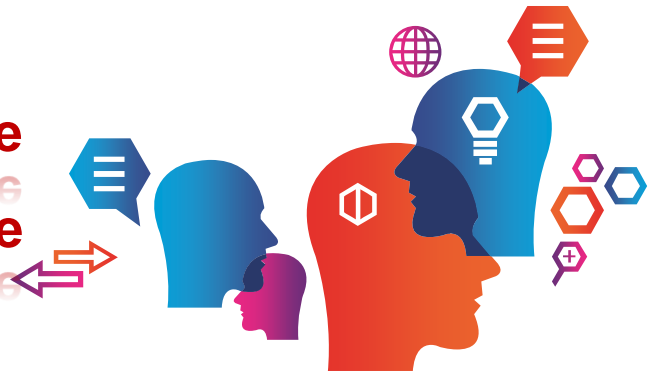
Knowledge gap



Knowledge
seeker

Knowledge
bearer

How KM can improve the organisational performance



Easy to find experienced individuals

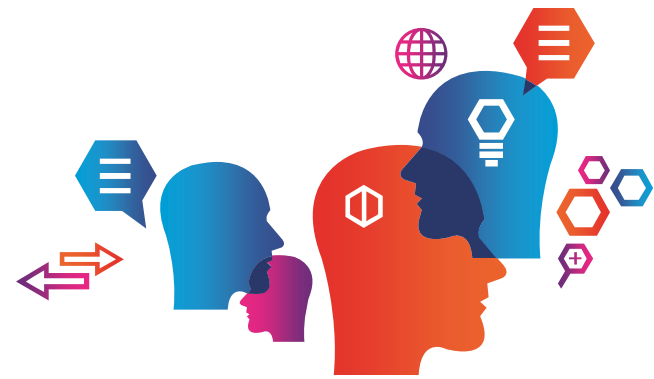
Enterprise wide knowledge at our finger tips

Improve productivity by reusing “what we know

Improve communication and break down silos

Generate new ideas that can be incorporated into innovative products and processes

ISO 9001:2015 - Clause 7.1.6

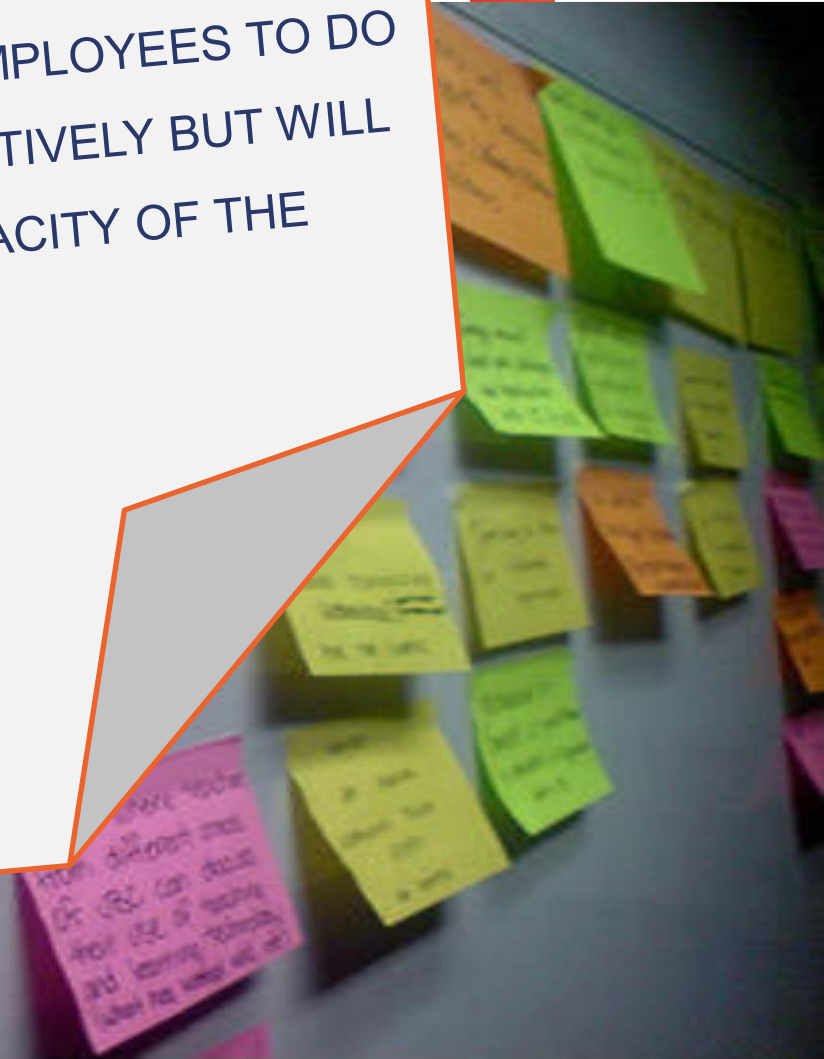


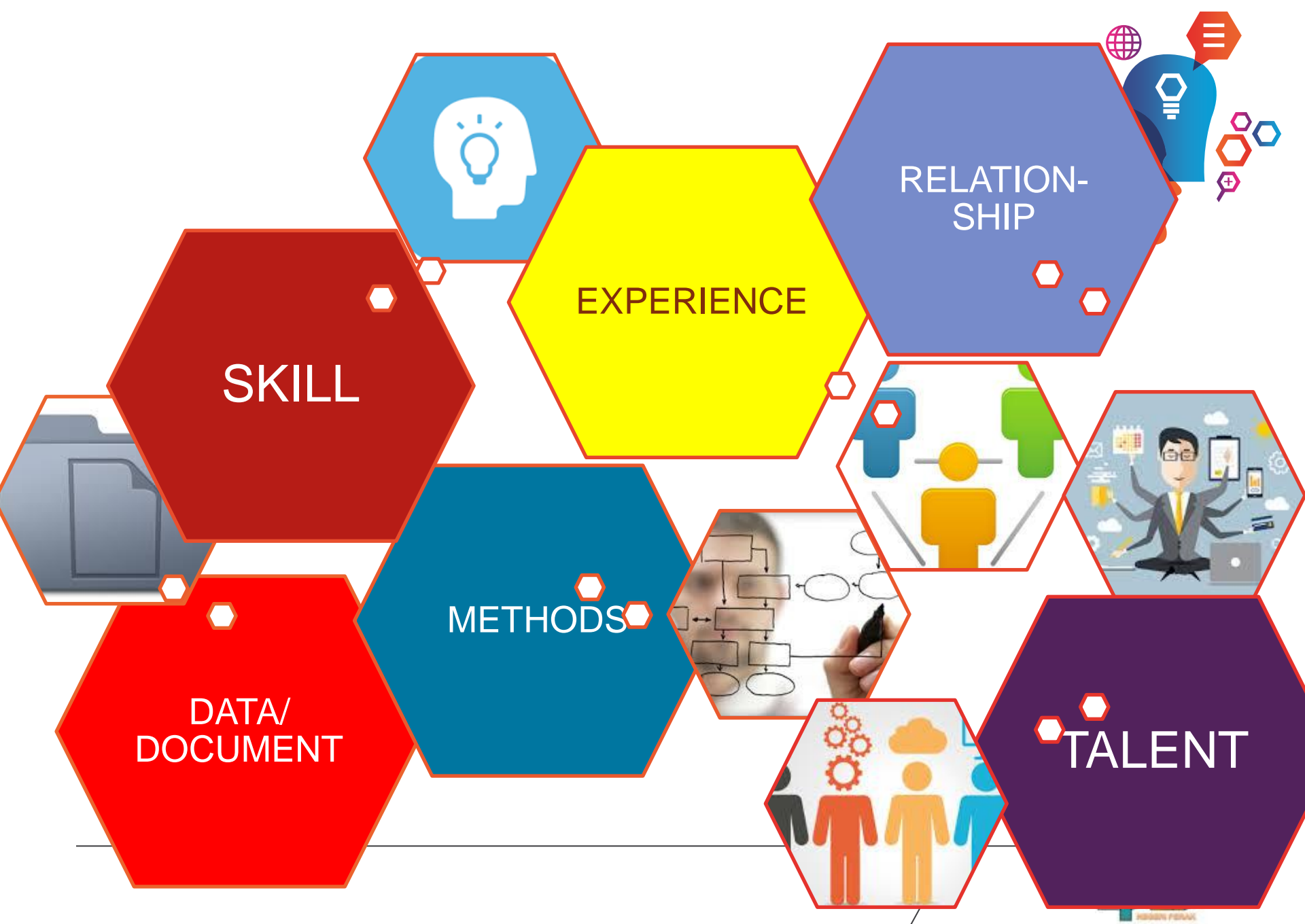
9001:2015

Organisations need to determine and manage its knowledge to ensure the operation of its processes and that it can achieve **conformity of products and services**

**GIVING THE BEST KNOWLEDGE TO THE RIGHT PEOPLE AT
THE RIGHT TIME
WILL NOT ONLY**

**PROVIDE PERFORMANCE SUPPORT FOR EMPLOYEES TO DO
THEIR JOB MORE EFFICIENTLY AND EFFECTIVELY BUT WILL
ALSO ENHANCE THE INNOVATION CAPACITY OF THE
DEPARTMENT**





Types of Knowledge



20%

**USE IT OR
LOSE IT**

80%

Information, Documents,
Records and Files

EXPLICIT KNOWLEDGE
Identified and Codified

TACIT KNOWLEDGE
Lives in people and their practices
Experiences, Competence,
Commitment, Deeds and Thoughts

KNOWLEDGE AUDIT



RISK



ACCESSIBILITY



GAP

KM JOURNEY IN JKR FROM 2008 - 2016

Create The Buzz

- **June - Dec**
ECKM Briefing to ECKM team; Introduction to KM course for ECKM team; ECKM Handbook

Getting Others Involved

- **Jan - June**
Set up J/K Pelaksanaan dan Pemantauan Pembudayaan Ilmu & Appoint Knowledge Managers; K-Visits; Knowledge Audit CKUB
- **Jul - Dec**
Launched e-PSMG; Briefing at Mesyuarat Pengarah-pengarah and Mesyuarat Jurutera Daerah; Avillon Knowledge Café; Karnival Pembudayaan Ilmu

More Initiatives

- **Jan - June**
KM Seminar for top management; JPedia Lessons Learned Process; J-10 Requirements Specs for ECKM Initiatives, Sepang Knowledge Café
- **Jul - Dec**
Content management governance; KM Training; KM Seminar for J48 and above; Semarak Ilmu

Inculcating Knowledge Sharing Culture

- **Jan - June**
JPedia & JCoP Roadshows A'Famosa Knowledge Café K-Visits, K-Managers Meeting HKL Project Lessons Learned Workshop; SUKMA Project Lessons Learned Workshop; Exit interviews
- **Jul - Dec**
Workshops on Sustaining CoPs Wacana Ilmu; JCoP v.2; JCoP survey

Shared Learnings

- **Jan - June**
PLL Workshops PLL Guide K-Connect Seminar CoP Health Check
- **Jul - Dec**
JCoP / JPEDIA Roadshow KM Audit Persada Minda Seminar CoP JKR

2008

2009

2010

2011

2012

2013

2014

2015

2016

Quick Wins to Get Buy In

- **Jan - June**
Talks; KM workshops
- **Jul - Dec**
Pilot online knowledge repository (e-PSMG); Developed ECKM Framework; ECKM Roadmap and Taxonomy

Sell, Sell, Sell

- **Jan - June**
Workshops to enhance e-PSMG content; ECKM Roadshows; Present Papers at International Conferences; K-Visits; K managers meeting
- **Jul - Dec**
KM Readiness Assessment; Genting Knowledge Café

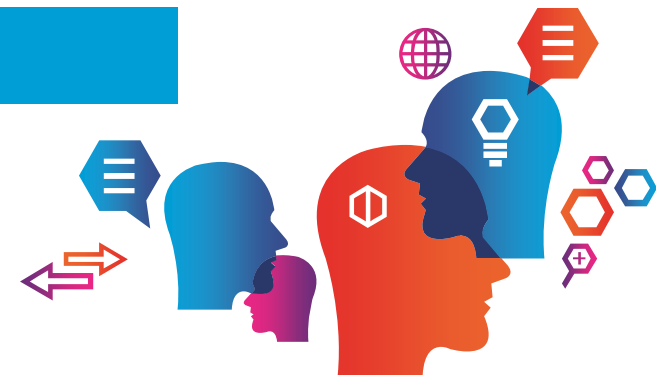
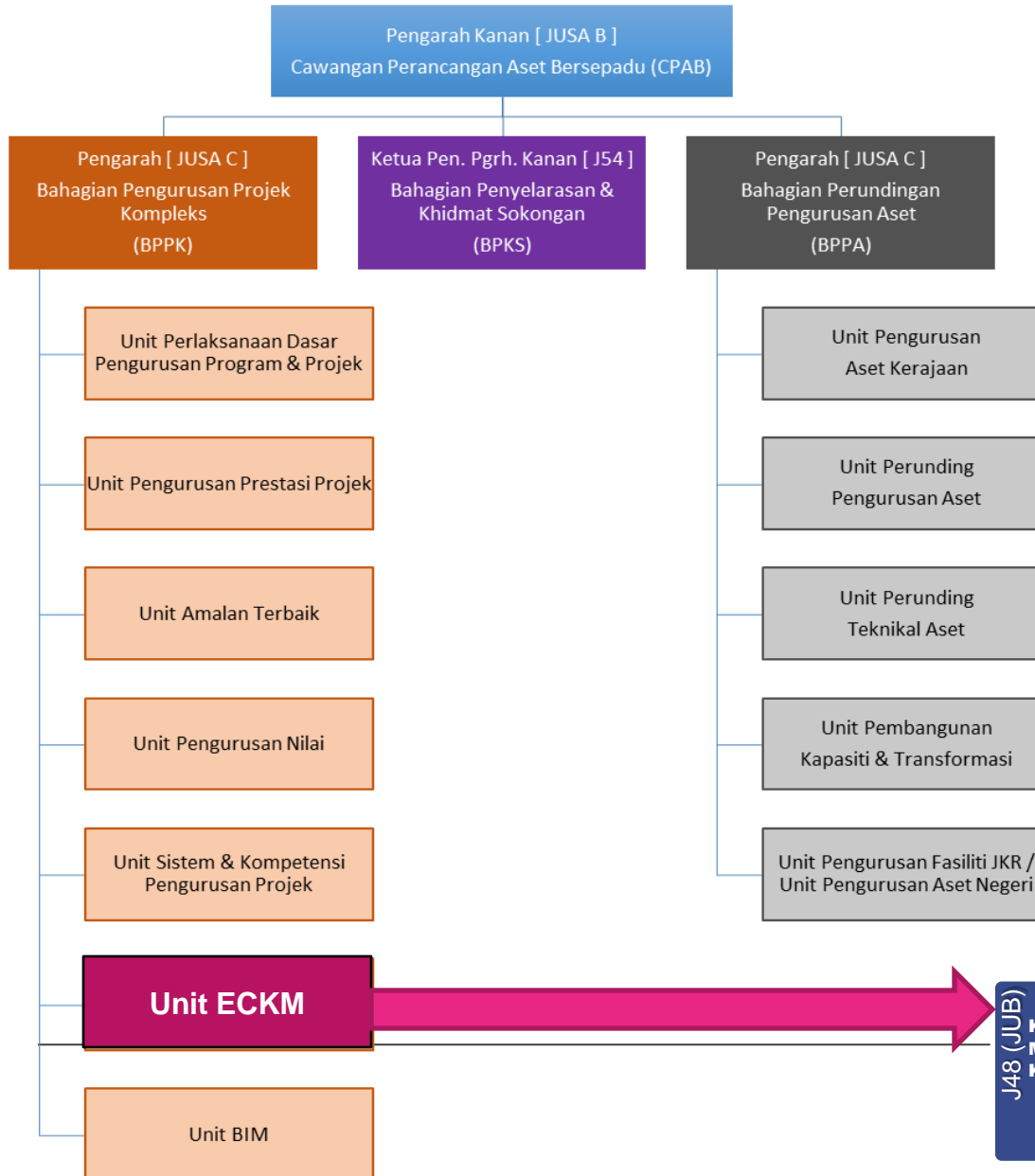
Retaining & Transferring Tacit Knowledge

- **Feb - June**
Cultivate CoPs; JPedia Roadshows; UPMN Lessons Learned Workshop; Story telling Workshop; K-Visits; K managers meeting; Gambang knowledge Café
- **Jul - Dec**
JCoP portal; Wadah Ilmu; CoP Launching and Seminar; Exit interview

Communicate and Collaborate

- **Jan - June**
JCoP Newsletter; Seminar CoP for Top Management; Publish CoP guides; K-Visit; Penang K-Café; K managers meeting; JCoP Roadshows; Exit Interviews, JCoP Moderators Workshop; KM Prog. for cadre officers; JCoP day
- **Jul - Dec**
Persada Minda; JPedia workshop

ECKM Office Team



THE ECKM TEAM IN CPAB

Sr. Roznita Othman
Pengarah Kejuruteraan (Komunikasi)
Juruukur Bahan



Knowledge Managers Roles & Responsibilities



Accountable for improving the circulation of knowledge throughout the organization.

Responsible for applying new knowledge to improve behaviors.

Responsible for creating awareness and conducting at least five knowledge sharing sessions per year.

Act as resources to help manage/leverage knowledge content

Implement and monitor KM strategy and activities

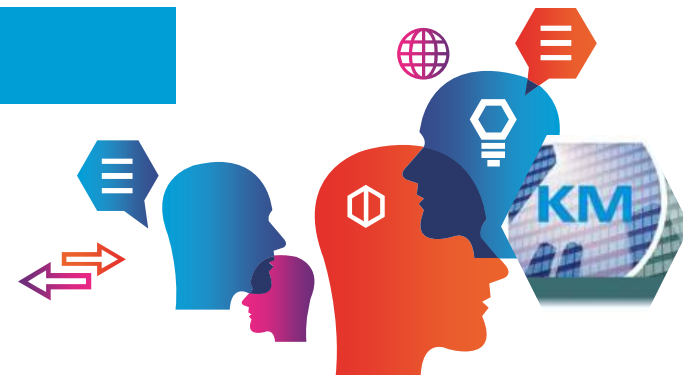
Promote awareness and understanding of KM

Improve processes and practices for collection, safekeeping, disseminating and sharing of knowledge assets to ensure their quality and availability

Reports to J/K Pelaksanaan dan Pemantauan Pembudayaan Ilmu on knowledge and learning activities conducted at the Branch/State level

The KM Agenda

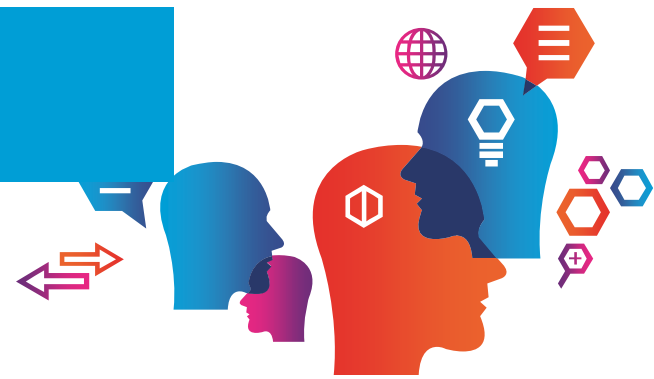
*To cultivate **knowledge sharing and learning culture** across department through the use of proven **effective knowledge sharing tools***



MAJOR KM INITIATIVES (since 2008)

- JPedia**, an online repository to share knowledge-in-context)
- Communities of Practice** to share domains of knowledge
- JCoP**, an online platform to ask and discuss
- Project Lessons Learned System** to share key project learnings
- KM Toolbox**, set of tools and techniques to capture and share insights and ideas
- JKR Yellow Pages** to locate experts within the department
- E-Learning** to provide 24 x 7 learning environment

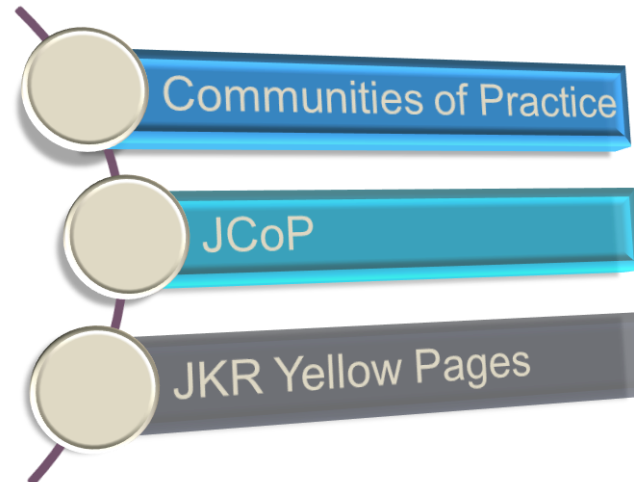
JKR Knowledge Transfer Strategies and Initiatives



Personalisation Strategy

Uses technology to provide information of "what" and "when" whatever means.

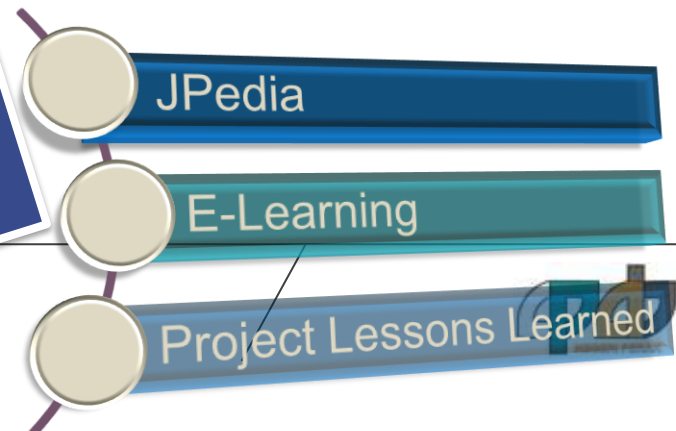
Connecting
People to People



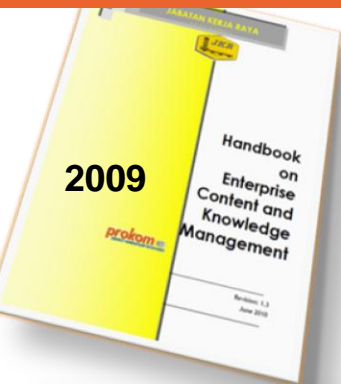
Codification Strategy

Detaches knowledge from the context and knowledge base. Knowledge is captured in articles, books, and other documents.

Connecting
People to Content



ECKM products

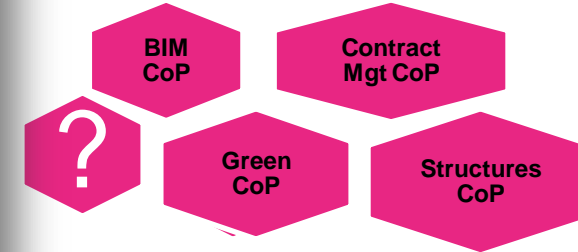


JKR CoP Domains

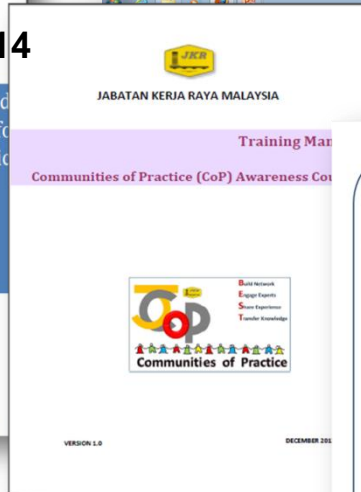
2013



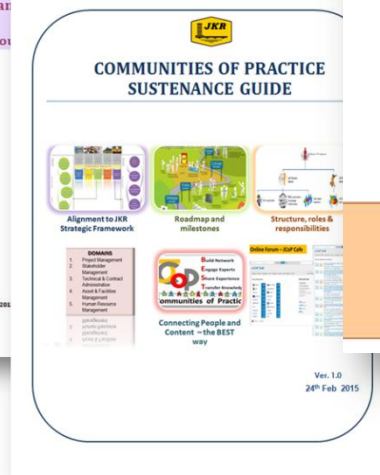
2016



2014



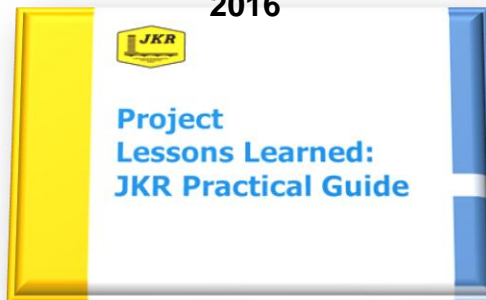
2015



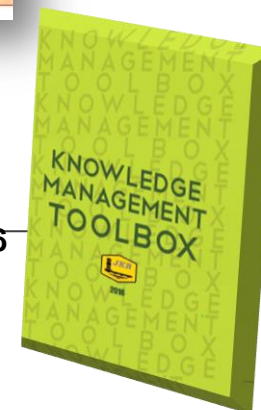
2013



2016



2016



The KM Agenda

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JPedia, an online repository to share knowledge-in-context)

2

Communities of Practice to share domains of knowledge

3

JCoP, an online platform to ask and discuss

4

Project Lessons Learned System to share key project learnings

5

KM Toolbox, set of tools and techniques to capture and share insights and ideas

6

JKR Yellow Pages to locate experts within the department

7

E-Learning to provide 24 x 7 learning environment

JKR KM Online Tools

JPedia

Online Knowledge Repository

- Best Practices
- PM Competency Framework
- Project Lessons Learned
- Technical References and Guides
- Presentations
- Conference Papers

Connect People to Content

The screenshot displays the JKR KM Online Tools interface. At the top, the JKR logo is visible. The main content area shows the 'Frontpage' with a welcome message and a list of featured articles. A prominent orange banner with the text 'Share Explicit Knowledge' is overlaid on the page. Below the banner, a detailed article titled 'Road Work WBS' is shown, featuring a photograph of two workers in high-visibility vests using a hand auger to drill into the ground. The article text describes the use of hand augers for drilling into soft soils and mentions the need for support above the water table. The interface also includes a navigation menu on the left and a search bar at the top.

English KHARIL HIZAR B MD KHUZAMAH Talk Preferences Watchlist Contributions Log out

Page Discussion Read Edit Edit source View history More Search

Frontpage

From J-Pedia

Welcome to J-Pedia,

J-Pedia is an online encyclopedia made up of knowledge resources collected and organized to promote knowledge sharing and support continuous learning among JKR staff. All the articles or pages are jointly created by JKR staff from various Divisions (Cawangan JKR) and States (JKR Negeri) who had undergone a short training on the use of [wikid9](#).

Currently having 242 articles.

- WikITAM
- PM Wiki
- WikiNotes
- Forensic

- ECKM wiki
- VM wiki
- WikiPapers
- WikiSpecs

- J-CoP@
- BIM wiki
- WikiResearch
- PLL wiki

- WikiGreen
- Wiki Cost
- Guides & Standards

Featured Article

Confined space is a term from labour-safety regulations that refers to an area whose enclosed conditions and limited access make it dangerous.

In a wide variety of industrial environments workers may be expected to enter a variety of areas and spaces, some of which, due to their particular characteristics will qualify as 'Confined Spaces' under current legislation. It

Featured Knowledge Assets

Panduan Ringkas Bagi Perubahan Kerja Kontrak Reka Dan Bina disediakan bertujuan untuk mengatasi permasalahan kontrak yang sering berlaku disebabkan pemahaman tentang perubahan kerja dalam kontrak reka dan bina adalah kurang jelas. Demi untuk memberi kefahaman berkaitan perubahan kerja

Road Work WBS

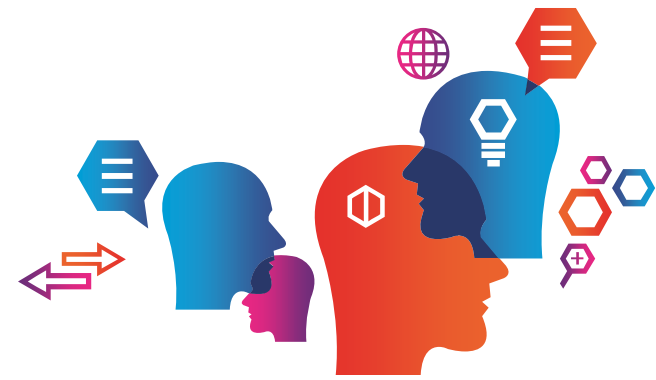
The hand auger is very simple hand tool used for drilling into soft soils down to a maximum depth of 1.5m. Different steel augers (drill bits) can be attached at the bottom end of the drill rods. The auger is emptied. A different auger can be used for each formation (soil) type. Hand augering

Above the water table, the borehole generally stays open without the need for support. Below the water table, the borehole generally stays open without the need for support. The permanent well casing is then installed to support the borehole as the permanent casing (direct installation), although in the case of silt and soft clay

- 1) SURVEY WORK
- 2) SOIL INVESTIGATION
 - In-situ Test
 - Borehole
 - JKR Procedure
 - Hand Auger
 - Trial Pile
 - Cone Penetration Test
 - Vane Shear Test
 - Plate Bearing Test
 - Site Labor
 - Sieve Analysis
 - Moisture Content
 - Modification

Two workers in high-visibility vests are using a hand auger to drill into the ground. One worker is holding the handle, and the other is operating the auger. The ground is dark and appears to be soft soil.

JPedia Statistics



PAGE STATISTICS



60

AVERAGE VISITS/DAY



9,522

PAGES



7,518

UPLOADED FILES



2,749

REGISTERED USERS

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JKR CoPs



Peer networks of practitioners **within JKR** who help each other to **perform better by sharing knowledge and experience.**

Through this collaborative environment, **new knowledge** is created and will help spark **innovation**





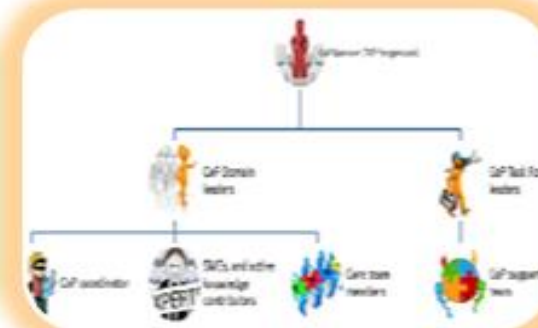
The CoP journey



Aligning to JKR Strategic Framework



Roadmap and milestones



Structure, roles & responsibilities

DOMAINS

1. Project Management
2. Stakeholder Management
3. Technical & Contract Administration
4. Asset & Facilities Management
5. Human Resource Management
6. BIM
7. Green
8. Contract Mgt
9. Structures

9. Structures
8. Contract Mgt
7. Green



Connecting People and Content – the BEST way

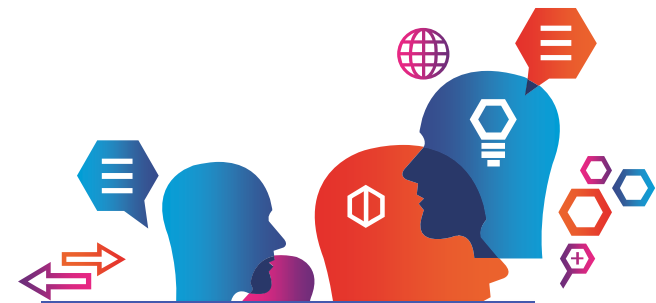
Online Forum – JCoP Cafe



JKR as a Learning Organisation



CoP Domains @ JKR



Project Management

Assets and Facilities
Management

Stakeholder
Management

Human Resource
Management

Technical and
Contract
Administration

Structure

BIM

Green

Contract
Management

JCoP & Communities Of Practice

Salam sejahtera!

Setelah beberapa bulan merancang, akhirnya terbitlah e-risalah JCoP yang pertama. Tentunya ramai yang tertanya-tanya apa itu JCoP dan apa pula *Communities of Practice* (CoP).

CoP adalah kumpulan orang yang mempunyai minat/kecenderungan yang sama, yang berkongsi ilmu di antara satu sama lain. Sejumlah lima (5) domain CoP telah diwujudkan. [Klik di sini](#) untuk mengetahui lebih lanjut.

JCoP adalah satu wadah perkongsian pengetahuan online untuk memudahkan CoP berinteraksi. Melalui JCoP, warga JKR boleh saling bantu sesama sendiri dalam pelaksanaan kerja dengan mengajukan pertanyaan untuk mendapatkan pandangan atau nasihat daripada mereka yang berpengalaman.

Baca Seterusnya...

JCoP Newsletter

TAHAP PENYERTAAN PENGGUNA

BILANGAN VIEWS MENGIKUT KATEGORI DOMAIN

- Assets and Facilities Management
- Helpdesk
- Human Resource Management
- Project Management
- Stakeholders Management

TOHOK JCoP

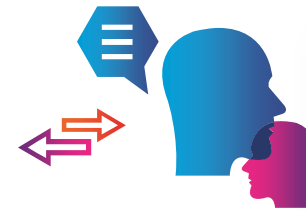
Tn. Hj. Farizal Othman
Skor: 21,160
[Lihat sumbangan pengetahuan tokoh ini!](#)

BERKESANIAN TAHAP PENYERTAAN

KATEGORI DOMAIN BILANGAN VIEWS MENGIKUT

TOHOK JCoP

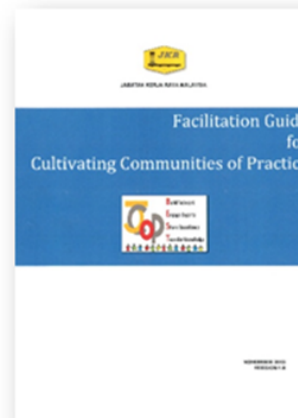
CoP Publications



CoP Starter Kit



CoP Facilitation Guide



CoP Awareness Training Manual



CoP Sustenance Guide



Seminar on CoP for Top Management and Pengarah JKR and CoP Launch on 25 November 2013



Seminar Communities of Practice JKR 2015

24 Februari



Seminar KConnect 2016

17/5/2016 @ Sasana Kijang, Bank Negara



Seminar CoP JKR 2016

6/9/2016 @ PPAS, Shah Alam, Selangor



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JKR KM Online Tools

JCoP

Virtual Communities of Practice

- CoP Domains
- Subject Matter Experts Profile
- Ask and Discuss Online Platform



Connect People to People

Keretakan tembok

+5
votes

asked Mar 25, 2014 in Structure by Mastura (170 points)

Bangunan asal sekolah ini empat tingkat dan hanya satu tangga disediakan. Kemudian, tangga tambahan dibuat pada bangunan tersebut. Sekarang, ada keretakan diantara bangunan asal dengan tangga tambahan tersebut.

Bagaimana

commented Apr 1, 2014 by Rosli (4,750 points)

Dinding untuk koridor perlukan stiffener dan dowel bar. Begitu juga dinding tangga baru dengan blok sekolah. Jika tidak disediakan stiffener + dowel bar, bermaksud dinding tersebut bergantung harap kepada sambungan mortar dan berat sendiri (self weight) dan berisiko kepada horizontal loading.. i.e pelajar / murid sekolah bertolak-tolakan (bergurau) antara satu sama lain pada dinding tersebut. Untuk info, minimum requirement bagi horizontal loading boleh dirujuk dalam Table 4 BS6399.

Struktur tangga baru dibuat dengan sambungan (structural joint) dan Enck Harjit.

Struktur tangga dibuat kepada semua sambungan antara slab tangga dengan lantai koridor pada setiap tingkat. Kemungkinan ada yang retak banyak dan ada juga sedikit pada sambungan antara tangga baru dan blok sekolah. Dikhuatiri pecahan mortar yang jatuh boleh mencederakan kepala pelajar / murid yang melalui di kawasan tangga baru tersebut.

Punca kenapa berlaku "gap" tersebut perlulah diketahui supaya pembaikan dibuat tidak berulang. Sekiranya atas desakan PPD / Pengetua / Guru Besar supaya ambil tindakan segera bagi elak persepsi kurang baik dari ibu bapa / masyarakat setempat, dinding dipecahkan sebahagian kecil sahaja yang berhampiran blok sekolah. Drill rasuk dan masukkan rebar sebagai stiffener dan sediakan dowel bar. Perbetulkan kembali construction joint.

Sekadar pandangan saya. Terima kasih.

Table 4 – Minimum Horizontal Imposed Loads For Parapets, Barriers and Balustrades, etc

TYPE OF ACTIVITY/OCCUPANCY FOR PART OF THE BUILDING OR STRUCTURE	EXAMPLES OF SPECIFIC USE	HORIZONTAL UNIFORMLY DISTRIBUTED LINE LOAD (kN/m)	A UNIFORMLY DISTRIBUTED LINE LOAD APPLIED TO PART OF THE INFILL (kN/m)	A POINT LOAD APPLIED TO PART OF THE INFILL (kN)
A Domestic and residential activities	(i) All areas within or serving exclusively one dwelling including stairs, landings etc. But excluding external balconies and edges of roofs (see C3 (i)).	0.36	0.50	0.25
B and E Offices and work areas not included elsewhere including storage areas	(ii) Other residential, (but also C1)	0.74	1.0	0.5
	(iii) Light access stairs and gangways not more than 600mm wide	0.22	N/A	N/A
	(iv) Light pedestrian traffic routes in industrial and storage buildings except designated escape routes	0.36	0.5	0.25
	(v) Areas not susceptible to overcrowding in office and institutional buildings also industrial and storage buildings except as given above	0.74	1.0	0.5
C Areas where people may congregate	(vi) Areas having fixed seating within 500mm of the barrier, balustrade or parapet	1.5	1.5	1.5
CL/C2 Areas with tables or fixed seating	(vii) Restaurants and Bars	1.5	1.5	1.5
C3 Areas without obstacles for moving people & not susceptible to overcrowding	(viii) Stairs, Landings, Corridors, Ramps	0.74	1.0	0.5
CS Areas susceptible to overcrowding	(ix) External balconies and edges of roofs, Footways and pavements within building carliage adjacent to basements/sunken areas	0.74	1.0	0.5
	(x) Theatres, cinemas, discotheques, bars, auditoria, shopping malls, assembly areas, studio, Footways or pavements greater than 3m wide adjacent to sunken areas	3.0	1.5	1.5
D Retail areas	(xi) All retail areas including public areas of banks/building societies or betting shops. For areas where overcrowding may occur, see CS.	1.5	1.5	1.5
F/O Vehicular	(xii) Pedestrian areas in car parks including stairs, landings, ramps, edges or internal floors, footways, edges of roofs.	1.5	1.5	1.5
	(xiii) Horizontal loads imposed by vehicles	See clause 11		





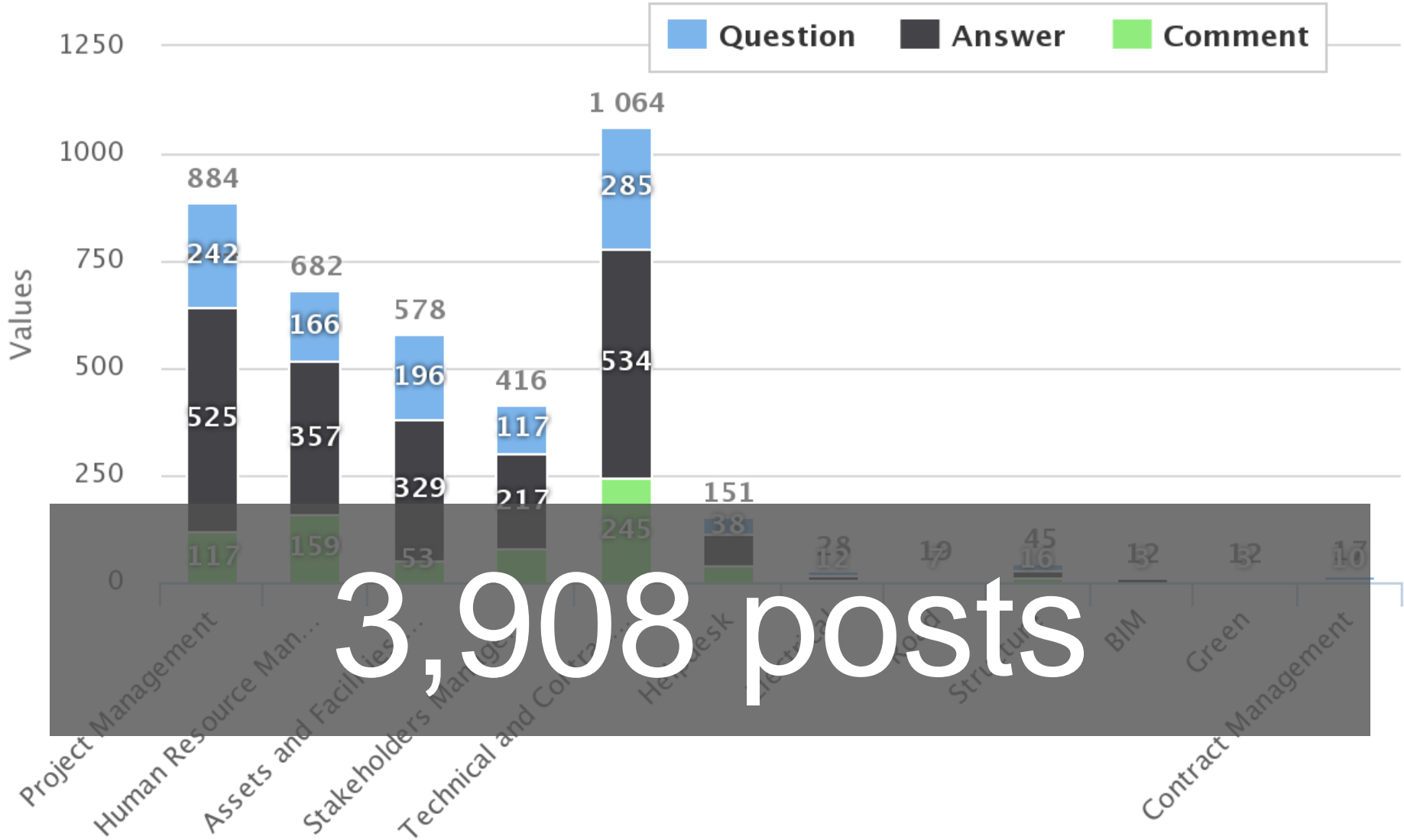
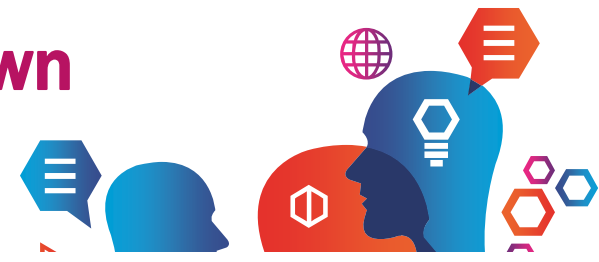
Connecting People and Content – The **BEST** Way!



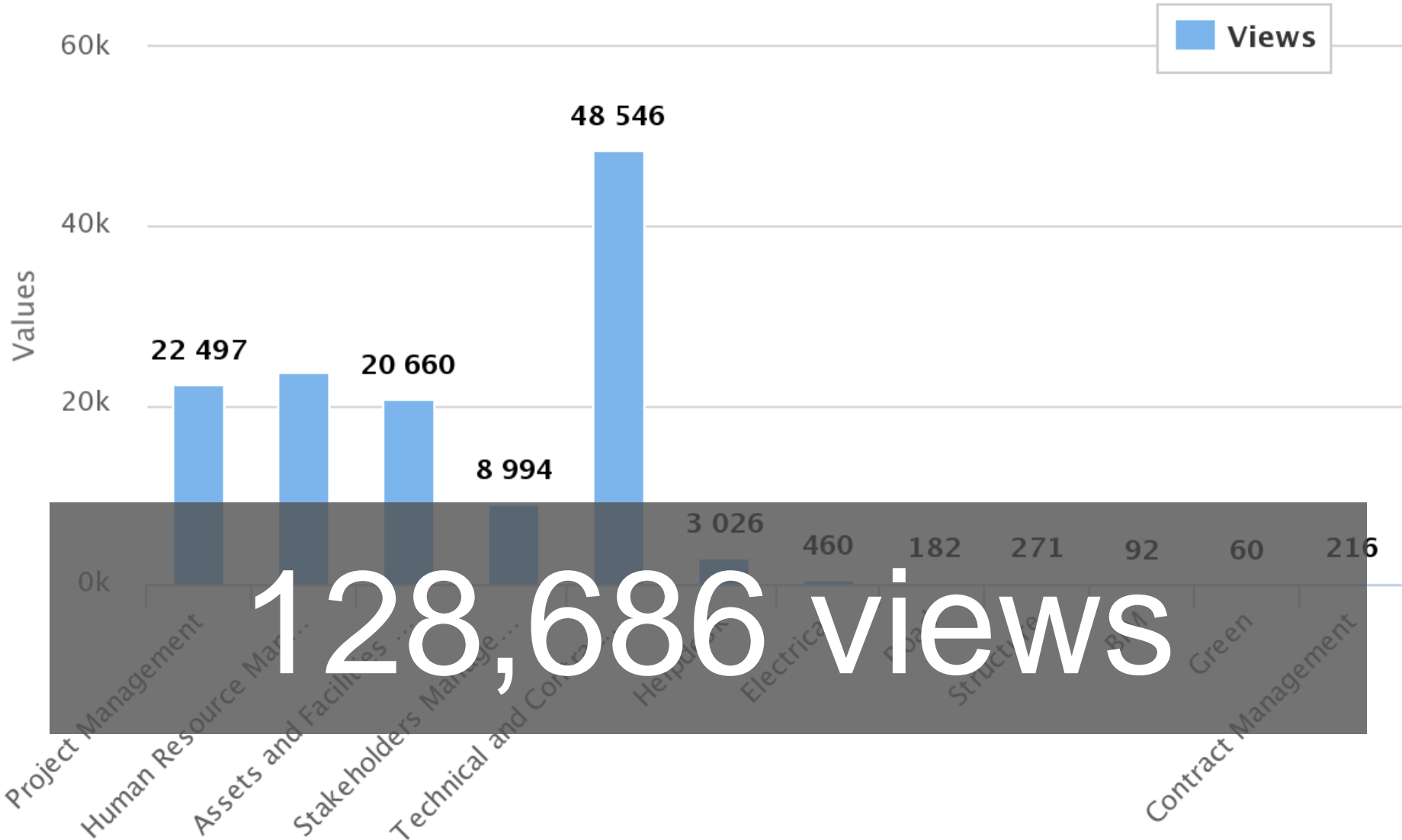
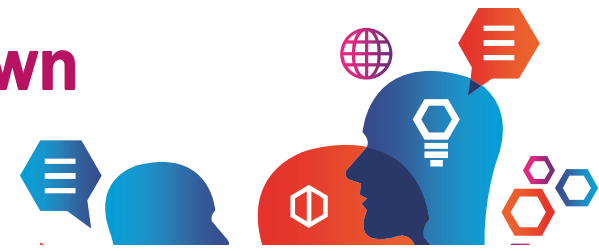
- **collaborative tool**
enables people to share data, information and knowledge in real time
- **facilitate exchange of ideas and solutions**
as well as **track members' participation**



JCoP Statistics – Posts Breakdown



JCoP Statistics – Views Breakdown



JCoP Statistics – Quick Stats



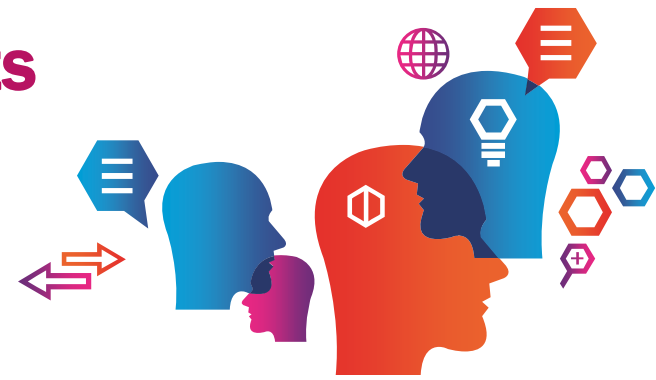
1,095
QUESTIONS



2,092
ANSWERS



721
COMMENTS



2,258



REGISTERED USERS

The KM Agenda

*To cultivate **knowledge sharing and learning culture** across department through the use of proven **effective knowledge sharing tools***



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Project Lessons Learned

1. KPI



2. Awareness Workshops



3. PLL Workshops



4. PLL Guide

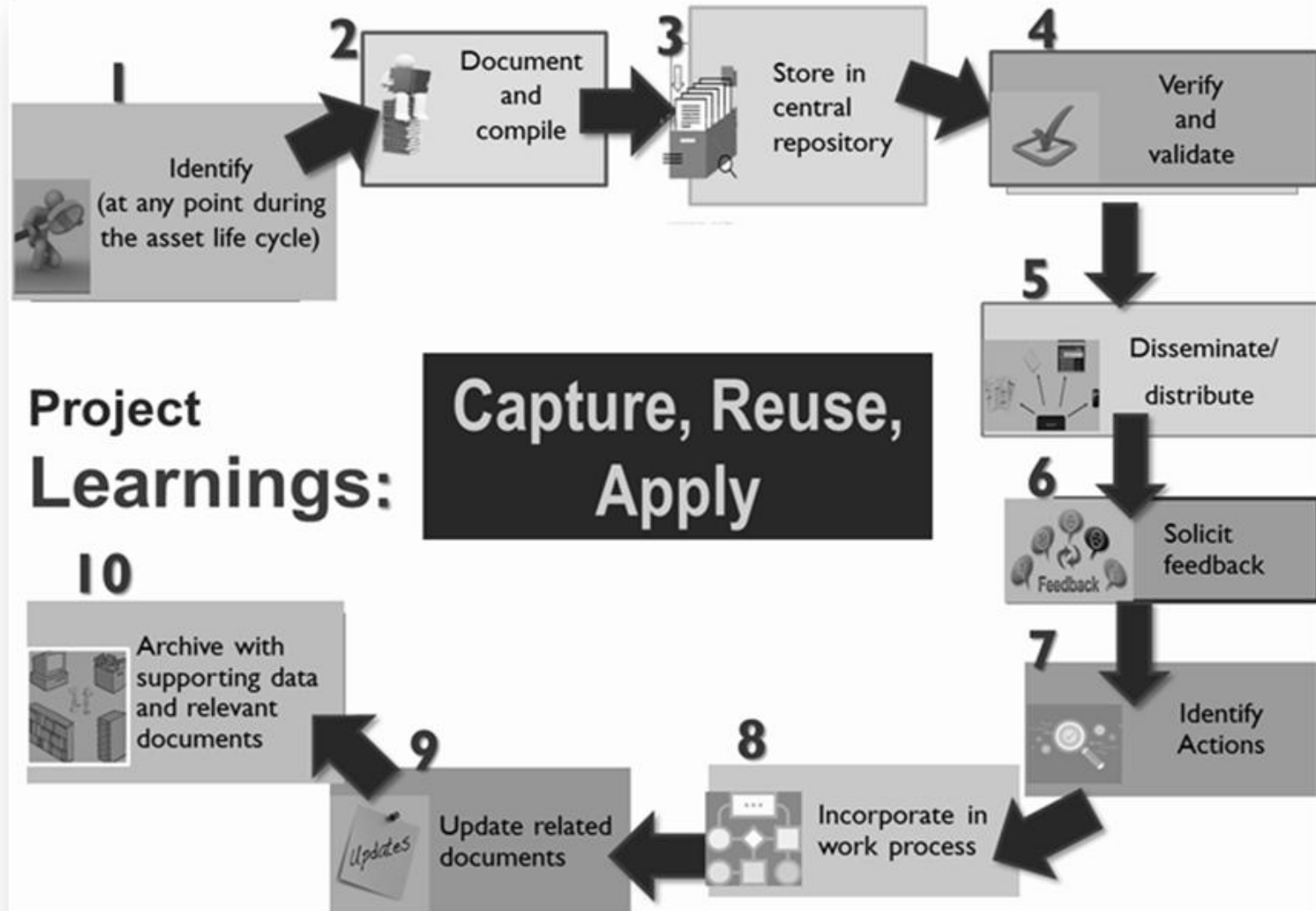


5. PLL Compilation

Project Lessons Learned Reports



PLL ACTIVITIES

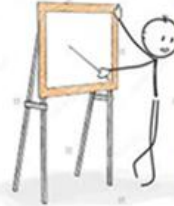


ROLES AND RESPONSIBILITIES



Project Team

- Identify and capture **PLL**



Project Office at Branches and State Offices

- Facilitate and coordinate preparation of **PLL**



Portfolio Office (CPAB)

- Verify with SME
- Approve **PLL**
- Upload **PLL** to JPedia
- Analyse **PLL**
- Escalate critical issues to top management for decision if necessary



SME

- Verify **PLL**
- Review existing procedures/processes and recommend improvements if necessary
- Refer to process owners for decision



Users

- Give feedback
- Send queries

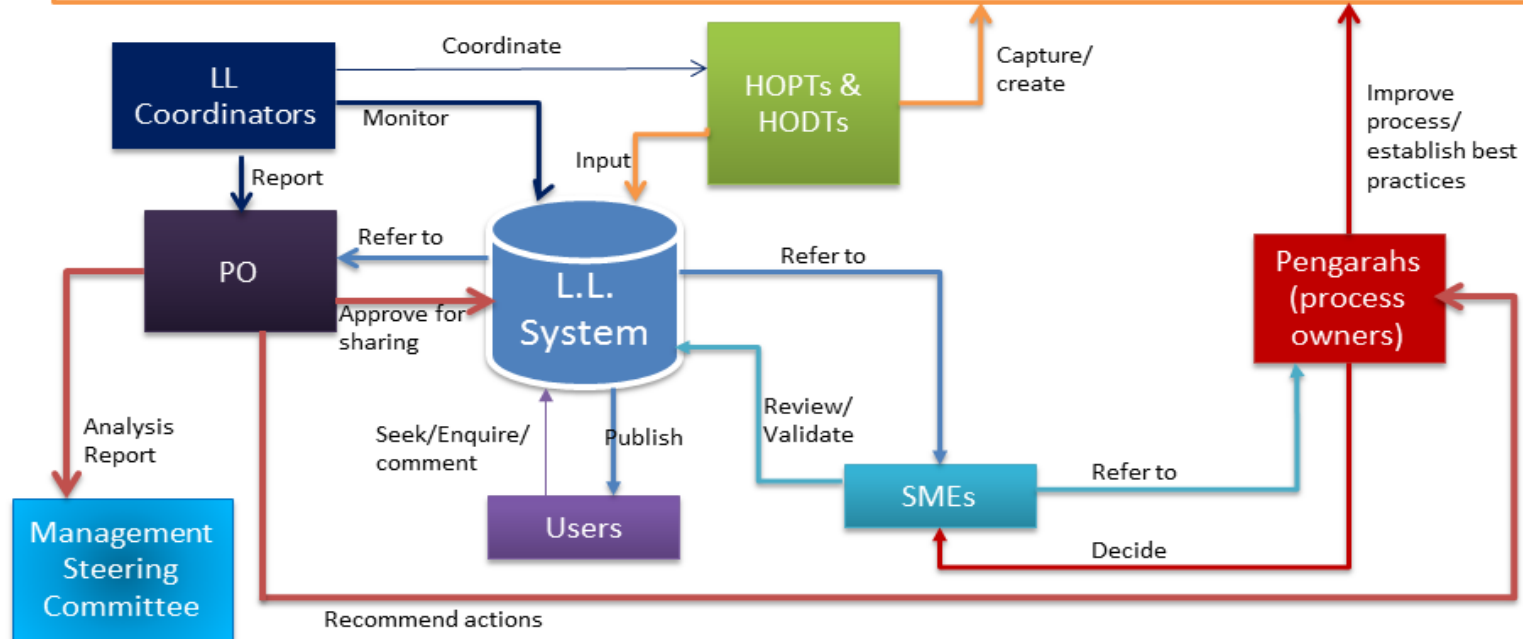
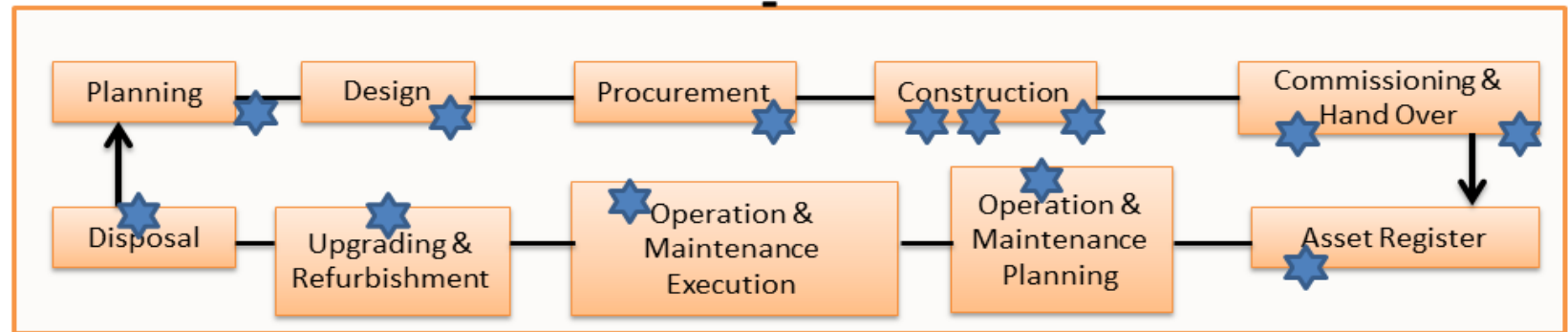


Process Owners

- Decide whether existing documents need to be revised



PROJECT LESSONS LEARNED MANAGEMENT SYSTEM



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Tools to capture/harvest Knowledge



**Learning
Before**

Peer Assist

K-Visits

**Learning
During**

After Action
Reviews

**Learning
After**

Post
Implementation
Review

Retrospect

Techniques

Story telling

Knowledge
Cafe

Coaching &
Mentoring

Interview



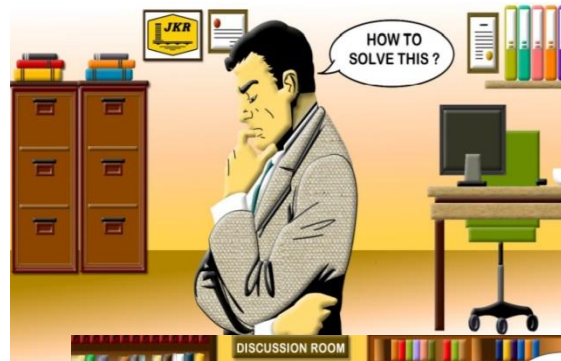
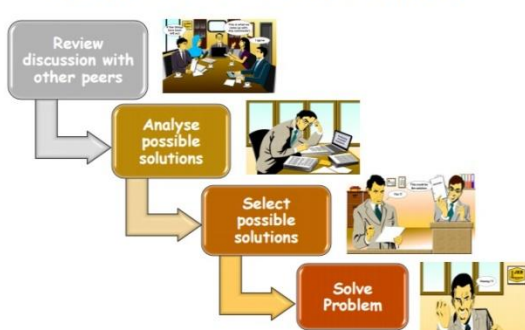
Peer Assist brings together a group of colleagues to elicit feedback on a problem, project, or activity, and draw lessons from the participants' knowledge and experience to support 'learning before doing' process



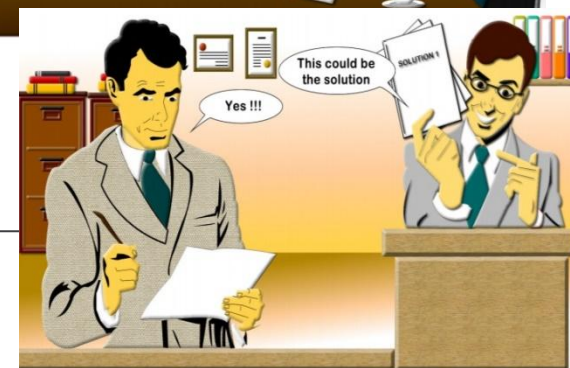
HOW TO USE



HOW TO USE ... Cont'd



Step 3: Discuss problem with facilitator



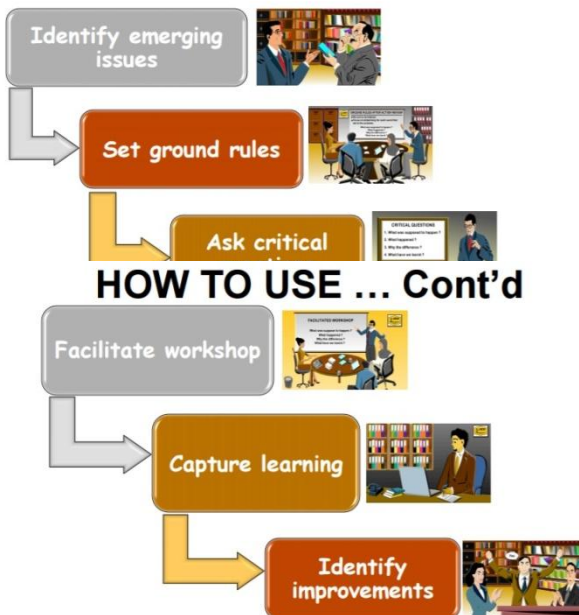
Step 8: Select the best solution



After Action Review is a structured review or de-brief process for analysing what happened, why it happened and how it can be done better, by the participants and those responsible for the project or event.



HOW TO USE



HOW TO USE ... Cont'd



Step 2: Set ground rules



Step 6: Identify improvements



Fish Bowl technique is used to manage a group discussion and involve a small group of people seated in circle and having conversation in full view of a large group of listeners.



HOW TO USE

Identify experts



Explain the fishbowl process



Set up chairs in two concentric circles



HOW TO USE ... Cont'd

Facilitator start session with expert



Facilitator swap experts with participants



Facilitator summarises discussion

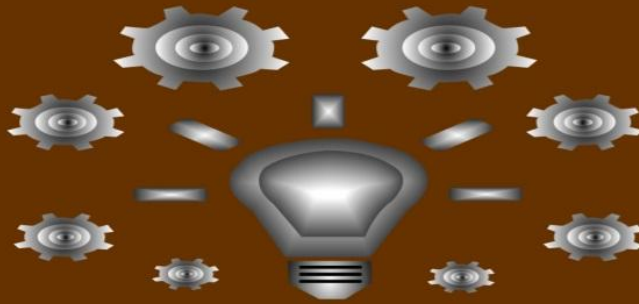


Step 3: Set up chairs in concentric circles



Step 6: Facilitator summarise the discussion

POST IMPLEMENTATION REVIEW



Post Implementation Review evaluates whether the project's objectives were met, how the project was run and to learn lessons for the future to ensure the greatest possible benefit is derived from similar projects.



HOW TO USE



HOW TO USE ... Cont'd



Step 2: Discuss approach and review documents

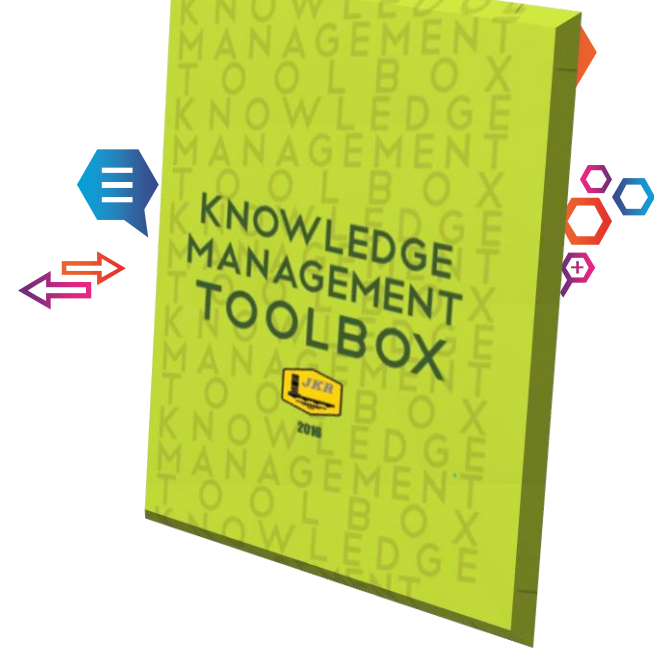


Step 6: Share recommendations for improvement

KNOWLEDGE CAFE



Knowledge café is used as a creative conversation technique in which a group of people share ideas and gain a deeper collective understanding of the subject and the issues involved.



HOW TO USE

Explain concept



Initiate conversation



Members switch tables except table host



HOW TO USE ... Cont'd

Continue process as instructed by facilitator



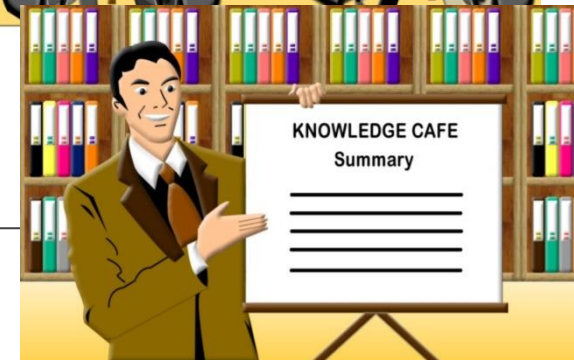
Synthesise ideas



Summarise and present



Step 2: Initiate conversation in groups around key question



Step 6: Summarise findings and present

The KM Agenda

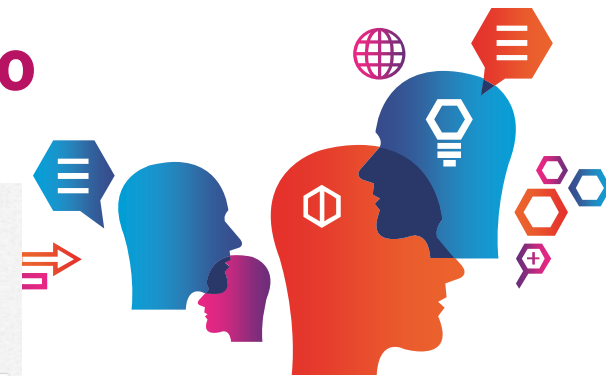
*To cultivate **knowledge sharing and learning culture** across department through the use of proven **effective knowledge sharing tools***



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JKR Yellow Pages – Who's Who



J-CoP

W

Senibina

Bil.	Nama	Bidang Pengkhususan
1.	Datin Ar. Hj. Mariani Noor Suhud Ar. Rosila Mohamed Ar. Ibrahim Isa	Building Design Specialisation – Healthcare Facilities
2.	Dr. Nor Shahrene Mohd	
3.	En. Shahrum Zainal Abi Ar. Yong Razidah Rashid Dr. Azlina Aziz	
4.	En. Saiful Fazli Ramli Ar. Suzana Amat Dr. Mohd Sabere Sulaim	
5.	Ar. Rosila Mohamed	
6.	Hj. Abd Gaffar Abu Aidzil Adzahar Ahmad	
7.	Pn. Lydiana Damyati	

ancaman yang boleh menghalang kejayaan sesebuah projek. Dengan perancangan ke atas sebarang insiden yang tidak dijang

Alam Sekitar & Kecekapan Tenaga

Bil.	Nama	Bidang Pengkhususan
1.	En. Razman Bin Abdul Rashid	SPAS
2.	Pn. Samsiah Binti Omar	SPT
3.	Pn. Norazlina Binti Mohamad Abu	PH/MyCREST
4.	Pn. Norinayah Bukhary Binti Ismail Bukhary	WikiGreen
5.	Pn. Rafidah Binti Ismail	Penyelaras cawangan

*Maklumat dikemaskini sehingga 04 Ogos 2016

Kejuruteraan Cerun

Bil.	Nama	Bidang Pengkhususan
1.	Suhaimi bin Jamaluddin	Slope Monitoring
2.	Kamal Bahrin Bin Jaafar	Slope Forensic

*Maklumat dikemaskini sehingga 27 Julai 2016

Kejuruteraan Mekanikal

Bil.	Nama	Bidang Pengkhususan
1.	Ir. Malek Bin Hisham	Perkhidmatan Workshop
2.	Ir Mamat Rohizan Abdullah	Perkhidmatan Rekabentuk
3.	Ir Gopal Narian Kutty	Perkhidmatan Rekabentuk
4.	Ir Rokiah Salim	Perkhidmatan Kepakaran
5.	Ir Zulkifli Rashad	Perkhidmatan Kepakaran

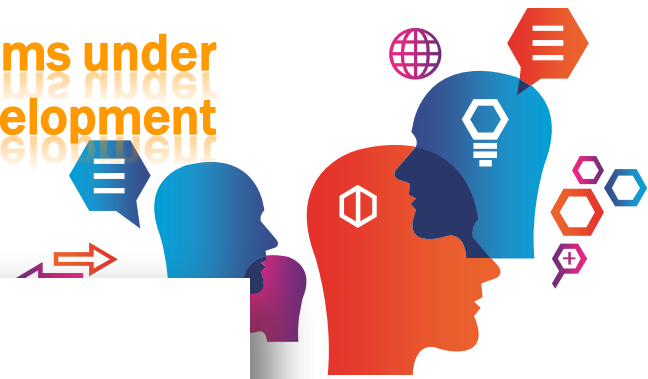
Who's Who

Senarai Moderator JC
Jalan 2. Ir Johari Bir
Salleh Rekabentuk J
Pengkhususan 1. D

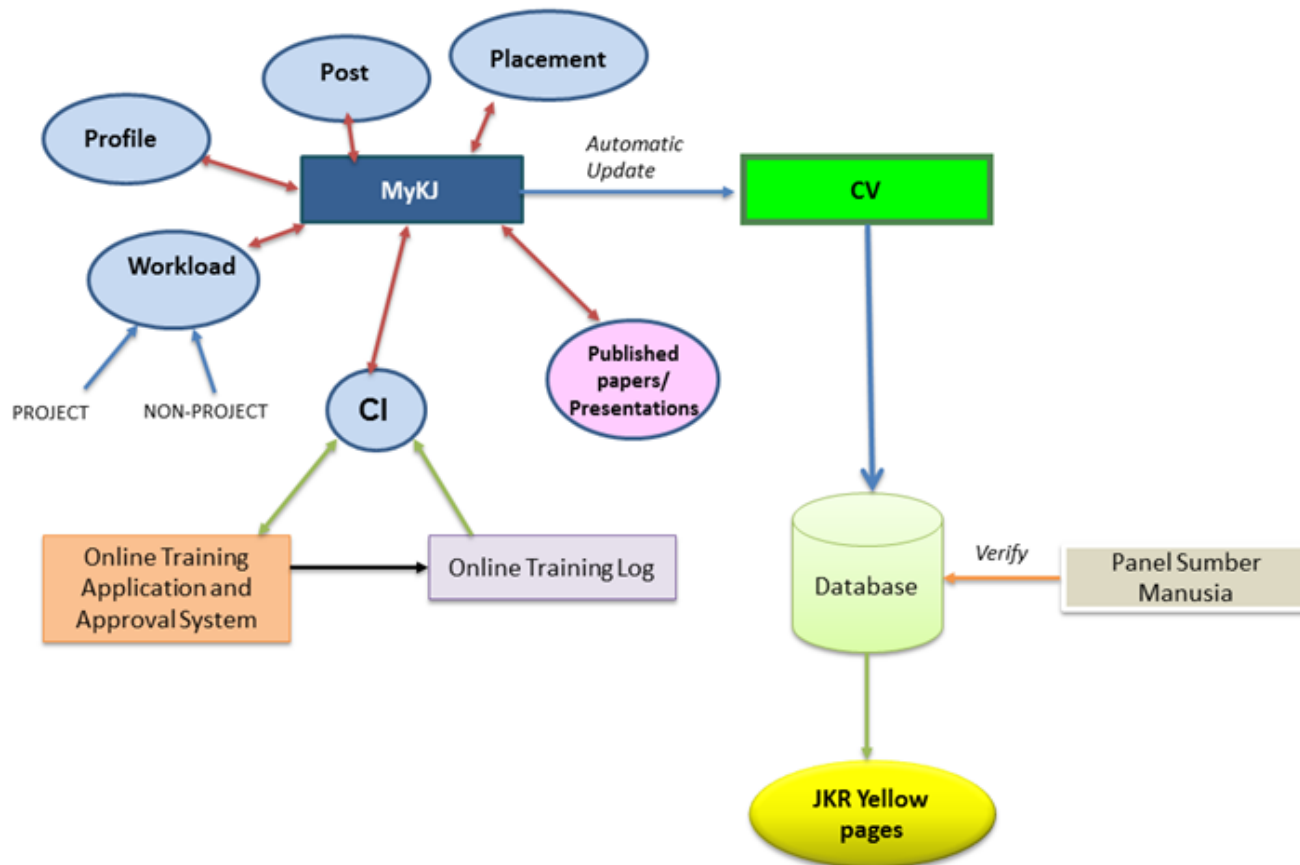
Senarai Mo

Kejuruteraan J

Bil.	Nama
1.	Ir Razid
2.	Ir Joha
3.	Ir Othm
4.	Ir Ab R



JKR Yellow Pages: Expert Directory



The KM Agenda



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E-Learning - EPSA

**E-Pembelajaran
Sektor Awam**


Bahasa Melayu | English
Log Masuk | Daftar








**EPSA**


Menu

 Dashboard


 myElearning

 Katalog Kursus

 Kursus Komuniti


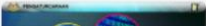
 Sijil

Tunjuk


 248

Tingkatkan pengeta

Ku



Profil Saya



**KHAIRIL HIZAR BIN
MD KHUZAIMAH**

E-mel
hizar@jkr.gov.my


Gred
J48


Kementerian/Agensi
Kementerian Kerja Raya


Jabatan
Unit Komunikasi Korporat


Gaya Pembelajaran Saya
Unknown

Kursus Terakhir Dijalankan

 **Fundamental of Project Management**
11-05-2017 @ 08:13

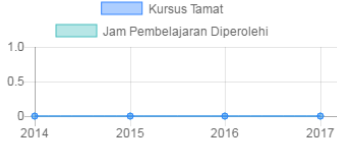
 **Research Methodology**
23-04-2017 @ 10:42

 **Learning Organisation**
13-03-2017 @ 09:33

 **Statistical Analysis and Data Management**
12-02-2014 @ 21:36



Lagi

Aktiviti Pembelajaran Saya




Pencapaian Saya

Anda tidak memiliki sebarang lencana


Status Pembelajaran





Pengumuman


Selamat Datang
Selamat datang ke E-Pembelajaran Sektor Awam (EPSA).
- 03/01/2017

Kursus Dicapai

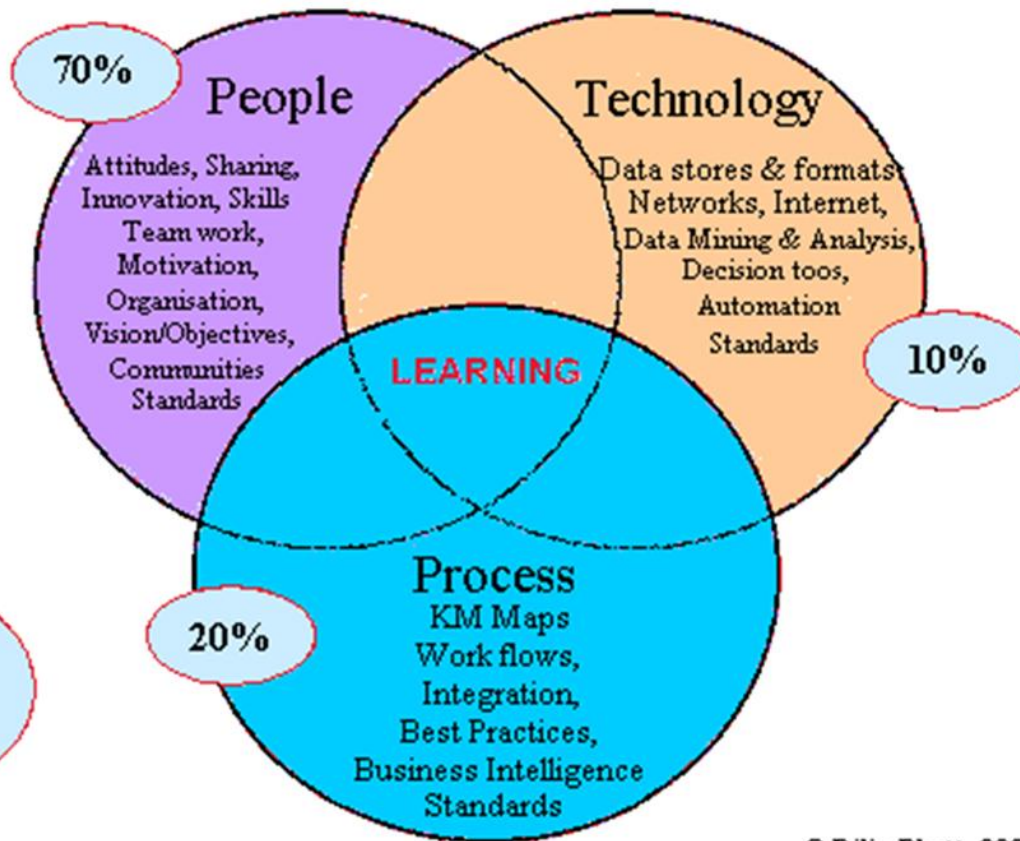
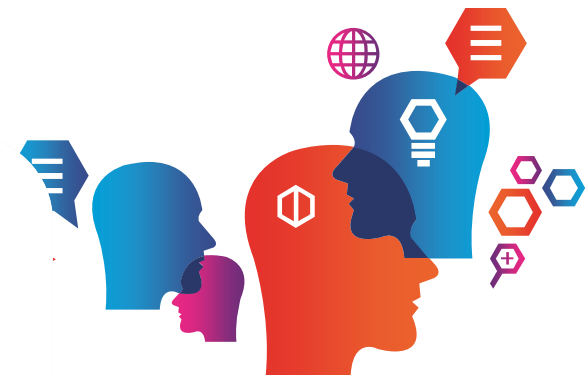
 **Amalan 5S Berkesan(EBA0001)**

 **Asas Kaunseling - Kemahiran Menolong(EZA0023)**

 **Pra Asas Bahasa Arab(ENA0002)**



Knowledge Components



n% = effort required

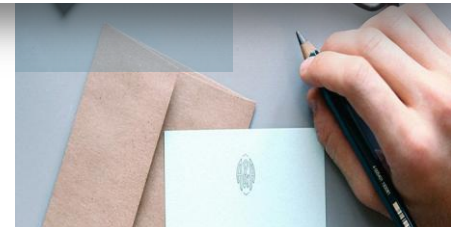
© Dilip Bhatt, 2000

© 2000 Bhatt

Knowledge Audit

Objectives

1. create a baseline inventory of knowledge assets
2. pinpoint knowledge availability and accessibility issues
3. identify knowledge asset gaps and KM barriers
4. make recommendations on areas for improvement



Outputs:

1. **Knowledge Needs Analysis** – knowledge required to meet JKR's current business process activities.
2. **Knowledge Inventory Analysis** – stock-taking exercise to identify and locate knowledge assets and resources in JKR.
3. **KM Barriers** – common knowledge issues across the organisation.

Knowledge gaps identified

1. Gap in managing knowledge of experts
2. Gap in recoding knowledge
3. Gap in enhancing and maintaining timely knowledge
4. Gap in building a learning culture

KM Audit Workshop 13 – 14 Feb 2017

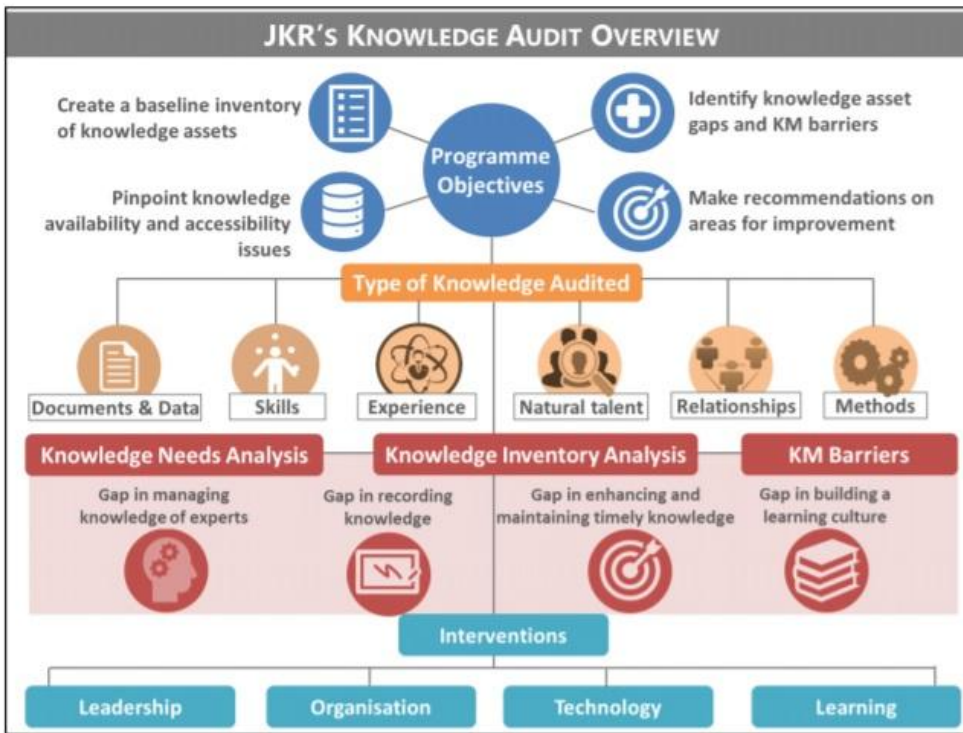
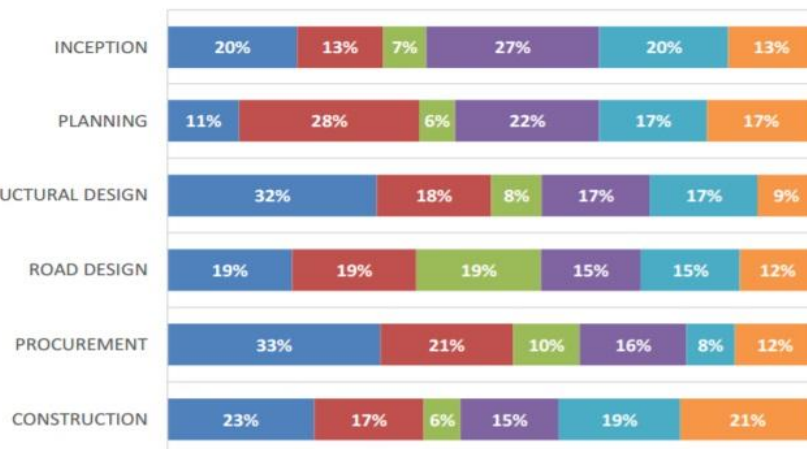


Figure 11: Types of Knowledge by Business Processes

Knowledge Inventory Map By Business Processes

■ Documents and data ■ Skills ■ Experience ■ Natural talent ■ Relationships ■ Methods



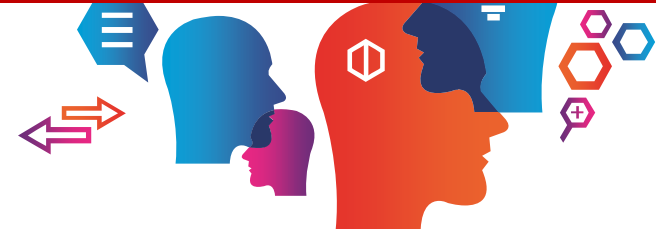
14.02.2017



14.02.2017

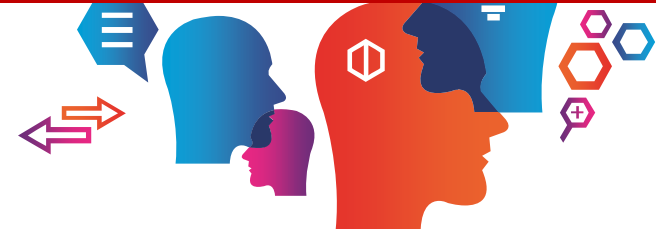
KM Events & Activities

Bengkel & Mesyuarat Project Lessons Learned



KM Events & Activities

Mesyuarat JKPPPI



KM Events & Activities

Program K-Visit



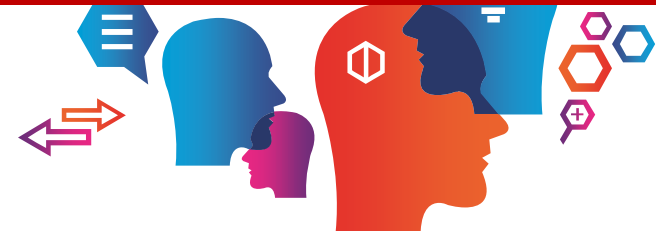
KM Events & Activities

Program Persada Minda JKR



KM Events & Activities

Seminar KConnect 2017



LESSONS LEARNED IN IMPLEMENTING KM

1. Get Buy-in

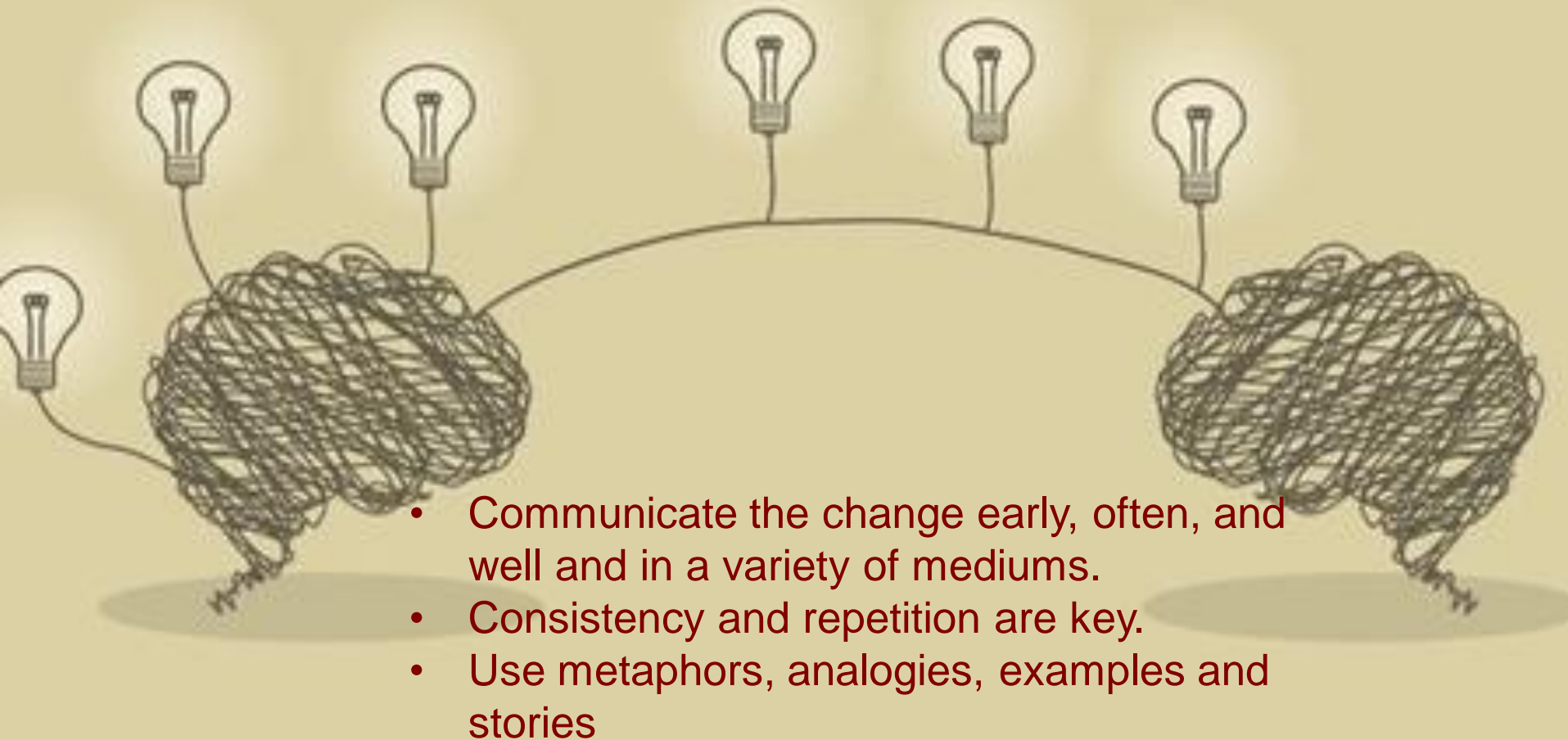
“People aren’t going to consider anything until they are convinced there is a problem that truly needs to be addressed”- John Kotter



LESSONS LEARNED IN IMPLEMENTING KM

2. Envision an inspiring future

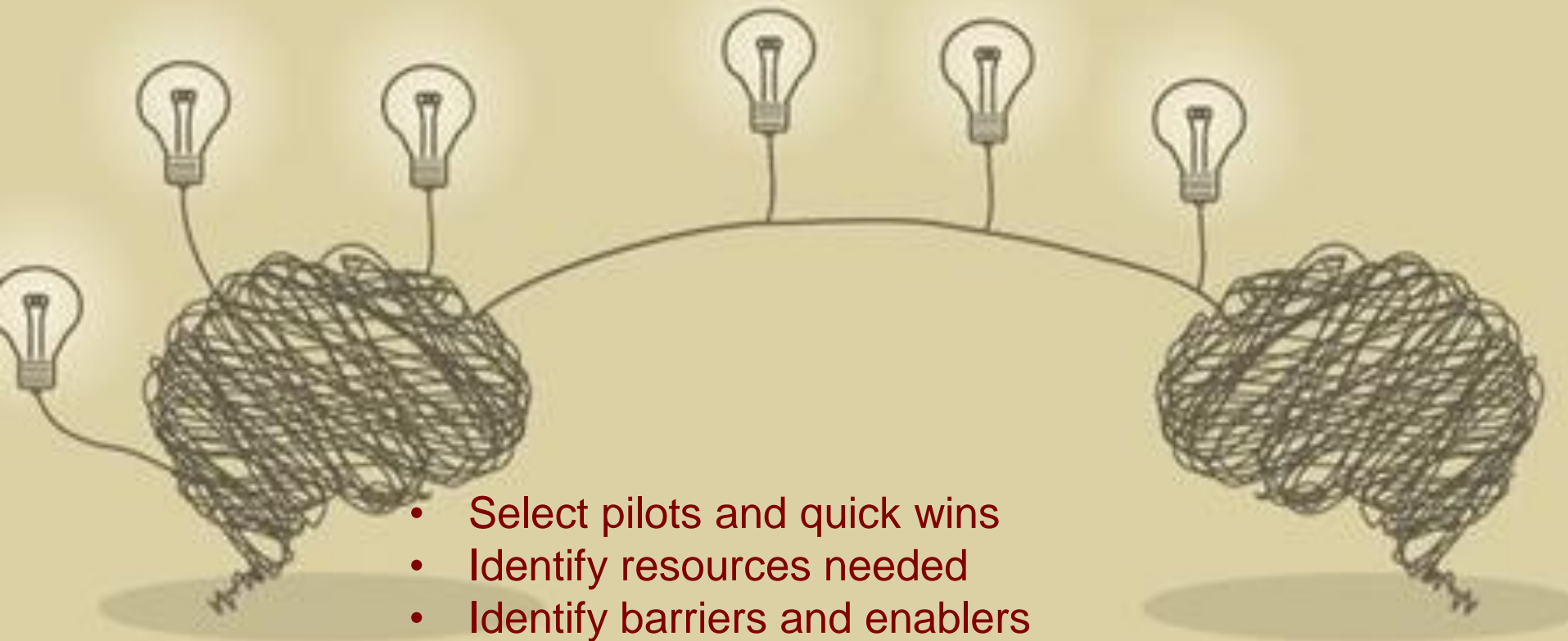
“The best way to predict the future is to create it” - Peter Drucker



LESSONS LEARNED IN IMPLEMENTING KM

3. Start small

There is NO one-size-fits-all KM solution



LESSONS LEARNED IN IMPLEMENTING KM

4. Involve management and others

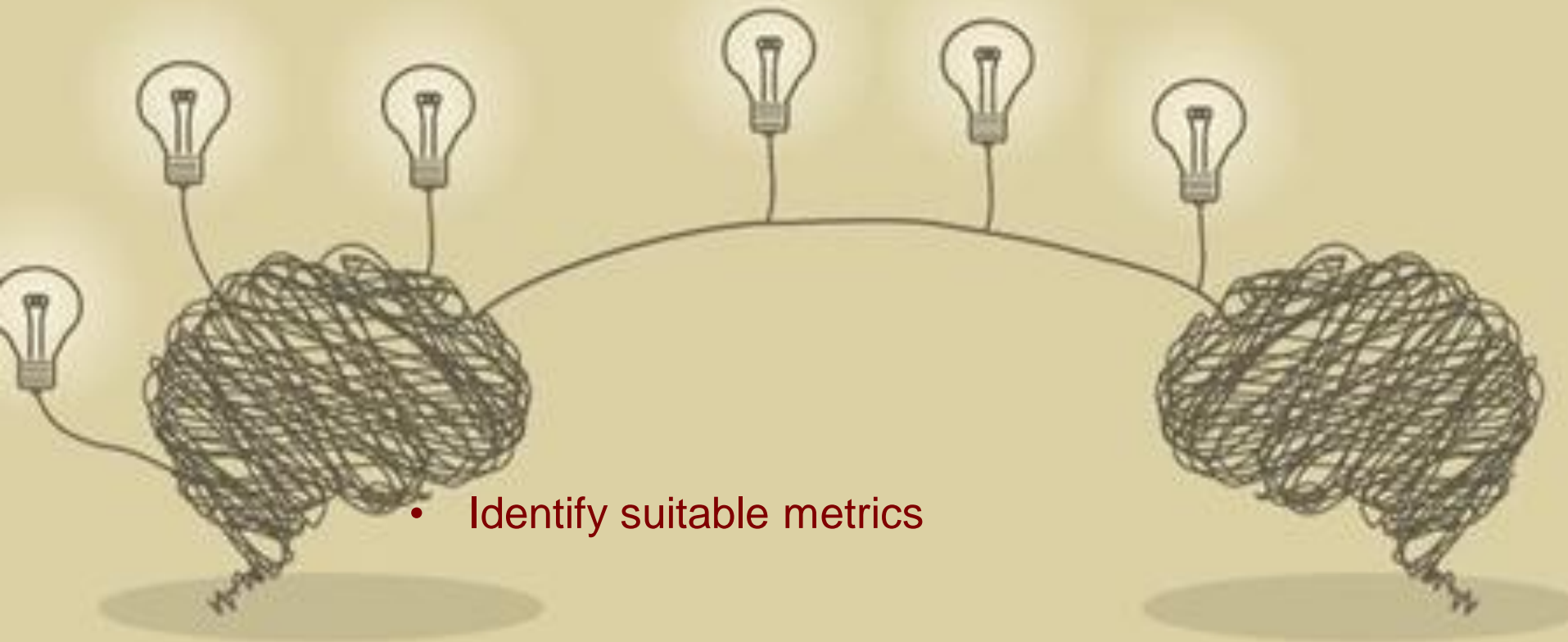
Support from the management and staff is crucial



LESSONS LEARNED IN IMPLEMENTING KM

5. Measure

How do we know that we are there?



Thank you for your attention



Mobile- 019 603 6464
roznita@jkr.gov.my

