



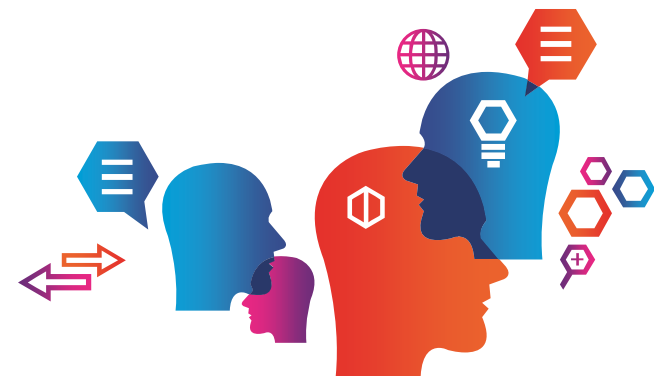
**LAWATAN DAN PERKONGSIAN  
PENGALAMAN PELAKSANAAN  
INISIATIF REPOSITORI JKR  
6 APRIL 2017**



**Sr ROZNITA BT OTHMAN**



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KM Agenda @ JKR



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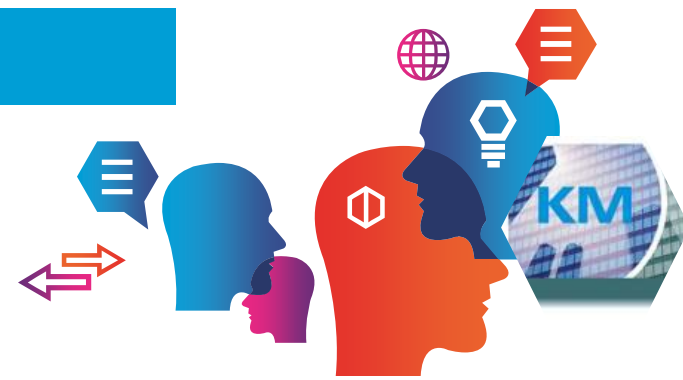
Upcoming Improvements



Future Plans

# The KM Agenda

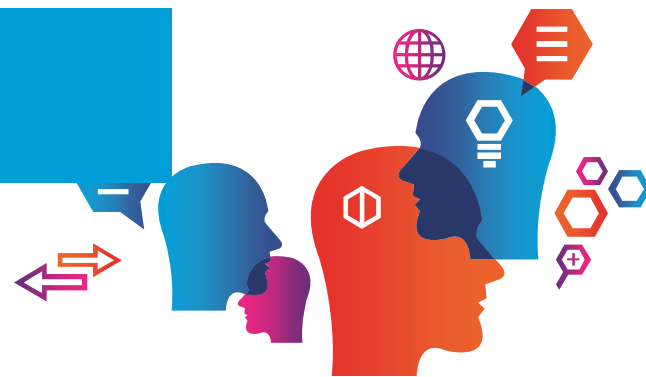
*To cultivate **knowledge sharing and learning culture** across department through the use of proven **effective knowledge sharing tools***



## MAJOR KM INITIATIVES (since 2008)

- 1 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

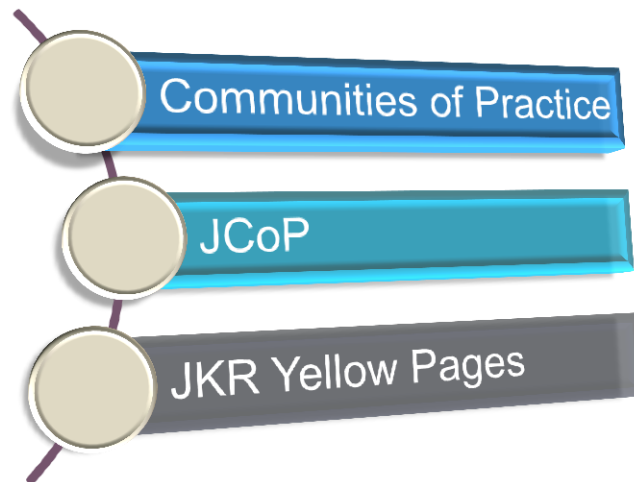
# JKR Knowledge Transfer Strategies and Initiatives



## Personalisation Strategy

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

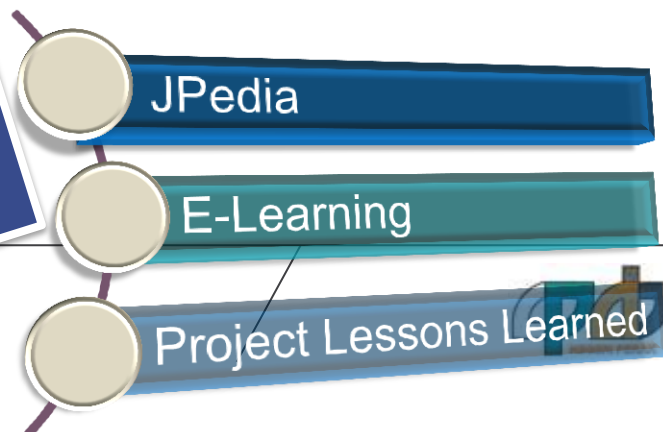
Connecting People to People



## Codification Strategy

Detaches knowledge from individuals and codifies it into articles, books, and manuals. It is a process of capturing explicit knowledge.

Connecting People to Content

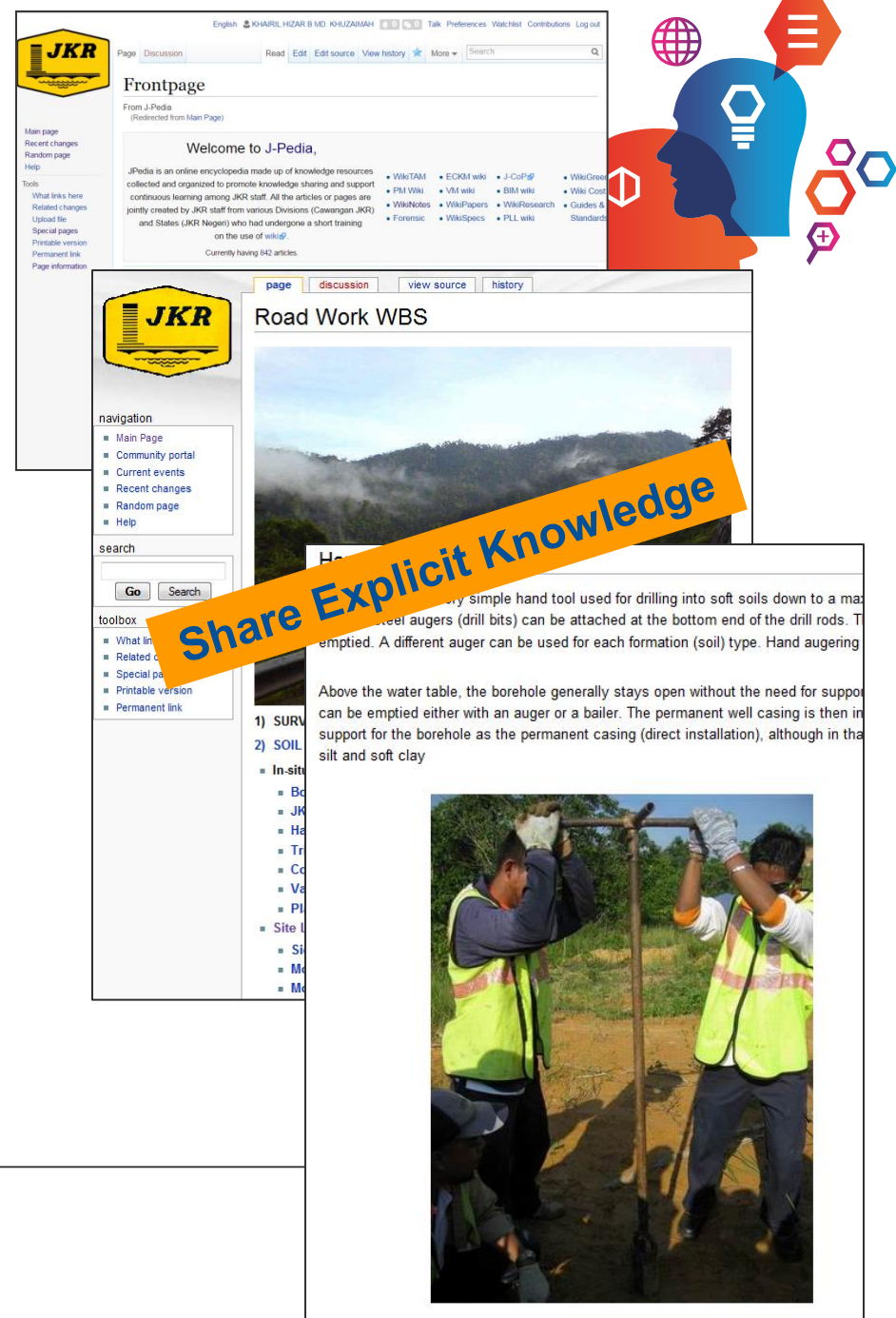


## JPedia

### Online Knowledge Repository

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

Connect People to Content



English KHARIL HZAR B MD KHUZAINAH Talk Preferences Watchlist Contributions Log out

Page Discussion Read Edit Edit source View history More Search

### Frontpage

From J-Pedia (Redirected from Main Page)

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 wiki@.

Currently having 842 articles

- WikITAM
- ECKM wiki
- J-C&P@
- WikiGreen
- PM Wiki
- VM wiki
- BIM wiki
- Wiki Cost
- WikiNotes
- WikiPapers
- WikiResearch
- Guides & Standards
- Forensic
- WikiSpecs
- PLL wiki

Main page Recent changes Random page Help

Tools

What links here Related changes Upload file Special pages Printable version Permanent link Page information

page discussion view source history

### Road Work WBS

navigation

- Main Page
- Community portal
- Current events
- Recent changes
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- Help

search

Go Search

toolbox

- What links here
- Related changes
- Special pages
- Printable version
- Permanent link


1) SURVEILLANCE

2) SOIL TESTING

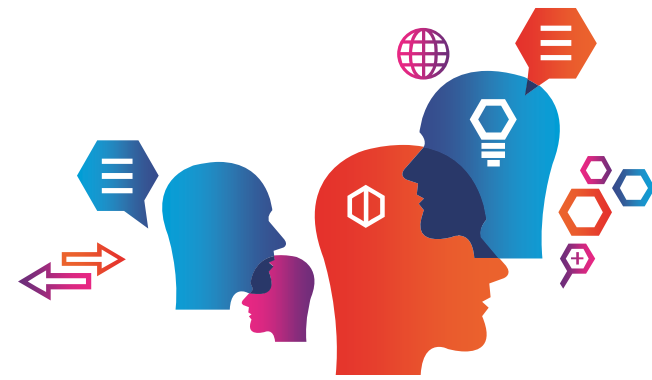
- In-situ
- Borehole
- JKR
- Hand auger
- Test
- Co
- Va
- PI
- Site U
- Si
- M
- M

Hand augering is a very simple hand tool used for drilling into soft soils down to a maximum depth of 10m. Hand augers (drill bits) can be attached at the bottom end of the drill rods. The auger is rotated and the soil 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 will collapse and must be supported. The borehole can be emptied either with an auger or a bailer. The permanent well casing is then installed for support for the borehole as the permanent casing (direct installation), although in the case of silt and soft clay



# JPedia Statistics



## PAGE STATISTICS



**60**

AVERAGE VISITS/DAY



**9,433**

PAGES



**7,444**

UPLOADED FILES

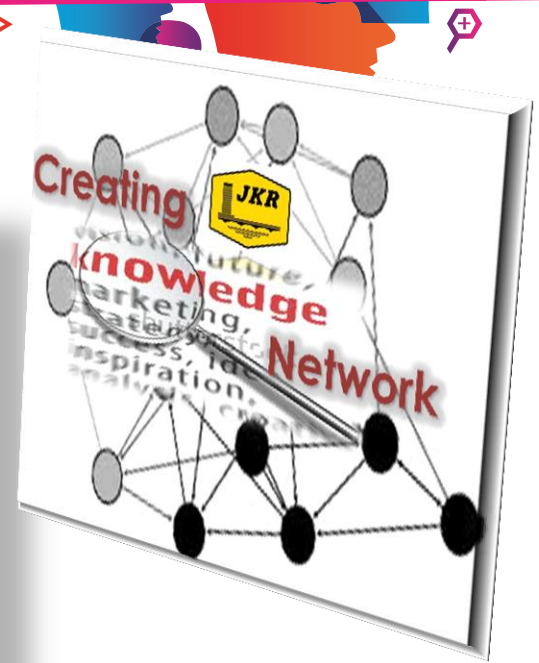


**2,672**

REGISTERED USERS

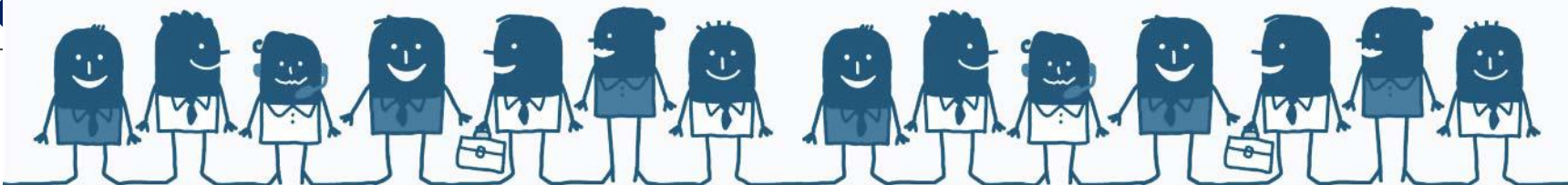


# JKR CoPs



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



# JKR as a Learning Organisation



## 1 Explore Sept 2012-Mar 2013

- Determine strategic objectives
- Develop strategy map and action plans

- Position CoP & determine target community

- Awareness
- Buy-ins

- Environmental sensing

- Discuss scenarios
- Identify issues

## 2 Strategise Apr-Jun 2013

- Form CoP task force, appoint champions and SMEs

- Train facilitators and CoP core members

- Face to face interactions

- Virtual interactions

- Make learning fun

## 3 Enable July onwards

- Monitor and align

- Grow membership
- Increase participation

- Pilot out

- Build CoP domains
- Develop CoP portal

- Communicate and promote

- Establish CoP governance structure

- Create conducive environment

## 4 Cultivate Sept onwards

- Measure success

- Post implementation review
- Compile feedbacks, lessons learned
- Improvement strategies

## 5 Evaluate June 2014



- Launch CoP



- Build CoP domains
- Develop CoP portal



## 4

## Cultivate Sept onwards



- Establish CoP governance structure

- Create conducive environment

- Face to face interactions

- Virtual interactions

- Make learning fun

## 1 Explore Sept 2012-Mar 2013

- Determine strategic objectives
- Develop strategy map and action plans

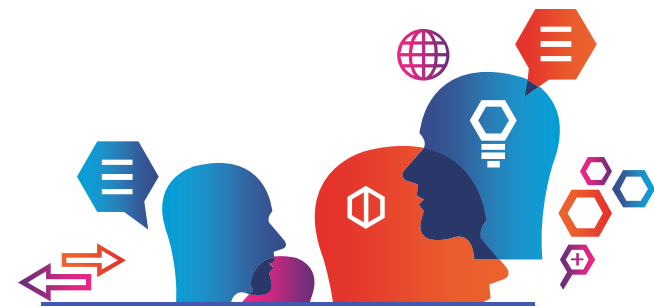
- Position CoP & determine target community

- Awareness
- Buy-ins

- Environmental sensing

- Discuss scenarios
- Identify issues

# 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 ramal yang bertanya-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

# CoP Publications



## CoP Starter Kit

**TAHAP PENYERTAAN PENGGUNA**

**BILANGAN VIEWS MENGIKUT KATEGORI DOMAIN**

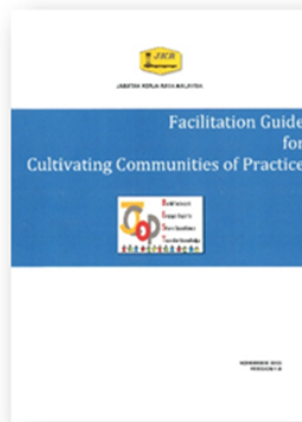
**TOKOH JCoP**  
Tn. Hj. Farizal Othman  
Skor: 21,160  
[Lihat sumbangan pengetahuan tokoh ini!](#)

**KOMPOSISI JKR CoP**

**BILANGAN VIEWS MENGIKUT KATEGORI DOMAIN**

**TOKOH JCoP**

## 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 KConnect 2016

17/5/2016 @ Sasana Kijang, Bank Negara



# Seminar Communities of Practice JKR 2015

24 Februari



## Seminar CoP JKR 2016

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





# 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**



**B**uild Network  
**E**ngage Experts  
**S**hare Experience  
**T**ransfer Knowledge



**Communities of Practice**

## 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 stiffner dan dowel bar. Begitu juga dinding tangga baru dengan blok sekolah. Jika tidak disediakan stiffner + dowel bar, bermaksud dinding tersebut bergantung hanya kepada blok asal. Dinding tersebut akan runtuh kerana mortar dan berat sendiri (self weight) dan berisiko kepada keselamatan. I.e. pelajar / murid sekolah bertolak-tolak pada dinding tersebut. Untuk info lebih lanjut, loading ini boleh dirujuk dalam Table

Struktur tangga baru dan blok asal yang menyambung (structural joint) antara blok asal dan blok baru. Encik Harjit.

keretakan yang 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. Dikhawatiri 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 stiffner dan sediakan dowel bar. Perbetulkan kembali construction joint.

Sekadar pandangan saya. Terima kasih.

## Share Tacit Knowledge



Structurally independent

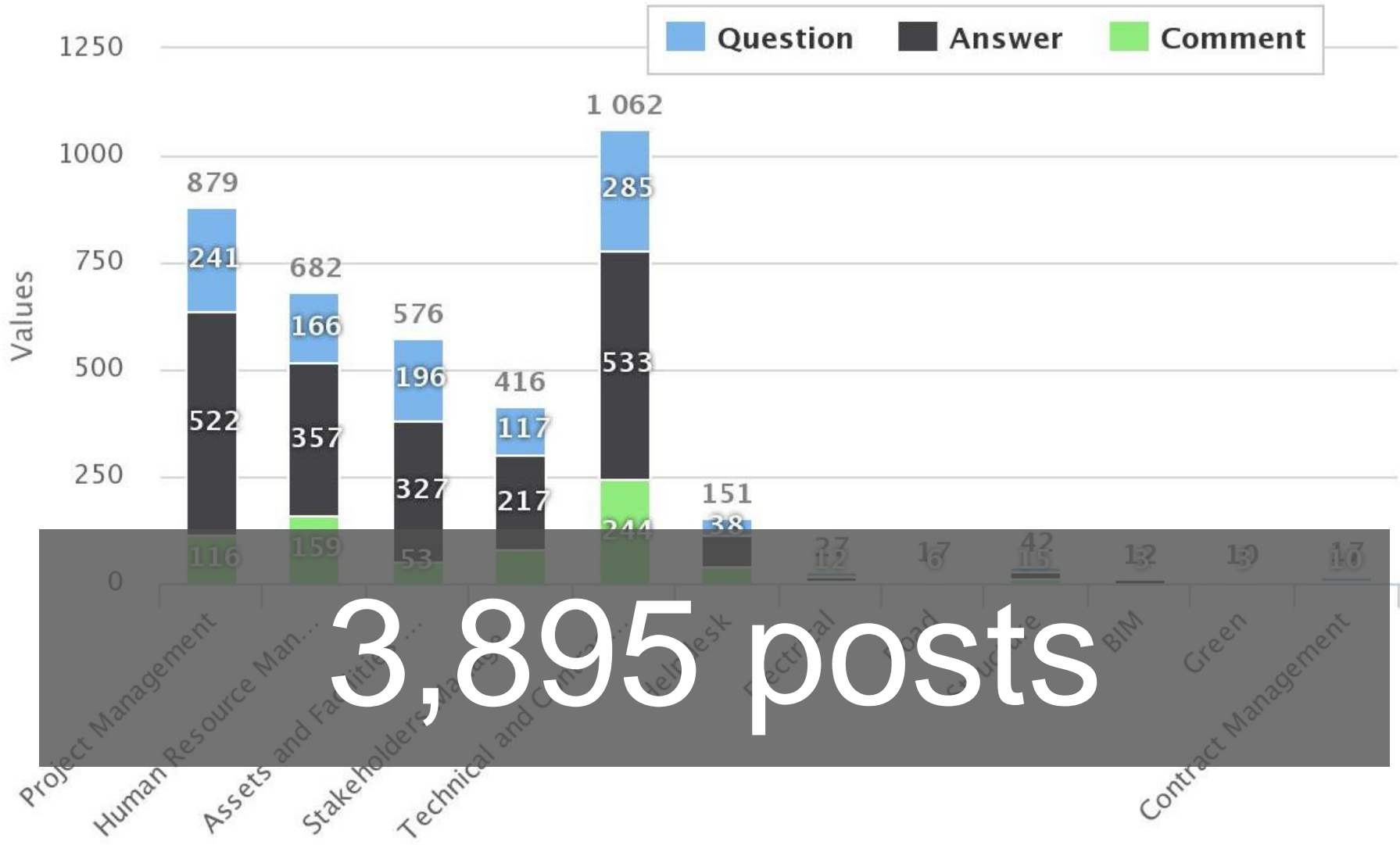
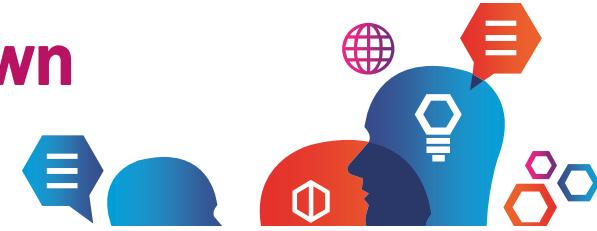
Table 4 – Minimum Horizontal Imposed Loads For Parapets, Barriers and Balustrades, etc

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 LOAD APPLIED TO THE INFILL (kN/m <sup>2</sup> )	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 C3.1c)	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
C. Areas where people may congregate	(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
	(vi) Areas having fixed seating within 500mm of the barrier, balustrade or parapet	1.5	1.5	1.5
C1/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
	(ix) External balconies and edges of roofs, Footways and pavements within building cartilage adjacent to basement/under areas	0.74	1.0	0.5
CS. Areas susceptible to overcrowding	(x) Theatres, cinemas, discotheques, bars, auditoria, shopping malls, assembly areas, studio. Footways or pavements greater than 3m wide adjacent to walkway 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
	(xii) Pedestrian areas in car parks including stairs, landings, ramps, edges or internal floors, footways, edges of roofs	1.5	1.5	1.5
F/G Vehicular	(xiii) Horizontal loads imposed by vehicles	See clause 11		

sememangnya tidak bersambung dan dijelaskan oleh Encik Harjit.



# JCoP Statistics – Posts Breakdown

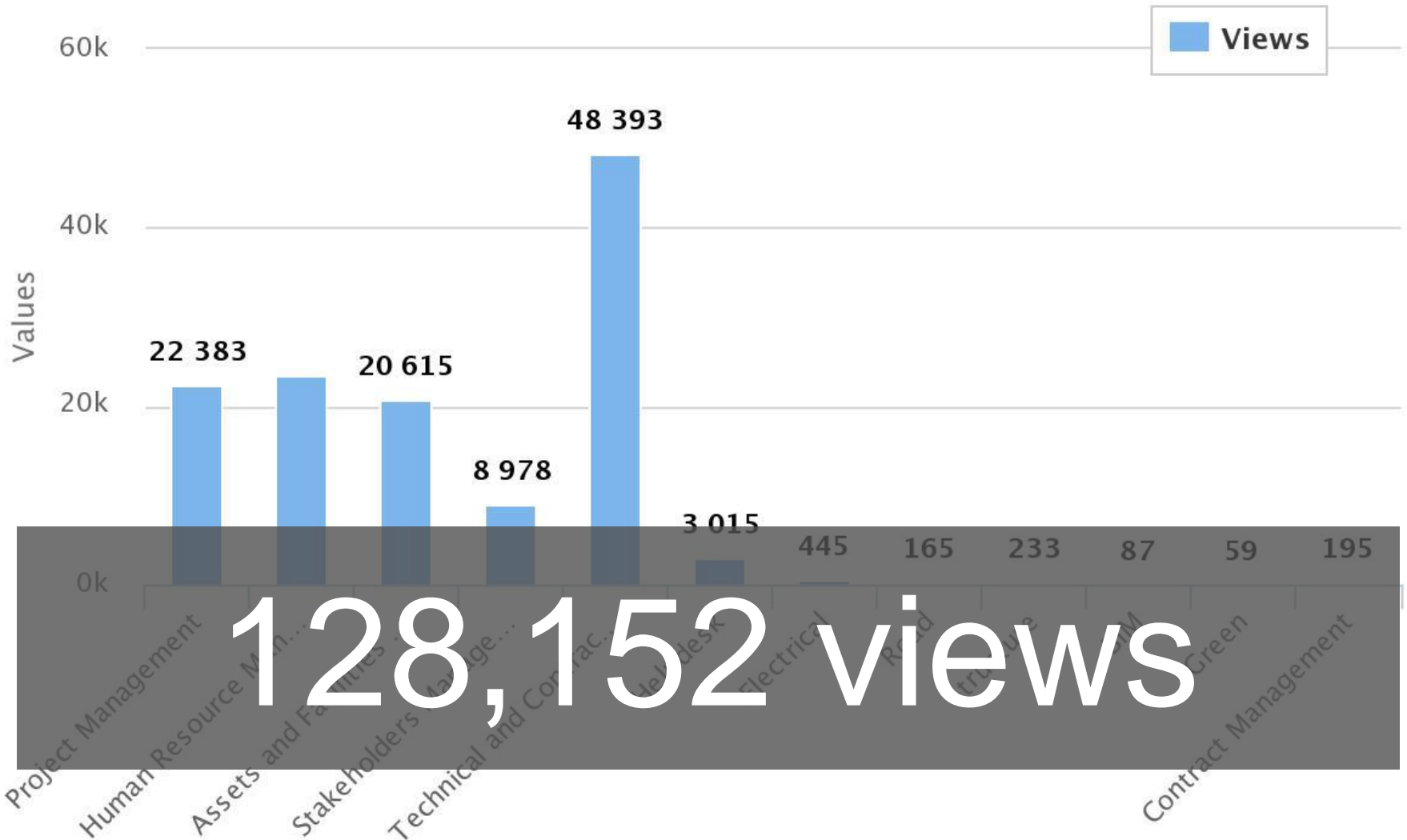


3,895 posts

# JCoP Statistics - Views Breakdown



## Views Breakdown (128152)



128,152 views

# JCoP Statistics – Quick Stats



**1,093**

QUESTIONS



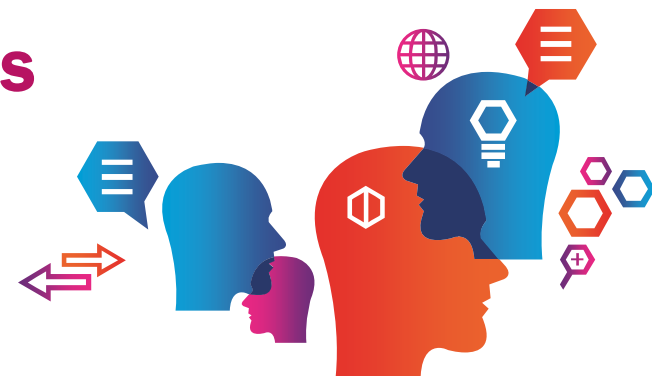
**2,085**

ANSWERS



**717**

COMMENTS



**2,211**



REGISTERED USERS

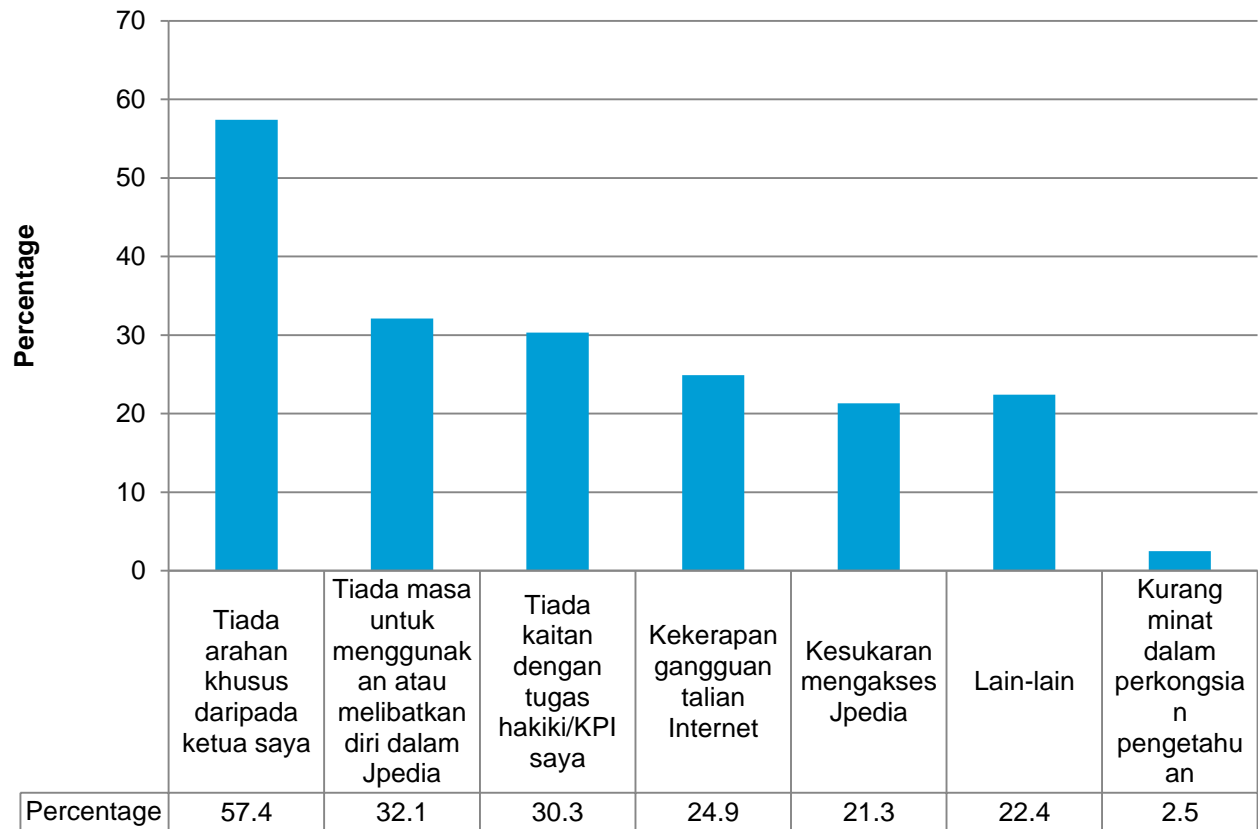


# Implementation Challenges

## JPedia

### Why some still have not used JPedia

The majority of participants cites “Tiada arahan khusus daripada ketua saya”, “Tiada kaitan dengan tugas hakiki/KPI saya” and “Tiada masa” as **three** main reasons



Source: JPedia Survey 2017 (612 respondents out of 7,088 individuals with registered JKR email account (8.6%))



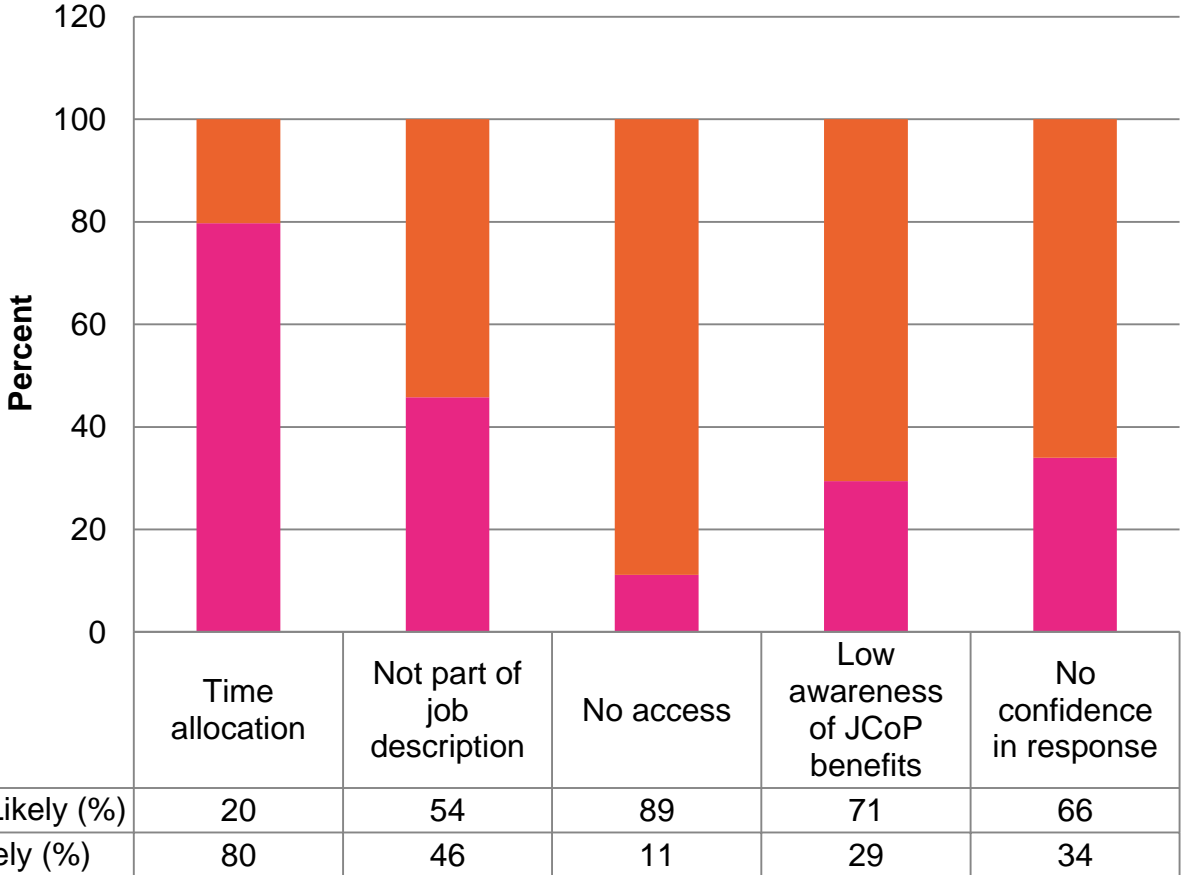
# Implementation Challenges



## JCoP

### What strongly limit users to participate in JCoP?

The majority of participants give being unable to allocate time as the main reason, and not being part of their job as the second reason



Source: JCoP Survey 2014 (153 respondents out of 586 individuals with registered with JCoP Portal (26.1%))

# OVERCOMING CHALLENGES

<b>COMMUNICATE</b>	<ul style="list-style-type: none"><li>• create awareness</li><li>• promote through talks, roadshows, courses, newsletters</li></ul>
<b>ENGAGE</b>	<ul style="list-style-type: none"><li>• give encouragement</li><li>• conduct workshops with moderators and users</li><li>• give recognition via gamification system</li><li>• present certificate of appreciation and gift to top contributors</li><li>• KPIs for SMEs</li></ul>
<b>MONITOR AND SUSTAIN</b>	<ul style="list-style-type: none"><li>• observe user interactions and behaviour</li><li>• track via google analytics</li><li>• use simple metrics</li></ul>



# Upcoming Improvements



## JPedia



## Unified Search

Unified Search provides the ability to simultaneously conduct searches of, or for, content that's on multiple mediums



# Upcoming Improvements



## JCoP



### Posts Tagging

SMEs or referrals can be tagged so that instant notification sent to them by people who post questions



### Mobile Apps

JCoP Portal is easily accessible via mobile apps – Users can post questions, answers and comments on the fly



# Way Forward



Opening up to external partners and stakeholders



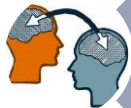
Integration with business process



Reification of captured knowledge in JCoP conversations



Senior management to model KS behavior



Knowledge contribution as a criteria for promotion/other rewards

# Thank you for your attention



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roznita@jkr.gov.my

