

بسم الله الرحمن الرحيم

هو الذي انزل عليك الكتاب منه آيات محكمات هن ام الكتاب
واخر متشابهات

فاما الذين في قلوبهم زيغ فيتبعون ما تشبه منه ابتغاء
الفتنه وابتغاء تاويله وما

يعلم تاويله الا الله والراسخون في العلم يقولون ءامنا به كل
من عند ربنا وما

يذكر الا أولي الألباب

سوره ال عمران الايه (7)

To the fountain of patience and optimism and hope

*To each of the following in the presence of God and His Messenger, **my Mother Dear.***

*To the big heart **my Dear father.***

*To those who have demonstrated to me what is the most beautiful **my brother life.***

*To the people who paved our way of science and knowledge all our **Teacher Distinguished.***

*To the taste of the most beautiful moment **with my Friend.***

I guide this research

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ABSTRACT

Knowledge management (KM) is now becoming a vital issue in the business strategies of any construction organizations and it is a complement to the organizational business activities. Lessons learned from the construction industry have proved that reusing and sharing knowledge can enhance building projects successfully by decreasing cost and time of completion and improving the whole competitiveness of the organization. The challenge to KM implementation in construction organizations is the lack of systematic procedures for developing and applying knowledge management systems (KM System). Various KM models have been developed to support KM activities. However, the existing KM models and tools may have some problems in many circumstances, which cannot be used efficiently and effectively. This research aims to implement KM model that overcomes such problems and provides an effective and efficient way for managing knowledge in the building projects.

An extensive review and analysis of KM models has been carried out and a KM model was developed to fill the gaps and overcome the disadvantages of previous KM models used for construction projects. Interviews with KM practitioners have been conducted to evaluate and enhance the KM model. A questionnaire survey has been conducted to improve the developed KM model by investigating KM initiatives, activities and tools of current KMSystem in construction organizations and exploring environmental factors and activities that can be critical for successful implementation and application of KM in the building project. A final KM model has been set to provide an effective solution and useful guidance for successful implementation and application of KM in the building projects.

ملخص البحث

اصبحت ادارہ المعرفة مساله حيويه وفعاله في مجال الاعمال والبناء بل ومكملة لالانشطه والاعمال التنظيميه .

ان تطبيق ادارہ المعرفة في مشاريع البناء هي واحده من الاسباب التي تؤدي الي نجاح مشاريع البناء وذلك من خلال خفض التكلفة والوقت المخصص لي تنفيذ المشروع وذلك من خلال تحسن القدره التنافسيه للمنظمه وتوجيه الادارات وتوعيه الموظفين بتطبيق ادارہ المعرفة .

بعض الشركات ليس لديها معرفه كامله بتطبيق ادارہ المعرفة وليس لديها القدره علي التنظيم وتطبيق ادارہ المعرفة , في هذا البحث تم توجيه بعض الشركات بضرورة تطبيق ادارة المعرفة وكذلك تطوير اساليبها المختلفه لدعم انشطه المشروع . هنالك بعض المشاكل التي تواجه الشركات وهي انها لاتطبق ادارہ المعرفة بشكل صحيح وكفاءه عاليه مما يؤدي الي تكاليف زائده وتأخر زمن تنفيذ الانشطه عن الوقت المتوقع لها.

يهدف هذا البحث الي تطوير نماذج المعرفة الجديده التي تتغلب علي مثل هذه المشاكل ويوفر وسيله فعاله وكفاءه عاليه لاداره المعرفة في مشاريع البناء والتشيد .

كما تم اجراء استعراض تحليل نماذج واسعه لتطبيق ادارة المعرفة والتغلب علي عيوب النماذج السابقه التي استخدمت في مشاريع البناء .

وقد اجريت مقابلات مع العديد من الشركات لتقييم وتعزيز نماذج ادارہ المعرفة.تم اجراء استبيان لتحسين ادارہ المعرفة المستخدمه في تنفيذ المشاريع واكتشاف العوامل المؤثره في الانشطه التي يمكن ان تكون حاسمه لنجاح وتطبيق ادارة المعرفة في مشاريع البناء.

كما تم مناقشة النتائج والتحليل وتم تقديم نموذج نهائي لتقديم حل فعال وتوجيهات مفيده للتنفيذ الناجح وتطبيق المعرفة في مشاريع البناء .

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ACRONYMS

COP	Community of Practice
CRM	Customer Relationship Management
HRMS	Human Resource Management System
ICT	Information and Communication Technology
IDEF0	Integrated Definition Function Modeling, Level 0 (zero)
IT	Information Technology
KM	Knowledge Management
KMSystem	Knowledge Management System
KPI	Key Performance Indicators
SMEs	Small and Medium Enterprises
TQM	Total Quality Management
VBC	Visual Byblos Cyberspace