بسم الله الرحمن الرحيم

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

فاما الذين في قلوبهم زيغ فيتبعون ماتشبه 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

ACKNOWLEDGEMENTS

This research could not have been possible without the support and contributions of many people who have provided the mental energy for the development of this thesis. I start by thanking my supervisor Dr. Awad saad for providing enthusiastic support and thorough feedback on my work. Dr. Awad saad makes great efforts to support his students with feedback and ideas, and provides as much of his time as they need.

I thank academics and colleagues in my Department at the Sudan University especially those that provided feedback on my research or who participated or helped to contact people and companies in the construction industry for the stages of interviews, questionnaires of the research.

I am sincerely grateful to employees in institutions and construction companies in the Sudan who have been supportive during my fieldwork. Last but not least is an appreciation to my parents. This work could not have been achieved without their moral and financial support.

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2014

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 اداره المعرفه مساله حيويه وفعاله في مجال الاعمال والبناء بل ومكمله للانشطه والاعمال التنظيميه .

ان تطبيق اداره المعرفه في مشاريع البناء هي واحده من الاسباب التي تؤدي الي نجاح مشاريع البناء وذلك من خلال خفض التكلفه والوقت المخصص لي تنفيذ المشروع وذلك من خلال تحسن القدره التنافسيه للمنظمه وتوجيه الادارات وتوعيه الموظفين بتتطبيق اداره المعرفه .

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

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

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

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

كما تم مناقشة النتائج والتحاليل وتم تقديم نموذج نهائي لتقديم حل فعال وتوجيهات مفيده للتنفيذ الناجح وتتطبيق المعرفه 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