

Appendix 1. Interviews Form

Evaluation of a Knowledge Management (KM) Model For Construction Projects

A. Background and General Information

Name:

Address:

Date of Interview:

Position:

Experiences in KM:

B. Knowledge Management

1. What do you understand by the term KM?
2. What is the stimulus/reason for practicing KM?
3. What activities are important in KM?
4. What are the results and outcomes required from the implementation of KM?
5. Are there any other issues that you would like to mention regarding KM?

C. Model Evaluation

I would be grateful for your comments on the following KM model with regards to criteria such as ease of understanding and use, comprehensiveness, applicability, feasibility, structure, etc.

This model is designed to help firms taking the first step into KM or those trying to improve their existing system, by providing a general guide for construction organizations to identify what knowledge is available and important to their organizations and where it is found, what stages and activities can be followed to develop and apply a successful KMS, what tools and services can be provided by an effective and efficient KMS, how users can benefit from the KMS, and what challenges and factors can be faced throughout the implementation and application of a KMS. This model can be considered as a general guide for construction organizations, while more specific details will be left to be decided by the organizations to support their special characteristics.

The main components of the KM model developed in the research are shown in Figure 1, where more details and descriptions of the components will be provided in the following sections.

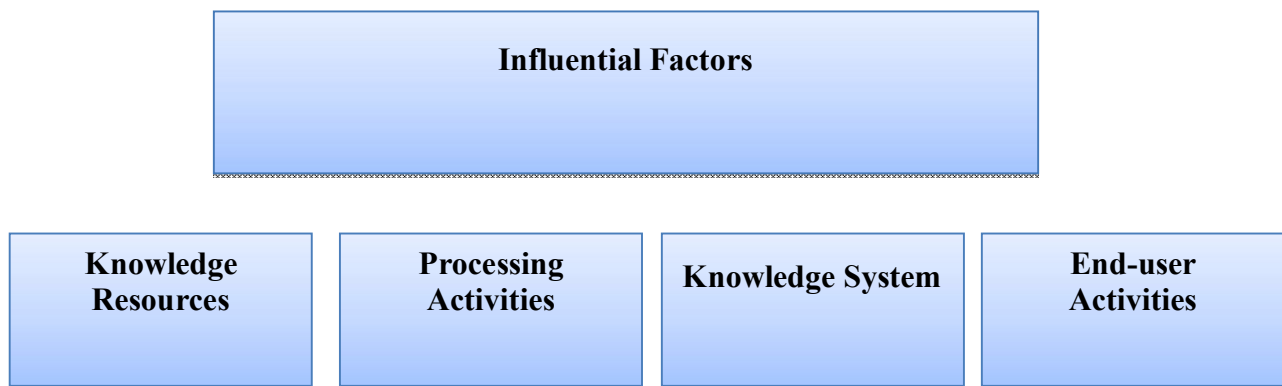


Figure 1 Components of the proposed KM model for construction projects.

1. Knowledge Resources

Many different types of knowledge are available inside and outside the organization to design and implement the KMS and to be captured and shared by the implemented system. The success of a KMS depends largely on the way in which an organization identifies the important knowledge resources available.

(The details and descriptions of the KM model depend on the updated version that was developed at the stage of sending the letters to the participants).

Appendix 2.

Questionnaire Survey

Appendix 2.4 Sample of Invitation Message

Survey on Knowledge Management (KM)

Dear Sir/Madam

I am a MSC student at the Sudan University. My work is centered on investigating Knowledge Management (KM) application in Construction Companies. The following survey is a very important part of my MSC research project.

It will be greatly appreciated if you help to forward the following message to at least one of the employees in your company who may have interests in databases, information systems, computer networks and/or research and development projects so as to participate in this survey.

Thank you very much for your support.

Dear Sir/Madam,

Re: Survey on Knowledge Management (KM) in Construction Companies.

I am conducting a research about Knowledge Management (KM) practices in construction. KMSs refer to a type of IT-based information systems developed to include information, documents, procedures, experiences and knowledge of employees, and to facilitate collaboration of employees through tools such as e-messaging, e-chatting and e-meeting.

I am seeking the opinion of a group of experts in computer systems, such as you, to assess the importance of a set of factors which are provided in the questionnaire. You do not need to have a formal knowledge management programme in your organization to answer these questions - many of the practices listed in the survey

may be parts of other programmes and systems you have, for example, database, information system, etc.

I would appreciate your participation to complete the questionnaire which will not take more than 15 minutes from your time. Your response is very important for the success of the research, which in turn could be helpful to many construction companies which are trying to apply KM.

All survey responses will be treated confidentially and used only for research purposes. Your information will be coded and will remain confidential. If you have questions at any time about the survey, you may contact me by email address.

2.5 Sample of Follow-up Invitation Message

Dear Sir/Madam

I have sent you before a message to participate in a questionnaire investigating your opinion about the importance of KM practices, methods and tools. To date, the response to my survey is inadequate. It will be greatly appreciated if you participate in the questionnaire provided in the link below and/or help to forward the below message to some employees in construction companies whose jobs are related to or may require them to use information and computer systems, so as to participate in this survey. Your participation is very important to my research.

Thank you very much for your support.

Survey on Knowledge Management (KM)

Dear Sir/Madam,

Re: Survey on Knowledge Management (KM) in Construction Companies.

I am a MSC student at the Sudan University. I am conducting a research about Knowledge Management (KM) practices in construction. KMSs refer to a type of

information systems developed to include information, documents, procedures, experiences and knowledge of employees.

I am seeking the opinion of a group of experts in **computer systems**, such as you, whose jobs are related to or may require them to use information and computer systems, to assess the importance of a set of factors which are provided in the questionnaire.

I would appreciate your participation to complete the questionnaire which will not take more than 15 minutes from your time. All survey responses will be treated confidentially and used only for research purposes.

Thank you very much for your time and support.

Yours sincerely,

Nazick Ahmed

Appendix 2.6 Samples of Reliability Results