

The role of Knowledge management requirement on organizations excellence: (A field of study in Jordan; Aqaba Special Authority Zone)

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Abstract

This study aims to know role of Knowledge management requirement on organizations excellence in south of Jordan Aqaba Special Authority Zone. During the review of science contribution on this field, the research model and hypothesis has been formulated and a questionnaire designed to collect primary data. The study sample consists of (110) from Aqaba Special Authority Zone south of Jordan, it's used statistical analysis (SPSS) such as (Correlations, Coefficients (a) and multiple linear regressions) to prove the hypothesis, the analysis and explain of results displayed the Hypotheses (1, 2 and 6) were significant statistical and Acceptances, but Hypotheses (3, and 5) the results shows the hypotheses were not significant statistical and Reject. The study concluded a set of recommendations that will develop and improve the organizations excellence.

Keywords: Knowledge Management Requirements; organizations excellence; Aqaba Special Authority Zone ; south of Jordan.

1. INTRODUCTION

The rapid changes in external and internal business environment including quality and quantity required a new orientation for keep pace with these challenges and changes [1]. Knowledge management, Knowledge Management Requirements and its applications are among the most important challenges of the digital age, which organizations seek as a strategic goal. Knowledge management becomes a source of strength, wealth, the distinction of organizations, the reason for survival and continuity [2]. The management of knowledge is one of the most important contemporary intellectual entries in the current digital world [3].

The goal of each organization's ambition is excellence which made and not be a gift, organizations excellence is an output of hard work and high effort, and Organizations seek to achieve them. The achievement of quality and excellence has become necessary for the continuation of the organizations because we live in the era of rapid change and this means that the survival of qualified organization with distinct abilities, skills, knowledge and experience of workers [4].

Knowledge Management Requirements has the clear imprint in building and achieving organizations excellence because knowledge competence is the basis of excellence over competitors [5]. It is an essential source of high performance for organizations leading to new innovations of distinct goods and services. Knowledge Management Requirements of the organization builds the capacity and strength of the organization and makes it distinct in its surrounding environment [6]. The researchers in this area seek to demonstrate the Knowledge Management Requirements of operations on excellences of organizations..

2. IMPORTANCE OF THE STUDY

The importance of this survey comes from the following points:

1. The importance of this study is to call for the development of and interaction with Knowledge Management Requirements, as it works to promote of knowledge management as a key to the success of institutions and its impact on the achievement of institutional excellence
2. The study contributes to highlight the knowledge management Requirements in Aqaba to demonstrate the importance of use, and highlights the strengths and weaknesses resulting.
3. The issue has not been addressed to research in the Aqaba Special Authority Zone.
4. This study working on recommendations after analyzing the results of research, as well as researchers can benefit from this study.
5. Identify the extent of the use of Knowledge Management Requirements as systems in the Aqaba Special Authority Zone in Jordan.

3. AIM OF THE STUDY

The objective of the study consists of the following:

1. To find out how Knowledge Management Requirements support at all levels of management in the organizational.

2. To identify the role of knowledge management Requirements on organizational excellence.
3. To know the role of Knowledge Management Requirements on the productivity of human resources in the department.
4. To know the role of Knowledge Management Requirements on the quality of the work of human resources in the department.
5. To make important recommendations that is applicable based on the results of the applied study.

4. PROBLEM OF THE STUDY

The Aqaba Special Authority Zone in Jordan being interested in the Economic, provided services to all organizations, the Aqaba Special Authority Zone to supervise the important economic zone and investment area for organizations, where Business success requires organizations keep up with all that is new in the administration and in their ability to exploit its resources in activities that get through which the outputs contribute to the continuity, growth and Its ensures access to advanced positions in competition, entrepreneurship and innovation.

The excellences organizations can develop their ideas regarding knowledge management, it can take control of the initiative and to reflect that in fact distinctive results. The researchers want to know the impact of Knowledge Management Requirements on organizations excellence, through the dialogue that has been with the medium and high administrative leaders noted two important things are:

1. Lack of awareness from the leaders of the Human Resources Management and leadership responsible for Knowledge Management Requirements of the importance of the subject of Knowledge Management.
2. There is a great desire among those administrative leaders in the application and use of Knowledge Management Requirements in the right way.

The study problem can be limited to the following questions:

1. What is the extent to which administrative leaders in organizations understand the concept and importance of knowledge management and its requirement in impact on organizations excellence?
2. How to take advantage of use Knowledge Management Requirements to increase the efficiency of organizations excellence
3. What is the relationship between Knowledge Management Requirements processes and organizations excellence.

5. HYPOTHESES OF STUDY

In order to address the problem of study and achieve their goals, six hypotheses were developed as follows:

1. There is a statistically significant of Knowledge Management Requirements (KMR) on the level of organizations excellence (OE) standards of Aqaba Special Authority Zone.
2. There is a statistically significant of Knowledge Management Requirements (KMR) on leadership (LS) of Aqaba Special Authority Zone.
3. There is a statistically significant of knowledge management requirements (KMR) on Customer satisfaction (CS) of Aqaba Special Authority Zone.
4. There is a statistically significant of knowledge management requirements (KMR) on quality of service (QS) of Aqaba Special Authority Zone.
5. There is a statistically significant of knowledge management requirements (KMR) on processes and procedures (PR) of Aqaba Special Authority Zone.
6. There is a statistically significant of knowledge management requirements (KMR) on human resources (HR) of Aqaba Special Authority Zone.

6. THE STUDY VARIABLES

Dependent variable: Knowledge management requirements, the outputs and objectives that organizations aim to achieve and have Knowledge through strategic level, tactical level and operational level. Knowledge management requirement is defined as the organization's management, Restore clear knowledge and allow self-search for knowledge and direction towards continuous innovation in the organizational knowledge base; this means, for example, the creation of supportive organizational structures, the provision of staff facilities, the introduction and use of information communication technology, tools and equipment to promote teamwork and the dissemination and exchange of knowledge[7].

Independent variables organizations excellence, it's mean to achieve and translate organizations its vision, mission and strategic objectives into reality in order to achieve its ambitions, through which it seeks to support and encourage excellence and creativity from various activities and fields of work. It is important to ensure that outstanding organizational performance is no longer an option for organizations; excellence can occur in a large or small organization that provides a service or production in a governmental or non-governmental organization[8].

According to [9]Organizations excellence defined it as an investment of organizations critical opportunities ahead of effective strategic planning and commitment to a common vision that is clear of goal, adequacy of resources and performance. The researchers define them as procedural in the degree to which the respondent obtains the measure of organizations excellence prepared for the study.

The importance of organizations excellence: The possibility of organizations in the development of supporting excellence forces in organizations by achieving rapid rates of change, achieve competition is limited, keeping the place and organizational status manpower, organizational culture, organizational structure and the growing sense of quality, and the ability to employ technology In information and creativity. According to [10] the importance of organizational excellence in organizations can be described as follows:

1. Organizations need ways and means to identify the obstacles they face when they arise.
2. Organizations need a means of gathering information, so that they can make important decisions about human resources such as who should be promoted
3. The Organization needs to develop its members on an ongoing basis, both managers and staff, so that they can help make the Organization more distinguished in performance.
4. The organization needs to provide the necessary skills to the decision-maker, whether individual or group, and according to the sensitivity of the role played by and its importance in achieving creativity and excellence in organizations.

Criteria of Organization Excellence summaries by[11] as:

1. Leadership: Developing the mission, vision, values and embodiment of the culture of excellence, Ensure the development, application and continuous improvement of work systems, Communicate with clients, partners and community representatives, Stimulating, supporting and appreciating the employees of the concerned authority, Identify and support change in the concerned party.
2. Policies and strategies: are based on current and future needs and expectations, it's based on information derived from performance measurement, learning and creativity, Develop, review and update policies and strategies and implement policies and strategies.
3. Human resources planning, management and development, Identify and develop staff knowledge and capabilities, Engage and empower employees, Communication and dialogue between employees and the concerned party and Employee reward.
4. Processes in a scientific and systematic manner, Improve processes as needed, using innovative ideas to fully satisfy customers and other stakeholders, Design and develop products and services according to customer needs and expectations.

7. PREVIOUS STUDIES

This study aims to address the previous studies on knowledge management requirements and organizations excellence of Aqaba Special Authority zone in the south of Jordan, and other organizations on the subject of the study.

Study of [12] The knowledge economy and its role in achieving economic and social development in the Arab countries, focusing on the state of the Gulf Cooperation Council (GCC) model This study aimed to explore the depths of the reality of the knowledge economy in the Arab countries, focusing on the state of the Gulf Cooperation Council (GCC) The most important findings of the study (Lack of consistent basic plans for infrastructure in the Arab world with regard to networks of communication and reliance on independent technology and human resources capable of installation and interoperability, Lack of development and perceptions to overcome the challenges facing the transition to the knowledge economy, Not to benefit from pilot experiences in the knowledge-based economy in developed countries and Inadequate organization and review of the legislative and legal environment in support of the ICT sector in particular and the fields of the general knowledge economic

Study of [13] "The Influence of Information Technology on the Knowledge Management Process". This study aimed to know the extent of the impact of information technology, technology tools, organization information, the ability Amazing in information technology, IT support, IT skills, infrastructure, information technology, and investment in knowledge management processes. The most important findings of the study This study concluded that all elements of information technology with the exception of IT support has a positive relationship with the knowledge management process as well as the organizations that have applied information management needs to develop a model of information technology in the application of knowledge management. This study also found to be of value if the sample applications of this study so that it can be a tool to evaluate the process of measuring the impact of information technology in the application of knowledge management factors.

According the Study of [14] "Application of the Leadership Standard of Excellence in Higher Education Institutions (UQAS) as a Case Study" The purpose of this study is to identify the extent to which the " Implementation of the Leadership Standard in Higher Education Institutions According to the European Model of Excellence, the status of the University College of Applied Sciences in the Gaza Strip has been studied as a practical case, as it is the only university institution that has received the ISO 1110: 2008 certificate in the Gaza Strip. The researcher used the descriptive analytical method. The questionnaire was used as a main tool for data collection. The study was applied to a sample of 64 administrative and academic staff members in the college. The study reached a number of results, the level of leadership performance at the university college when applying the leadership standard of the European model of excellence

reached (11.02%) At a similar level. There is a relative increase in the third criterion in the model, which relates to the interaction of leaders with students and other stakeholders by (00.01%), followed by the first criterion according to the model arrangement, which relates to the development of leaders of vision and mission and the system of values in the college The second criterion is to study the efforts of leaders in the development and application of the administrative system by 56.02%, followed by the fifth criterion related to the efforts of leaders in raising the spirit of competition is (12.03%), and supported by others Leaders of the staff and to disseminate the culture of excellence by (51.03).

Study of [15]; "Educational Excellence in the Islamic World: Enhancing International Quality and Strategic Planning" This study examines the role of global quality and strategic planning in the process of promoting excellence The study aimed to provide a practical framework for the development of international quality in the global higher education institutions, as well as auditing the various aspects of international quality, and to provide an overview of the strategic planning necessary to develop a culture of international quality.

Study of [16] "Total quality management and corporate performance: EFQM" TQM and firms performance: An objective of the study is to develop a tool for measuring quality management In this regard, the study employed the survey data collected through the managers of manufacturing companies and Spanish services, and used the analysis of the confirmation factor to test the characteristics to measure, properties psychometric the measurement and the relationships between the premise of total quality management practices and organizational performance are examined using structural equation modeling. The study found a number of results, the most important of which are: The adoption of the TQM practices proposed in the EFQM European model allows companies to outperform their competitors in the results criteria included in the model.

8. SAMPLE AND INSTRUMENT OF THE STUDY

The community of this research included south of Jordan, Aqaba Special Authority zone. The study sample consisted of 110 participants from staff Aqaba Special Authority distributors at all management levels. Instrument of study was a questionnaire to measure the impact of knowledge management and its requirement to organizations excellence, where the researcher developed a questionnaire to measure factors (knowledge management requirements, leadership, Customer satisfaction, quality of service, processes and procedures and human resources, based on previous studies, as well as answer the questionnaire was the Likertescal from one to five (strongly disagree = 1, disagree = 2, I don't know = 3, agree = 4 and strongly agree = 5).

9. RESULT

The To answer the questions of the study and test the hypotheses Correlations, Coefficients (a) and multiple linear regressions were used to associate with the research model. Although the coefficient Statistics can be estimated in many ways, most empirical studies used multiple regression to explore and analysis the relationship between a dependent variable and independent variables [17]. To investigate all hypotheses, multiple regression analyses were using SPSS. The multiple regression assumptions of normality; linearity and independence of residuals were tested. The first hypotheses: Table (1, 2, and 3) shows the results of the regression analysis based on the relationships proposed in the research model. There is a significant statistical between the Knowledge Management Requirements (KMR) and organizations excellence (OE) standards of Aqaba Special Authority zone, in Table (4) the Pearson Correlation was positive (0.767) and the hypotheses were significant statistical and Acceptance.

Table 1: Model Summary of the main of the research hypotheses

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.772(a)	.596	.592	.681

a Predictors: (Constant), OE

Table 2: ANOVA (b) of the main of the research hypotheses

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	74.034	1	74.034	159.424	.000(a)
	Residual	50.153	108	.464		
	Total	124.187	109			

a Predictors: (Constant), OE

b Dependent Variable: KMR

Table 3: Coefficients(a) from the main hypothesis

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.634	.357		-4.578	.000
	OE	1.346	.107	.772	12.626	.000

a Dependent Variable: KMR

Table 4: Correlation between(MKR, LS, CS,PR, QS,HR AND OE)

		rkm	ls	cs	pr	qs	hr	oe
rkm	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	.000
	N	110	110	110	110	110	110	110
	Pearson Correlation	1	.660(**)	.777(**)	.259(**)	.474(**)	.733(**)	.767(**)
ls	Sig. (2-tailed)	.	.000	.000	.006	.000	.000	.000
	N	110	110	110	110	110	110	110
	Pearson Correlation	.660(**)	1	.468(**)	.266(**)	.397(**)	.415(**)	.656(**)
cs	Sig. (2-tailed)	.000	.	.000	.005	.000	.000	.000
	N	110	110	110	110	110	110	110
	Pearson Correlation	.777(**)	.468(**)	1	.403(**)	.671(**)	.706(**)	.860(**)
pr	Sig. (2-tailed)	.000	.000	.	.000	.000	.000	.000
	N	110	110	110	110	110	110	110
	Pearson Correlation	.259(**)	.266(**)	.403(**)	1	.596(**)	.318(**)	.659(**)
qs	Sig. (2-tailed)	.006	.005	.000	.	.000	.001	.000
	N	110	110	110	110	110	110	110
	Pearson Correlation	.474(**)	.397(**)	.671(**)	.596(**)	1	.539(**)	.842(**)
hr	Sig. (2-tailed)	.000	.000	.000	.000	.	.000	.000
	N	110	110	110	110	110	110	110
	Pearson Correlation	.733(**)	.415(**)	.706(**)	.318(**)	.539(**)	1	.796(**)
oe	Sig. (2-tailed)	.000	.000	.000	.001	.000	.	.000
	N	110	110	110	110	110	110	110
	Pearson Correlation	.767(**)	.656(**)	.860(**)	.659(**)	.842(**)	.796(**)	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.
	N	110	110	110	110	110	110	110

** Correlation is significant at the 0.01 level (2-tailed).

The Hypotheses (2, 4 and 6): In Table (5, 6, and 7) shows the results of the regression analysis based on the relationships proposed in the research model. There is a significant statistical between the Knowledge Management Requirements (KMR) and (Leadership, quality of service and human resources) of Aqaba Special Authority zone, the hypotheses were significant statistical and Acceptance. Hypotheses (3, and 5): In Table (5, 6, and 7) shows the results of the regression analysis based on the relationships proposed in the research model. There is no a significant statistical between the Knowledge Management Requirements (KMR) and (Customer satisfaction& processes and procedures)of Aqaba Special Authority, the hypotheses were not significant statistical and Reject. In addition, table (4) showed a Correlation between variables the results of the current study showed there is a good relationship between these variables and the correlation is positive see table (4).

Table 5: Model Summary ofsub hypotheses

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.858(a)	.736	.723	.562

a Predictors: (Constant), HR, PR, LS, QS, CS

Table 6: ANOVA (b) of the sub of the research hypotheses

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	91.388	5	18.278	57.955	.000(a)
	Residual	32.799	104	.315		
	Total	124.187	109			

a Predictors: (Constant), HR, PR, LS, QS, CS

b Dependent Variable: KMR

Table 7: Coefficients(a) of sub hypotheses

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.423	.347		-1.222	.225
	LS	.498	.082	.564	6.039	.000
	CS	-.134	.082	-.099	-1.638	.105
	PR	.056	.076	.040	.729	.467
	Qs	.560	.065	.635	8.637	.000
	HR	.258	.080	.225	3.239	.002

a Dependent Variable: KMR

10. CONCLUSION

Knowledge is an asset of organizations; Knowledge management is a multifunction to achieving organizational goal by making the best use of knowledge. The presence of knowledge in organizations increases in excellence and the goal of each organization's ambition is excellence which, organizations excellence is an output of hard work and high effort, and every Organization seek to achieve them. The achievement of quality and excellence has become necessary for the continuation of the organizations. Knowledge Management Requirements has the clear imprint in building and achieving organizations excellence, it's the organization builds the capacity and strength of the organization and makes it distinct in its surrounding environment. In this study, the Knowledge Management Requirements and its components as (infrastructure of information communication technology, culture of organization, restore) is essentials for any organizations to applied their Knowledge, manage Knowledge and organizations excellence of Aqaba Special Authority in the south of Jordan are investigated. The results of the research reveal that main hypotheses were significant statistical and Acceptance, but the sub hypotheses three of five were significant and accepted and two hypotheses are not significant and rejected, may be uses of infrastructure of information communication technology or others of organizations in Aqaba Special Authority in the south of Jordan was not applied system as expert or Restore clear knowledge or other components of Knowledge Management Requirements need to improvement in these organization. there is a good movement toward enhancing organization to make use of this vital and valuable of information communication technology. In light of the previous results, the study recommends the following: To provide a comprehensive and updated database and data mining on an ongoing organization, to uses Knowledge Management Requirements as experts system in the organization when setting up Knowledge Management plan and to restore their normal activity and Benefiting from previous organization and draw lessons from them

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