

industrial technologies, crucial documents, implicit knowledge, as well as the knowledge fountain and knowledge discovery points of the process. The outcomes and effectiveness of STOCKS were evaluated in both KM and IC aspects. In most Intellectual Capital assessment tools, the workflow of the business process and the specific knowledge needs are not taken into account. STOCKS, on the other hand, helps to identify critical organizational knowledge that needs to be captured and transferred for the healthy operation and sustainability of the quality management processes, to prevent quality crises. Finally, after the consolidation of the explicit and implicit knowledge inventories, as well as constructing an IC tree, an intellectual capital statement for the Group Quality Assurance (GQA) Department was produced.

Keywords: group quality assurance, intellectual capital, intellectual capital statement, ic tree, taxonomy, value added quality management processes

Information Seeking Behavior of Police Officers in Hong Kong: An Exploratory Study

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Abstract: The information seeking behavior of a random sample of 40 Hong Kong Police Force (HKPF) officers was investigated from the perspectives of: information seeking behavior; type of searching undertaken; level of sophistication of searching; ability to retrieve required information, and use of the HKPF Library (HKPFL). Frameworks such as: the information seeking process (Chowdhury 2004); the information management cycle (Choo, 1998); and the Information seeking of professionals model (Leckie, Pettigrew & Sylvain 1996), were applied. Data gathering methods included: survey; interview; observation; and case study. Results indicate that the respondents are not, overall, effective information seekers. The respondents generally apply simple retrieval techniques despite perceiving them to be less effective than more advanced techniques. The respondents were often unable to effectively frame simple enquiries. A novice member was less effective and slower at retrieving information than an experienced member, suggesting that transfer of organizational members' knowledge of information seeking to newer members could be valuable. The sampled HKPF members prefer using print materials to electronic materials or web pages, although these formats are also popular. 27 (67.5%) respondents visit the HKPFL two or less times per week, while 36 (90%) respondents visit the HKPFL website two or less times per week. Most respondents use the HKPFL for leisure rather than work related purposes, although this behavior is both position and department

sensitive. Most respondents prefer to browse the collections on shelves and seek help from librarians instead of searching the library catalogue. Recommendations for improving HKPF members' information skills include: information literacy instruction for new recruits; promoting the HKPFL as an information hub; providing guides for use; and further developing the HKPFL to match members' information needs by improving collections.

Keywords: information seeking behavior in professions

Performance of the Operational Headquarter eBusiness on the war Room Process

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Abstract: This paper aims to discuss the resource integration in the war room process. In this case, war room has included three systems (sales and procurement, production and resource integration, business intelligent), and through these systems helps managers understanding state of the art. The main purpose of this study was discussing the problem in how a company through the war room integrating resource allocation and knowledge sharing supporting information to the operational headquarter to help decisions. The case study method was been performed, and the case company is standing in electronic industry in Taiwan. Finally, we compared the differences between systems implementation and used related financial indicators to point out the benefits.

Keywords: operational headquarter, war room, knowledge integration, information system, supply chain management

International Strategic Alliance and Organisational Learning: Factors for Promoting Learning: A Malaysian Case

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Abstracts: Intense competition and the augmentation of business opportunities are amongst two major factors for the globalization of worldwide markets and economies. These trends are currently exploiting the industries manufacturing and non-manufacturing, calls them to take advantage of globalization process and to adopt a more sophisticated approach to strategic marketing and planning including performing collaboration. Companies have to constantly increase their knowledge base if they are to remain competitive. One way of increasing knowledge is by forming alliances. The purpose of this