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ABSTRACT

This literature aimed at revealing the reality of application and development methods of knowledge management operations in Al-Quds Open University, by identifying whether there were statistically significant differences at the level of the function ($\alpha < 0.05$) on the reality of applying the knowledge management operations at Al-Quds Open University which may attribute to certain variables (i.e. years of service - the educational region - scientific qualifications). The descriptive approach was used in this study. The two researchers set a questionnaire, composed of seven dimensions which form the knowledge management operations. Such questionnaire was distributed on a sample of (250) academic supervisors from amongst the supervisors of Al-Quds Open University. The results of the study revealed that the application of the knowledge management operations at Al-Quds Open University was relatively moderate, with an average of 63.8%. The study also revealed that the capacity of reading, cultural level, the nature of work, the number of researches, the workshops, and the scope of interest for those who held academic qualification under the doctorate degree were rather poor in comparison to those holding a doctorate degree at the university. It also showed that there were no statistically significant differences on the reality of application of knowledge management operations in Al-Quds Open University which attributed to variables of the years of experience and the educational region.

The study resulted in a group of recommendations and suggestions, including: the need to the existence of a leadership supporting the knowledge management strategy, which should have a clear vision for identifying various types of knowledge, selection qualified individuals and expert advisors who have knowledge, the establishment of a knowledge management division as a part of the organizational structure of the administration of the university, whose duties would include organizing the knowledge management operations, control, development, and follow-up of the knowledge management operations. A knowledge director would be appointed to be in charge of such division, and who should be well-qualified and capable of performing its knowledge-based assignments and able to develop future plans for building up and developing knowledge. Also, it was advised that research units should be established in each section of the University, and which would be part of the Knowledge Management Department in order to encourage employees to exchange and gain knowledge.

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(Harris and Henderson, 1999:88- 95)

(Advinsson,1997:355 – 373)

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0.01	0.000	3.765	3.696	17.770	74		:
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			3.420	23.233	116		
0.05	0.046	-2.013	1.761	23.446	74		:
			2.601	24.138	116		
0.05	0.048	-1.994	2.026	18.946	74		:
			2.284	19.595	116		
	0.958	-0.053	4.522	21.270	74		:
			5.432	21.310	116		
	0.079	-1.764	4.513	16.351	74		:
			4.343	17.509	116		
	0.514	0.654	4.337	17.365	74		:
			5.362	16.879	116		
0.05	0.032	-2.160	16.985	136.865	74		
			17.882	142.500	116		

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	0.055	2.952	42.078	2	84.157		:
			14.255	187	2665.654		
				189	2749.811		
	0.284	1.268	14.097	2	28.195		:
			11.120	187	2079.469		
				189	2107.663		
	0.367	1.007	5.465	2	10.930		:
			5.427	187	1014.781		
				189	1025.711		
	0.569	0.566	2.766	2	5.531		:
			4.884	187	913.232		
				189	918.763		

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0.256	1.374	35.367	2	70.734		:	
		25.747	187	4814.761			
			189	4885.495			
0.053	2.993	57.630	2	115.261		:	
		19.257	187	3601.102			
			189	3716.363			
0.542	0.615	15.332	2	30.663		:	
		24.917	187	4659.447			
			189	4690.111			
0.051	3.029	929.847	2	1859.694			
		306.998	187	57408.601			
			189	59268.295			

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	0.236	1.398	20.170	4	80.679		:
			14.428	185	2669.132		
				189	2749.811		
	0.067	2.236	24.304	4	97.217		:
			10.867	185	2010.446		
				189	2107.663		
	0.620	0.661	3.611	4	14.442		:
			5.466	185	1011.268		
				189	1025.711		
	0.175	1.605	7.704	4	30.815		:
			4.800	185	887.948		
				189	918.763		
	0.148	1.719	43.761	4	175.042		:
			25.462	185	4710.452		
				189	4885.495		
	0.205	1.495	29.096	4	116.385		:
			19.459	185	3599.979		
				189	3716.363		
	0.053	2.389	57.599	4	230.397		:
			24.107	185	4459.713		
				189	4690.111		
	0.162	1.657	512.444	4	2049.776		:
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