



Convergence and Divergence between Knowledge Management and Hadith Management Process

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Abstract

Knowledge management has been in practice for a while in our societies apart from our knowledge, although we all have practiced it while we share information with each other. Being Muslim, we have always read Hadith and have had listened in how it was collected, stored, and shared with all over the world among Muslims. Hadith were collected in such a perfect and accurate process which assures us how conscientiously it could be shared among people. However, knowledge management handling compared to Hadith management process lacks behind in terms of process, authentication, verification and collaboration. Hadith management process is a good lesson to learn from. The steps taken to verify and authenticate Hadith and ownership in transmission contributed significantly to the quality of Hadith we have today. Following Hadith-knowledge-process may eliminate or to reduce the big failure in knowledge management implementation and deployment in several organizations.

Keywords: Knowledge Management, Hadith, Transmission, Process, Prophet, Companions

1. Introduction

The recent emergence of Knowledge Management (KM) makes a high impact in all aspects of lifestyles. It touches every individual in his/her daily routine. It exists at work, home, street, hospital, supermarket, recreation and almost everywhere you may think of. KM nowadays has become more important than ever before. However, is everything that KM enlightening is correct and accurate? Is the process of practicing knowledge management comprehensive and complete? Why knowledge management successes in one organization and fails in the other? This paper is aimed to explore one of the inspiring stories that we use on daily basis as Muslims which is Hadith, the main ingredient of Sunnah. In fact, it is so perfect that we do not even think about its process and simply we take it for granted and use it. Hadith management process is the first form of known knowledge management and knowledge sharing in Islam.

2. Problem Statement

The Qur'an is the last divine book revealed from Allah (SWT) as testament and guidance for all mankind (Aldhlan, 2013). Qur'an is immediately written by Prophet (PBUH)'s companions as it revealed and kept in safe places. In addition, memorizing it and putting it in practice as heard and knowing the meanings from the Prophet (PBUH). It was such firm KM process that you will never have any contradiction, even sustain as-is over more than 1444 years of its disclosure. Hadith which is also called sometimes Sunnah is recording saying, action, or silent permission by the Prophet (PBUH) (Hasan, 2004). Hadith, in the other hand,

was not written in the beginning as instructed by the Prophet (PBUH). The Prophet (PBUH) was concerned that his companions might be confused and may mix what he said which is Hadith, with what Allah (SWT) said as Qur'an. It just at a later stage, when the Prophet (PBUH) was comfortable that his companions can make the differentiation between both, he permits some of them to write Hadith as well. This paper will discuss and compare Hadith management process with existing knowledge management. Furthermore, it will demonstrate one of the Hadith processes, which is Hadith transmission process in regards to one of the most famous KM theory which is Nonaka knowledge creation theory, which is considered as a break-through in knowledge management.

3. Research Questions

There are three research questions which are:

- 1) What is the process of managing Hadith?
- 2) Why the process of managing Hadith took place?
- 3) What lesson learned from the Hadith management process that can be utilized to improve current knowledge management?

4. Problem Research Objectives

There are three research questions which are:

- 1) Examine the process of managing Hadith.
- 2) Understand the importance of Hadith management process.
- 3) Enhance current knowledge management by the lesson learned from the Hadith management process.

5. Literature Review

This literature review will highlight both knowledge management and Hadith management in regard to importance, history, and process. This is order to grasp the idea of both prior further discussions.

5.1 Importance of Knowledge Management and Hadith

5.1.1 Knowledge Management

Knowledge management is very crucial for any organization (Abzari, Barzaki & Abbasi, 2011) to enable it to have a competitive advantage (Bano, Rehman and Khan, 2010). It bridges the gap between organization contexts and its strategy (Zheng, et al., 2010). Knowledge management strategy for an organization must be cleared and consider peopleware and heartware - human resources loyalty & willingness - prior to knowledge management implementation (Noordin, 2011).

5.1.2 Hadith Management Process

Hadith is considered as the second primary source of the Islam (Shafi, 1997) as it was explained and practiced by the Prophet (PBUH). Qur'an cannot be fully understood without Hadith (Aldhlan, 2013). Hadith and Qur'an cannot be separated from each other (Falahi, 2014) as they form the basic components of Islam. In fact, Hadith is the application and explanation of Qur'an. Furthermore, Qur'an clearly commands all Muslim to obey the

Prophet (PBUH) and to use him as a role model for them in their actions and behaviors (Aldhlan, 2013).

5.2 History of Knowledge Management and Hadith

5.2.1 Knowledge Management

The root of knowledge management goes back to 1960's after the term "knowledge worker" which was invented by Peter Drucker. The first generation of KM was adopted between 1990 and 1995. A new C-level position was created in several organizations called Chief Knowledge Officer (CKO) reporting directly to the Chief Executive Officer (CEO). However, there was no clear job description for that CKO level and it turned out that the position used as a fad only. The second generation of KM was adopted between 1996 and 2001 where KM became clearer as concept and organization managers started believing that KM can be codified to add value in their organizations. Nonaka Knowledge Creation Theory, by Professor Ikujiro Nonaka, in 1995, was the breakthrough in Knowledge Management as it was considered as the first theory in KM (Schutt, 2003).

5.2.2 Hadith Management Process

The Prophet (PBUH)'s companions were so keen on learning all about the Prophet (PBUH) and accompany him all times. However, due to the other commitments they had in their lives, such as taking care of families and generate incomes, they formed cooperative groups so that at least one member would be in daily attendance in the Prophet (PBUH)'s company; those who attended would then meet others who did not attend and tell them what they missed (Shafi, 1997). Moreover, if someone wanted a guidance concerning an issue, for which no guidance was known to him, he would go to the Prophet (PBUH) and ask him for guidance or clarifications. The Prophet (PBUH) may offer an answer, or refer him to someone else, in order to establish the habit and practice of mutual consultation and knowledge sharing. Things were relatively simple during the Prophet (PBUH)'s lifetime (Aldhlan, 2013).

5.3 Process of Knowledge Management and Hadith

5.3.1 Knowledge Management

Nowadays, knowledge management in an organization is crucial and it is one of the strategic resources that organization must plan carefully for. Its role and importance for building organizations' and individual's competences have dramatically increased recently (Rasmussen and Nielson, 2011). Gartner defined KM as "Knowledge management is a business process that formalizes the management and use of an enterprise's intellectual assets. It promotes a collaborative and integrative approach to the creation, capture, organization, access, and use of information assets, including the tacit, uncaptured knowledge of people" (Gartner, 2014). Figure 1 shows phases of knowledge management cycle from creating throughout using.

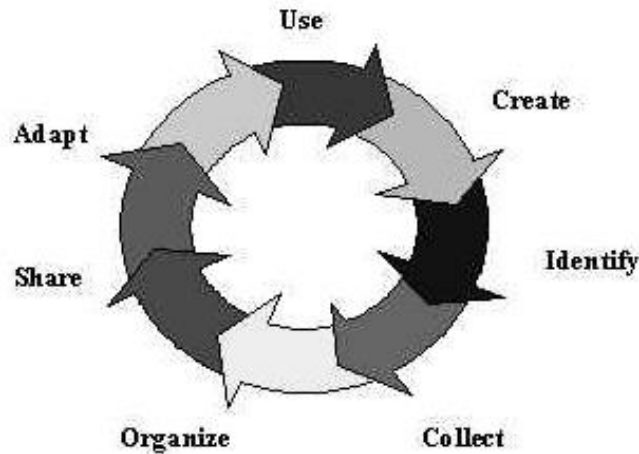


Figure 1. Knowledge Management Cycle; Source: O'Dell and Grayson (1998)

The Nonaka knowledge creation theory was proposed by Nonaka and Takeuchi (1995). They defined knowledge as either tacit (embedded in one's experience) or explicit (can be codified and embedded in formal rules, tools, processes, and procedures). Effective KM requires a continuous knowledge conversion process (Rahimi et al. 2011). This is an ongoing process and evolves in a clockwise manner in an endless spiral (Sarabia, 2007). The transfer of knowledge from one form to another can take place through one of four phases: Socialization, Externalization, Combination, and Internalization. The KM process transfers knowledge through these four modes (Rahimi et al. 2011) as explained: (1) Socialization (tacit to tacit): the first phase in the process in which sharing and transferring ideas and knowledge takes place. This is an interaction of tacit knowledge with tacit knowledge. (2) Externalization (tacit to explicit): the second phase is the process in which focusing on both tacit and explicit knowledge takes place and linking happens. This requires codifying of tacit knowledge into comprehensible forms that can be understood by others. (3) Combination (explicit to explicit): the third phase in the process in which the explicit knowledge, in the form of different collections is exchanged, distributed, and documented or transferred via discussions during meetings and sessions. This knowledge is processed and categorized to create new knowledge. (4) Internalization (explicit to tacit): this is the last phase in the process in which the conversion of explicit knowledge to tacit knowledge takes place. This is where effective ideas are created for understanding and developing a learning culture (learning through action). Figure 2 was developed by Nonaka and Takeuchi in 1995 to demonstrate the creation of knowledge and its transfer from one form of knowledge to another. It transfers by socialization, externalization, combination, or internalization. The transfer occurs in a spiral, continuous, clockwise, endless loop.

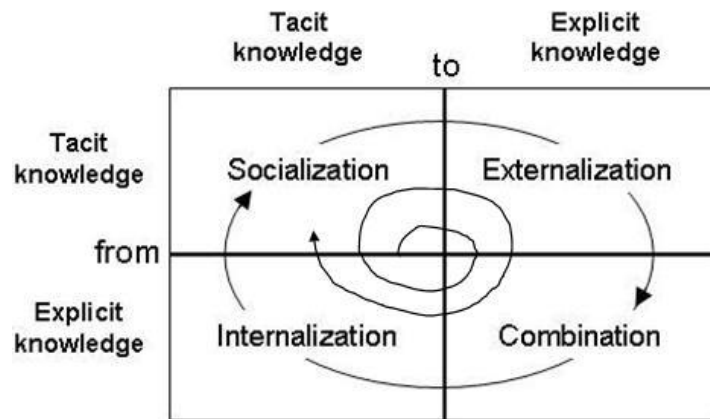


Figure 2. Nonaka Knowledge Creation theory.

5.3.2 Hadith Management Process

Hadith management process (verification and authentication) depends essentially on the mechanics of transmission. Hadith transmission process consists of two main parts: (1) the chain of attestors (Silsila) which includes the 'Hadith Originator' and the 'Final Transmitter' of that Hadith. (2) Transmitters who have passed on the Hadith orally from one to the other over any given period of time. The complete chain is known as the support (Sanad) or the supporting (Isnad). In addition, there are many verification and authentication procedures taken place to safeguard the Hadith against foreign interference material, deliberate or accidentals mistakes. Aldhlan, (2013) mentioned that Hadith's scholars take three measures to ensure the reliability and integrity of Hadith: (1) content verification, (2) reliable transmitter and (3) reliable transmission method. These means are applied before Hadith disseminated and released to for use. Figure 3 demonstrates the process of Hadith is transmission and verified in liner straight line that has clear and verified chain of command from start and end (The Qur'an and its Message, 2017).

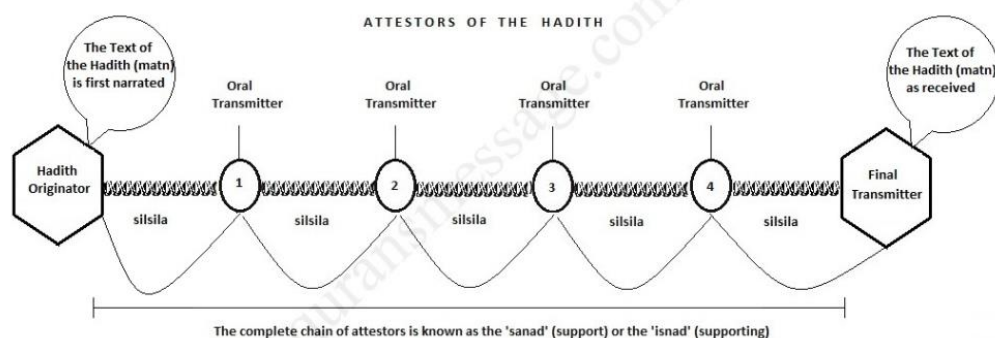


Figure 3. Hadith Transmission Process.

Hadith typically contains three parts: (1) the 'Isnad' which is the chain of narrators that lead to the text of Hadith that overheard from the Prophet (PBUH). (2) the 'Maten' which text of Hadith or what the Prophet (PBUH) actually said, did or silently approved. (3) the 'Taraf' is the starting sentence after the end of Isnad (Hasan, 2004). For Example, Musaddad told us that Yahyaa informed him from Shu'bah, from Qataadah from Anas from the Prophet

(PBUH) that he said: “None of you truly believes until he loves for his brother what he loves for himself” Reported by Al-Bukhari. In the mentioned Hadith, the ‘Isnad’ is Al-Bukhari, the ‘Matn’ is the Hadith itself “None of you truly believes until he loves for his brother what he loves for himself” and finally the ‘Taraf’ is the beginning of Hadith “None of you truly believes” (Aldhlan, 2013). It is very important that Hadith is transmitted by reliable transmitters (Mahmood, 2006). The Hadith will be rejected if there is any issue with transmission method or the transmitter himself (Azami, 1997). Figure 4 displays the components of Hadith.

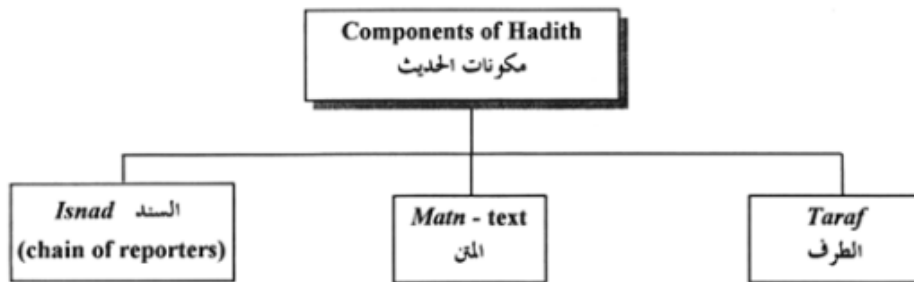


Figure 4. Components of Hadith.

6. Discussion

In this paper, the process, importance, and driver for the creation of both knowledge management and Hadith verification process is discussed. Furthermore, one the lead theory of knowledge management Nonaka Knowledge Creation Theory was illustrated side by side with Hadith Transmission Process.

6.1 Knowledge Management

Knowledge management is a process that fosters knowledge sharing and use of an enterprise's intellectual assets. It promotes a collaborative and integrative approach to the creation, capture, organization, access, and use of information assets, including the tacit, uncaptured knowledge of people. The Nonaka knowledge creation theory is a continuous knowledge conversion process. It is an ongoing process and evolves in a clockwise manner in an endless spiral loop. The transfer of knowledge from one form to another can take place through one of four phases: Socialization, Externalization, Combination, and Internalization.

6.2 Hadith Management Process

Hadith management process is a process that captures, verify and authenticate Prophet (PBUH) sayings, actions, and silent approvals. There is a clear process and standard procedure with categorizations that enable the Hadith to reach to end user which is the lay Muslim correctly with a precise degree of classifications. Furthermore, there is actual knowledge sharing and collaboration from the start of the process until the end of it. Also, teamwork and delegations were imposed in Hadith by rotational assignments among the Prophet companions, so that none of the information or Hadith is missed or be kept and not propagated to the community of Muslims. The Hadith transmission process is discrete and static non-conversion process. It is a Continued single straight line process where it has clear start and end points. It starts with Narrators such as Al-Bukhari or Muslim, for example, and ends to the Prophet (PBUH).

Table 1 compares both knowledge management and Hadith management process in various aspects; it identifies the convergence and divergence of knowledge management. Furthermore, it compares between Nonaka knowledge creation theory and Hadith transmission process.

Table 1: Convergence and Divergence between Knowledge Management and Hadith Management Process

	Process Nature	Procedure	Verification	Authentication	Collaboration	Transmission
Knowledge Management	continuous and evolves in a clockwise	Not always known	Not always known	Not always known	By incentives and enforcement	Not Exist
Hadith Verification Process	discrete and static in a straight line	Always Exist	Always Exist	Always known	Own will with passion	Always Exist

7. Conclusion




Knowledge management compared to Hadith management process lacks behind in terms of process, verification, authentication, and collaboration. Hadith management process is a good lesson to learn from. The steps taken to verify Hadith and ownership in transmission contributed significantly to the quality of Hadith we have today.

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Biodata

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