

## Perancangan Model Knowledge management system pada biro kepegawaian dan organisasi DepKoInfo-Republik Indonesia

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### Abstrak

Pelayanan merupakan tugas utama sebuah organisasi pemerintahan tidak terkecuali dengan Departemen Komunikasi dan Informatika. Biro Kepegawaian dan Organisasi merupakan satuan kerja di bawah unit Sekretariat Jenderal Departemen Komunikasi dan Informatika. Berdasarkan Peraturan Menteri Komunikasi dan Informatika nomor 25/P/M.KOMINFO/7/2008 tentang Organisasi dan Tata Kerja Departemen Komunikasi dan Informatika, salah satu fungsi yang diselenggarakan oleh Biro Kepegawaian dan Organisasi yaitu penyelesaian masalah-masalah kepegawaian. Dalam menyelesaikan masalah kepegawaian, pengetahuan dan pengalaman seorang pegawai sangat dibutuhkan sehingga diperlukan sebuah knowledge management system untuk mengelola dan mendistribusikan pengetahuan serta pengalaman tersebut kepada pegawai lainnya agar pelayanan prima pun dapat terwujud. Penelitian ini bertujuan untuk menghasilkan sebuah rancangan model knowledge management system yang sesuai dengan kondisi Biro Kepegawaian dan Organisasi dalam mewujudkan pelayanan prima melalui analisis dan perancangan prototipe dari model yang dikembangkan. Model knowledge management system dihasilkan dari analisis faktor-faktor kontingensi yang kemudian dipetakan ke dalam SECI model dari Nonaka dan Takeuchi. Model knowledge management system yang dikembangkan pada Biro Kepegawaian dan Organisasi sesuai dengan tugas pokok dan fungsinya termasuk ke dalam penangkapan pengetahuan yaitu melalui proses internalisasi dan eksternalisasi. Aplikasi dari model knowledge management system dapat digunakan untuk mengevaluasi model tersebut serta diperlukan strategi dalam pengimplementasiannya. Database knowledge management system dapat.

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The service was the main task of an organization of the government including with the Department of Communication and Informatics. The bureau of Employment and Organization is a part of Secretariat General in Department of Communication and Informatics. Based on Minister Communications and Informatics regulation number 25/P/M.KOMINFO/7/2008 about the Organization and managerial in Department of Communication and Informatics, one of the functions that was held by the Bureau of Employment and Organization that is solving the employment problems. In resolving the problem of the employment, knowledge and the experience of an employee really were needed so we needed Knowledge Management System to manage and distribute knowledge as well as this experience to the other employee so that the good service could be then realized. This research aim to getting model of Knowledge Management System according with condition at Bureau of Employment and Organization in realizing good service through analysis and develop prototype from developed model. Knowledge Management System Model is yielded from contingency factor analysis and then mapped into Nonaka and Takeuchi SECI model. Knowledge management system model what is developed at Bureau of Employment and Organization as according to fundamental duty and its function representing in knowledge capture that is internalization and externalization process. Knowledge management system application from model can be used to evaluated that model and also strategy needed for implementing that knowledge - management.

Knowledge management system database can applicable to helpdesk employment application.