

# Analisis manajemen pengetahuan pada divisi project management & operation maintenance dan divisi logistik perusahaan tower provider Telekomunikasi = Analysis of knowledge management on division of Project management & operation maintenance and division of logistic at company providing tower for telecommunication

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## Abstrak

Penelitian ini dilakukan untuk analisis manajemen pengetahuan pada Divisi Project Management & Operation Maintenance dan Divisi Logistik pada sebuah perusahaan tower provider telekomunikasi. Digunakan metode SMARTVision sampai pada tahap konseptual model. Dilakukan identifikasi terhadap infrastruktur teknologi, strategi manajemen pengetahuan yang tepat, budaya knowledge sharing, dan audit pengetahuan. Dilakukan pengambilan data primer berupa kuisisioner dan semi structured interview dengan responden pada level manajer dan middle up manajer dalam organisasi.

Berdasarkan penelitian diketahui bahwa sebagian besar pengetahuan pada kedua divisi tersebut masih berbentuk pengetahuan tacit. Penelitian juga menghasilkan 104 jenis pengetahuan dan taksonomi pengetahuan-pengetahuan tersebut untuk mengetahui knowledge flow dalam organisasi. selain itu, knowledge gap yang ada dalam organisasi juga diidentifikasi. Knowledge gap ini selanjutnya dijadikan dasar dalam membuat prioritas pengembangan pengetahuan.

.....This research was conducted to analyse knowledge management on Division of Project Management & Operation Maintenance and Division of Logistic at a company providing tower for telecommunication. This research used SMARTVision's methodology which limited to conceptual modeling's procedure. It identified the information technological infrastructure, knowledge management strategy which in line with the organization strategy, knowledge sharing culture, and knowledge audit. Several questionnaires and semi structured interview were used to perform data gathering. The respondents were those in manager and middle up level of manager in the organization.

The result showed that most of knowledge in those divisions were still in tacit knowledge. 104 knowledge was identified. Furthermore a knowledge taxonomy was established to know flow of knowledge. Finally, the existing of knowledge gap was identified and then used as a basis on establishing knowledge development priority.