

Berbagi pengetahuan untuk menumbuhkan inovasi : Studi kasus di PT Indosat Tbk.

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Abstrak

Tesis ini membahas tentang kemampuan PT Indosat Tbk melakukan knowledge sharing, mengambil pengetahuan dari anggota organisasi dengan memanfaatkan kekuatan teknologi informasi dan komunikasi serta pertemuan berbasis community on practice. Penelitian ini adalah penelitian kualitatif dengan desain deskriptif. Hasil penelitian ini menyimpulkan bahwa knowledge sharing yang terjadi di PT Indosat Tbk didorong oleh divisi HRD, tetapi juga ada yang berjalan alamiah di beberapa unit organisasi. Knowledge sharing pada awalnya mendapat dukungan pimpinan, tetapi ketika pimpinan berganti dukungan terhadap knowledge sharing tidak ada lagi. Hasil lainnya adalah pada knowledge sharing terdapat proses pemindahan pengetahuan yakni near transfer dan expert transfer serta hasilnya dapat memberi kontribusi pada produk, cara kerja, dan inovasi baru. Penelitian ini menyarankan bahwa proses knowledge sharing dapat terlaksana apabila pemimpin organisasi berperan; pengelolaan pengetahuan harus dilakukan oleh divisi khusus; perpustakaan dilibatkan dalam proses knowledge sharing; budaya organisasi agar individu selalu belajar selalu melekat dalam keseharian seluruh organisasi.

<hr>The focus of this study is the ability of PT Indosat Tbk using knowledge sharing, capturing knowledge from the member of organization and others, exploit its capability on Information and Communication Technology and make some meetings based on Community on Practice (CoP). This research is qualitative descriptive interpretative. The data were collected by means of deep interview and observations. The conclusion of the research that knowledge sharing was pushed by HRD division, instead of there is unit of organization using knowledge sharing by nature. When the leader of the company replace, the policy of knowledge sharing was left. The other result that knowledge sharing make near transfer and expert transfer, make contribute for product, how to work, and new innovation in organization. The researcher suggests that knowledge sharing process could be happened when the leader of organization has a policy to support this activity; to manage knowledge sharing could be conduct of special division in organization; library must be involved in knowledge sharing process; organization culture to eager of individu to learn must be a part of daily life in whole of organization.