

# Meningkatkan performa perusahaan melalui penerapan Intergroups Relations berbasis Knowledge Engine di PT. ABC = Enhancing company performance through the implementation of intergroups relations based on knowledge engine at PT. ABC

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## Abstrak

Penelitian ini membahas penyebab utama PT. ABC memiliki piutang dan kredit macet yang tinggi sehingga mengganggu performa dan likuiditas keuangannya. Analisis penelitian ini menggunakan metodologi kualitatif melalui metode focus group discussion (FGD). Hasil penelitian menunjukkan adanya masalah intergroups relations, yaitu koordinasi kerja antar divisi. Intervensi penelitian ini dilakukan melalui program-program implementasi intergroups relations dengan pendekatan knowledge engine.

.....This study addresses the main causes PT. ABC has a high accounts receivable and bad debts that it interferes the performance and the financial liquidity. Analysis of this study used qualitative methodology through focus group discussion (FGD) methods. The results showed the existence of an intergroups relations problems, which is the coordination of work between divisions. The intervention research by the implementation of intergroups relations programs through knowledge engine approach.