

Analisis pengukuran tingkat kesiapan implementasi knowledge management pada perusahaan PT XYZ = Readiness level measurement analysis of knowledge management implementation at PT XYZ

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Abstrak

PT. XYZ menyadari bahwa pengetahuan dan pengalaman karyawan merupakan aset intangible yang sangat berharga, dan pengetahuan tersebut tersimpan dalam pikiran tiap individu yang bisa saja hilang ketika karyawan tersebut tidak lagi berada di dalam organisasi. Perusahaan menganggap perlu adanya pengelolaan pengetahuan atau knowledge management (KM). Namun kenyataannya implementasi KM di suatu organisasi tidak selalu dapat dengan mudah berhasil seperti yang diharapkan. Oleh sebab itu, penting bagi PT. XYZ untuk melaksanakan pengukuran kesiapan sebelum implementasi KM. Pengukuran kesiapan dilakukan berdasarkan hasil ekstraksi lima penelitian terdahulu serta KM infrastruktur dan diperoleh tujuh aspek penelitian, yaitu Strategy, Organization, Culture, Technology, Motivation, Process, dan Human Resources. Pengukuran aspek menunjukkan bahwa secara keseluruhan PT. XYZ telah dalam kondisi siap untuk implementasi knowledge management. Namun tiga aspek (Strategy, Culture, dan Process) masih berada di level Preliminary, karena itu perusahaan perlu untuk melakukan langkah-langkah strategis untuk meningkatkan kesiapannya sehingga implementasi KM ke depan dapat berjalan dengan sukses.

.....PT. XYZ realizes that the knowledge and experience of the employees are very valuable intangible assets, and the knowledge which stored in the minds of individuals who could have been lost when the employee is no longer in the organization. The company deems it necessary for implementing knowledge management. But in reality the implementation of knowledge management in an organization is not always easily succeed as expected. Therefore, it is important for PT. XYZ to implement readiness assessment before the implementation of KM. Readiness measurement conducted by extraction of five previous studies related to knowledge management critical success factors and KM infrastructure then obtained seven research aspects namely Strategy, Organization, Culture, Technology, Motivation, Process, and Human Resources. Measurement result showed that the overall aspect of PT. XYZ has been in a ready condition for the implementation of knowledge management. However, three aspects (Strategy, Culture, and Process) are still at the Preliminary level, therefore organization need to do strategic steps to improve its readiness so the future of KM implementation can run successfully.