

Analisis faktor transfer pengetahuan untuk tingkat non manajemen pada industri alat berat dengan metode delphi-ahp-topsis = Factor analysis of knowledge transfer for non management level at heavy equipment industry by using delphi-method-ahp topsi

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Abstrak

ABSTRAK

Dalam melakukan pekerjaan sehari-hari personil bergantung pada pengetahuan personil lainnya dalam menyelesaikan masalah. Itu artinya mereka tidak bisa memecahkan masalahnya sendiri tanpa bantuan dari personil lain yang kompeten dan berpengetahuan dalam hal tertentu. Mengambil studi kasus pada divisi pemeliharaan alat berat, penelitian ini berkontribusi pada transfer pengetahuan tingkat individu antar member non-management level dan bertujuan mendapatkan strategi manajemen pengetahuan.

Kerangka Delphi-AHP-TOPSIS digunakan dalam penelitian ini yang terbagi dalam tiga tahap. Tahap pertama yaitu metode Delphi, dimana faktor-faktor penting transfer pengetahuan diidentifikasi. Tahap kedua yaitu Analytical Hierarchy Process (AHP) untuk membobotkan faktor tersebut. Dan tahap ketiga yaitu Technique for Order of Preference by Similarity to Ideal Solution (TOPSIS) untuk menentukan prioritas strategi manajemen pengetahuan. Penelitian ini menghasilkan tiga strategi utama untuk member nonmanagement level diantaranya pelatihan dan penugasan/terlibat dalam proyek, membuat mekanisme sistem reward dan after action review. Dimana strategi personalisasi menjadi strategi yang paling disukai.

ABSTRACT

In their day-to-day work, personnel rely on the knowledge of other personnel in solving problems. It means they could not solve their own problems without help from other personnel who are competent and knowledgeable in certain cases. Drawing on a case study of heavy equipment maintenance division, this study contributes to knowledge transfer individual level among members of nonmanagement level and aims to formulate knowledge management strategy.

Framework Delphi-AHP-TOPSIS was used in this study which divided into three stages. The first stage is Delphi method, where important factors of knowledge transfer were identified. The second stage is Analytical Hierarchy Process (AHP), where the weight of these factors obtained. And the third stage is Technique for Order of Preference by Similarity to Ideal Solution (TOPSIS) to determine the priority of knowledge management strategy. This study found three major strategies for non-management level member such as training and assignment/ involved in the project, making mechanism of reward system and after-action reviews. Where the personalization strategy is the most preferred strategy.