

# Analisis kebutuhan sistem pengelolaan pengetahuan: studi kasus rumah ramah rubella = Analysis of knowledge management system requirement : a case study of rumah ramah rubella / Hosanna Mahalyta Hotmaida Marpaung

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Abstrak

**ABSTRAK**

Terdapat lebih dari 1.000 kasus rubella di Indonesia setiap tahun. Tingginya jumlah kasus disebabkan kurangnya pengetahuan di masyarakat tentang penyakit tersebut. Rumah Ramah Rubella merupakan sebuah organisasi nonprofit yang berusaha meningkatkan kesadaran masyarakat mengenai penyakit tersebut dan penanganan terhadap dampaknya melalui edukasi, secara khusus kepada anggota organisasi. Namun terjadi masalah dalam aktivitas edukasi karena kurangnya pengelolaan pengetahuan dan sulitnya memenuhi kebutuhan pengetahuan anggota. Maka, penelitian ini dilakukan untuk mengidentifikasi kebutuhan sistem pengelolaan pengetahuan yang sesuai bagi Rumah Ramah Rubella. Kebutuhan sistem diidentifikasi dengan metodologi Becerra-Fernandez dan Sabherwal (2010). Metodologi tersebut dipilih karena memberikan analisis mendalam mengenai proses pengelolaan pengetahuan yang dibutuhkan organisasi melalui contingency factors. Hasil penelitian menunjukkan bahwa sistem pengelolaan pengetahuan yang sesuai adalah Case-Based Reasoning System dilengkapi basis data lessons learned dan best practices, email, serta diskusi grup secara online. Hasil penelitian juga menunjukkan beberapa mekanisme yang sesuai bagi Rumah Ramah Rubella yaitu penambahan penanggung jawab pengelolaan pengetahuan dalam struktur hierarki organisasi dan peningkatan kegiatan seminar, brainstorming retreats, inisiasi, serta proyek bersama.

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**ABSTRACT**

There are more than 1,000 cases of rubella in Indonesia each year. The high number of the cases due to lack of knowledge about it among the society. Rumah Ramah Rubella is a nonprofit organization which tries to increase public awareness about the disease and the treatments to its impact through education, especially for the members of organization. However, there are problems in the educational activity due to lack of knowledge management and the difficulty to fulfill the knowledge needed by the members. Therefore, this research is intended for identifying a knowledge management system requirement for Rumah Ramah Rubella. The knowledge management system requirement was identified using the methodology from Becerra-Fernandez and Sabherwal (2010). The methodology was chosen because it gave a deep analysis about knowledge management process that needed by the organization using contingency factors. The results showed that a suitable knowledge management system was Case-Based Reasoning System that is equipped by lessons learned and best practices databases, email, and online groups discussion. The results also showed some suitable mechanisms for Rumah Ramah Rubella were addition of knowledge management manager in the hierarchy structure of organization and enhancement of conference, brainstorming retreats, initiation, and cooperative project.