

Perancangan model knowledge management system: studi kasus divisi medical representative PT. Darya-Varia Laboratoria, Tbk = Model design of knowledge management system case study medical representative division of PT. Darya-Varia Laboratoria, Tbk

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Abstrak

Penerapan Knowledge Management di perusahaan nampaknya sudah menjadi suatu kebutuhan mendasar pada era globalisasi ini. Kurangnya pengelolaan pengetahuan di divisi Medical Representative PT. Darya-Varia Laboratoria, Tbk dapat menghambat proses pemerataan kompetensi karyawan. Hal ini terjadi karena terbawanya pengetahuan yang unik seiring dengan karyawan yang pensiun atau pindah ke perusahaan lain, sehingga dibutuhkan suatu solusi untuk menyimpan dan menyebarkan pengetahuan tersebut.

Penelitian ini bertujuan untuk mendapatkan model yang sesuai untuk sistem manajemen pengetahuan di perusahaan. Penelitian dilakukan pada divisi Medical Representative PT. Darya-Varia Laboratoria, Tbk dimana lokasi setiap pegawai tersebar di seluruh Indonesia. Penelitian ini menggunakan metodologi contingency factor dari Sabherwal & Fernandez karena cocok diterapkan pada perusahaan. Berdasarkan penelitian yang dilakukan didapatkan empat proses manajemen pengetahuan, yaitu externalization, routines, socialization for knowledge discovery, socialization for knowledge sharing.

Berdasarkan proses-proses yang dianalisis, maka didapatkan lima teknologi, yaitu document management, article management, online library, forum discussion, dan chatting. Semua proses dan teknologi tersebut dijadikan dasar untuk pengembangan sistem manajemen pengetahuan.

.....Application of Knowledge Management in the company seems to have become a basic necessity in this era of globalization. Lack of knowledge management in the division Medical Representative PT. Darya-Varia Laboratoria Tbk can hinder the process of equalization competence of employees. This happens because the entrainment unique knowledge as employees retire or move to another company, so company need a solution to store and disseminate such knowledge.

This study aims to obtain an appropriate model for the knowledge management system in the company. The study was conducted at the Medical Representative division of PT. Darya-Varia Laboratoria Tbk where the location of each employee throughout Indonesia. This study uses a methodology contingency factor of Sabherwal and Fernandez as compatible to the company. Based on research conducted found four knowledge management process, namely externalization, routines, socialization for knowledge discovery, socialization for knowledge sharing.

Based processes are analyzed, it obtained five technologies, namely document management, article management, online library, discussion forums, and chat. All the processes and the technology is used as the basis for the development of knowledge management systems.