

Perancangan sistem manajemen pengetahuan: Studi Kasus PT XYZ = Design of knowledge management system: Case Study XYZ Company

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Abstrak

PT XYZ adalah sebuah perusahaan yang bergerak dalam industri keamanan identitas. Penelitian ini mengangkat tema permasalahan pengelolaan pengetahuan yang kurang efektif di Unit Bisnis MO PT XYZ. Penelitian ini bertujuan untuk menganalisis kebutuhan Knowledge Management System (KMS) di Unit Bisnis MO PT XYZ serta merancang sistemnya. Analisis kebutuhan knowledge management system menggunakan metodologi Becerra-Fernandez dan analisis Organizational Culture Assessment Instrument (OCAI). Penelitian ini menggunakan metode campuran (mixed method) dalam pengumpulan dan analisis data. Instrumen pengumpulan data yang digunakan meliputi wawancara, focus group discussion, dan survei kuesioner. Analisis OCAI pada penelitian ini menunjukkan bahwa organisasi memiliki budaya pasar. Selain itu, analisis metodologi Becerra-Fernandez menghasilkan prioritas proses manajemen pengetahuan di organisasi penelitian, yaitu sosialisasi baik itu knowledge discovery maupun knowledge sharing, pertukaran, arahan, dan kombinasi. Fitur KMS yang dikembangkan pada penelitian ini adalah grup chat, manajemen dokumen, dan case-based reasoning. Perancangan KMS menggunakan metode prototyping, diagram UML, dan arsitektur sistem Tiwana. Diagram UML yang digunakan meliputi use case diagram, activity diagram, class diagram, sequence diagram, dan behavioral state machine diagram. Rancangan sistem menghasilkan 12 use-case dan 4 aktor. Arsitektur sistem yang dirancang meliputi interface layer, access and authentication layer, collaborative intelligence and filtering, application layer, transport layer, middleware and legacy integration layer, dan repository layer. Prototipe sistem divalidasi dengan menggunakan pendekatan user acceptance test.

.....XYZ is a company engaged in the identity security industry. This study raises the theme of less effective knowledge management problems in MO Business Unit. This study aims to analyze the needs of Knowledge Management System (KMS) in MO Business Unit XYZ and design the system. The analysis of the knowledge management system used the Becerra-Fernandez methodology and analysis of the Organizational Culture Assessment Instrument (OCAI). This study used a mixed method in data collection and analysis. The data collection instruments used included interviews, focus group discussions, and questionnaire surveys. The OCAI analysis in this study shows that organizations have a market culture. In addition, the analysis of the Becerra-Fernandez methodology resulted in a priority of knowledge management processes in research organizations, namely socialization for both knowledge discovery and knowledge sharing, exchange, direction, and combination. The KMS features developed in this study are chat group, document management, and case-based reasoning. KMS design used prototyping methods, UML diagrams, and Tiwana system architecture. UML diagrams used include use case diagram, activity diagram, class diagram, sequence diagram, and behavioral state machine diagram. The system design produced 12 use cases and 4 actors. System architecture are designed include interface layer interface, access and authentication layer, collaborative intelligence and filtering, application layer, transport layer, middleware and legacy integration layer, and repository layer. The system prototype is validated using the

user acceptance test approach.