

Perancangan Knowledge Management System: Studi Kasus RSUD Pasar Rebo = Design of Knowledge Management System: Case Study RSUD Pasar Rebo

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Abstrak

Pengetahuan menjadi suatu hal penting yang sangat mendukung perkembangan dan kemajuan organisasi. Hal ini dirasakan juga oleh RSUD Pasar Rebo Jakarta, pengetahuan menjadi hal penting bagi rumah sakit dalam memberikan pelayanan kesehatan yang berkualitas kepada pasien. Tujuan dari penelitian ini untuk merancang model *knowledge management system* yang sesuai bagi RSUD Pasar Rebo dalam mengelola pengetahuan yang ada di RSUD Pasar Rebo. Metode yang digunakan adalah observasi, penyebaran kuisioner dan wawancara di lingkungan RSUD Pasar Rebo. Penelitian ini mengadopsi metodologi perancangan *knowledge management system* milik Fernandez & Shaberwal dengan menganalisis aspek faktor kontingensi, teknologi, proses, infrastruktur, dan mekanisme *knowledge management*, serta menggabungkan dengan aspek arsitektur *knowledge management system* milik Amrit Tiwana. Hasil akhir penelitian berupa rancangan *knowledge management system* RSUD Pasar Rebo dengan proses *knowledge management* yaitu *social for knowledge sharing*, *social for knowledge discovery*, *internalization*, *externalization*, *exchange*, *routines* dan *direction*. Selain itu juga menghasilkan prototipe *knowledge management system* RSUD Pasar Rebo dengan fitur manajemen berita/artikel, manajemen pengetahuan, manajemen dokumen dan forum diskusi

.....Knowledge becomes a vital resource that supports organization's development and improvement. It is also occurred in RSUD Pasar Rebo Jakarta where knowledge is important for providing high quality health services to patients. The objective of this research is designing compatible knowledge management system for RSUD Pasar Rebo in managing available knowledge. Methods used in the research are observation, questionnaires distribution, and interview within RSUD Pasar Rebo environment. This research adopts knowledge management system design methodology by Fernandez & Sabherwal by analyzing contingency factor aspect, technology, process, infrastructure, and mechanism of knowledge management, as well as combining them with knowledge management system architecture aspect by Amrit Tiwana. The final result is design of RSUD Pasar Rebo's knowledge management system with knowledge management process which are *social for knowledge sharing*, *social for knowledge discovery*, *internalization*, *externalization*, *exchange*, *routines* and *direction*. Other than that, this research also generates knowledge management system prototype for RSUD Pasar Rebo featuring news or article management, knowledge management, document management, and discussion forum.