

# Perancangan knowledge management system studi kasus koordinator wilayah Direktorat Jenderal Kependudukan dan Pencatatan Sipil Kementerian Dalam Negeri = Designing knowledge management system a case study of District Coordinator of Directorate General of Population and Civil Registration of the Ministry of Home Affairs

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## Abstrak

[<b> ABSTRAK</b><br>Anggota Koordinator wilayah Korwil Direktorat Jenderal Kependudukan dan Pencatatan Sipil Ditjen Dukcapil Kementerian Dalam Negeri memiliki tugas dalam memberikan fasilitasi dan pendampingan teknis bagi Provinsi dan Kabupaten Kota selaku pelaksana pelayanan secara langsung kepada masyarakat dalam bidang administrasi kependudukan dan pencatatan sipil anggota Korwil harus memiliki pengetahuan yang sama dalam memberikan informasi pengetahuan maupun pendampingan teknis terhadap permasalahan yang ada ditingkat Kabupaten Kota Kurangnya pemerataan pengetahuan antar anggota Korwil memberikan dampak terhadap tingkat penyelesaian kasus didaerah Penelitian ini bertujuan untuk merancang knowledge management system yang dapat diterapkan bagi anggota Korwil Ditjen Kependudukan dan Pencatatan Sipil Kementerian Dalam Negeri Metodologi yang digunakan adalah analisis faktor kontingensi untuk menentukan proses knowledge management yang tepat Hasil penelitian menunjukkan bahwa proses knowledge management yang dapat diterapkan adalah Socialization for Knowledge Sharing Exchange Direction Socialization for Knowledge Discovery dan Externalization Fitur yang dikembangkan adalah manajemen dokumen manajemen pengalaman pengetahuan pencarian dokumen artikel berita dokumentasi artikel forum diskusi chatting dan FAQ Frequently Asked Question

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<b>ABSTRACT</b><br>District coordinator member of Directorate General of Population and Civil Registration of the Ministry of Home Affairs has a job in giving facilitation and assistance technical for province and regency city as implementer of servicing directly to society in demography administration sector and civil registration District coordinator member must have the same knowledge in giving information knowledge and technical of servicing to the problem of regency city The decreasing of knowledge level among district coordinator member give consequence to level of case finishing in territory The purpose of this research is for planning knowledge management system that can be used for district coordinator member Directorate General of Population and Civil Registration of the Ministry of Home Affairs The method that is used contingency factor analysis for determining knowledge management process accurately The result of research indicates that knowledge management process that can be used is socialization for knowledge sharing exchange direction socialization for knowledge discovery and externalization The feature that be developed is management of document management of experience knowledge searching document article news article documentation discussion forum question answer FAQ and chatting ;District coordinator member of Directorate General of Population and Civil Registration of the Ministry of Home Affairs has a job in giving facilitation and assistance technical for province and regency city as implementer of servicing directly to society in demography administration sector and civil registration District coordinator member must have the same knowledge in giving information knowledge

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