

Analisis fitur knowledge management system menggunakan soft system methodology: studi kasus Badan Litbang dan Diklat Kementerian Agama = Knowledge management system's feature analysis using soft system methodology: case study Agency of Research and Development, and Training, Ministry of Religious Affairs, Republic of Indonesia

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20423842&lokasi=lokal>

Abstrak

Salah satu indikator yang digunakan untuk mengukur capaian program kerja di Balitbangdiklat Kementerian Agama adalah meningkatnya pemanfaatan hasil penelitian sebagai basis pengambilan kebijakan oleh unit teknis di Kementerian Agama. Faktanya sampai akhir tahun 2014, pemanfaatan hasil penelitian Balitbangdiklat oleh unit teknis di Kementerian Agama tidak memenuhi target yang telah ditetapkan. Tidak terdapatnya sistem berbagi pengetahuan (knowledge sharing) antar peneliti di Balitbangdiklat diindikasikan menjadi salah satu penyebab kurangnya kualitas hasil penelitian, sehingga berdampak pada sedikitnya hasil penelitian Balitbangdiklat yang digunakan oleh unit teknis. Penelitian ini menganalisis model dan merancang prototype knowledge management system bagi peneliti di Balitbangdiklat Kementerian Agama, dengan menggunakan pendekatan soft system methodology yang dipadukan dengan teori pendukung seperti knowledge audit dari Burnett dan teori budaya organisasi dari Cameron & Quinn. Penelitian ini menghasilkan 11 aktivitas sistem dalam model konseptual, enam fitur knowledge management system dan rancangan mekanisme non teknis bagi implementasi knowledge management system di Badan Litbang dan Diklat Kementerian Agama.

.....One of indicators used to measure work performance in Agency of Research and Development, and Training, Ministry of Religious Affairs is the utilization of research results as the policy-making basis by a technical working-unit in the ministry. In fact until late 2014, the utilization of research results had not meet the stated target. The not existence of knowledge sharing system for researchers is predicted as one of the factors of insufficient quality of research, which lead to the under-used of research results. This study aims to analyze model and design prototype of knowledge management system for researchers in Agency of Research and Development, and Training. This study uses soft system methodology approach combined with supporting theories such as Burnett's knowledge audit and the theory of culture organization by Cameron&Quinn. This research resulted in 11 activities in the conceptual model, six functional features, and non technical mechanism design for the organization in implementing knowledge management system.