

Perancangan knowledge management system: studi kasus Badan Kepegawaian Daerah Provinsi DKI Jakarta = Designing knowledge management system: case study at The Board Of Regional Employment of DKI Jakarta province

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Abstrak

Perancangan KMS yang sesuai untuk menunjang proses penyebaran knowledge antar pegawai di lingkungan Badan Kepegawaian Daerah Provinsi DKI Jakarta sangat diharapkan keberadaannya oleh pegawai karena pengetahuan, dokumen, SOP, peraturan dan pengalaman di lingkungan BKD tidak terdokumentasi dengan baik sehingga menyulitkan pegawai dalam menjalankan tugasnya saat terjadi perpindahan pegawai.

Pengetahuan dan pengalaman pegawai akan ikut hilang bersama dengan kegiatan pensiun, mutasi atau habisnya masa jabatan pegawai bersangkutan. Kemudian dengan adanya kegiatan mutasi pegawai antar bidang di lingkungan BKD menyebabkan beberapa pengetahuan dan informasi hilang bersama pegawai yang bersangkutan. Saat ini sebagian besar pengetahuan dan pengalaman yang digunakan dalam pekerjaan sehari-hari masih tersimpan pada setiap pegawai, belum dituangkan ke dalam dokumen ataupun sistem, sehingga tergantung pada masing-masing pegawai. Metodologi yang digunakan dalam penelitian ini adalah metodologi yang dikembangkan oleh Fernandez.

Hasil dalam penelitian ini adalah prioritas pengembangan proses knowledge management. Proses knowledge management yang perlu dikembangkan di BKD adalah eksternalisasi, exchange, sosialisasi untuk knowledge sharing, kombinasi, sosialisasi untuk knowledge discovery, internalisasi dan routines. Fitur-fitur knowledge management system yang dihasilkan untuk mendukung proses knowledge management tersebut terdiri dari fitur melakukan manajemen dokumen, mengikuti forum diskusi, melakukan dokumentasi pengetahuan dan melakukan pencarian. Prototipe knowledge management system yang sudah di uji coba dan telah mendapatkan respon yang positif agar diusulkan kepada Badan Kepegawaian Daerah Provinsi DKI Jakarta untuk dikembangkan dan diimplementasikan.

.....Designing of Knowledge Management System that appropriate to support the dissemination process of knowledge among the officials of the Board of Regional Employment of DKI Jakarta Province is expected by employees because of knowledge, documents, SOP, regulation and experience in the Board of Regional Employment not well documented, so making it difficult for employees to carry out his/her duties during a transfer of employees. Knowledge and experience of employees will be lost with the activities of retirement, transfer or expiration of office employees concerned. Then with the activities of transfers of employees among the field of the Board of Regional Employment causes some knowledge and information are lost with the employee concerned. Today most of the knowledge and experience that are used in day-to-day work are still stored on each employee, not yet poured into a document or system, so it depends on each employee. The methodology that used in this research is a methodology which developed by Fernandez. The result of this study is the development priority of knowledge management process. Knowledge management processes that need to be developed in the Board of Regional Employment are externalization, exchange, socialization for knowledge sharing, combination, socialization for knowledge discovery, internalization and routines. The features of knowledge management system that generated to support the

process of knowledge management consists of features of conduct the document management, follow the discussion forum, conduct the documentation of knowledge and conduct the search. In general, the result of prototype test of knowledge management has been accordance with their respective functions and appropriate with the needs of users and potential users of KMS of the Board of Regional Employment suggested in order to be proposed to the Board of Regional Employment of DKI Jakarta Province to be developed and implemented.