Perancangan knowledge management system: Studi kasus Direktorat Informasi Kepabeanan dan Cukai Direktorat Jenderal Bea dan Cukai Kementerian Keuangan = Designing knowledge management system: A case study of Directorate of Information for Customs and Excise Directorate General of Customs and Excise of Ministry of Finance / Herid Febriadi

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Abstrak

[ABSTRAK
Direktorat Informasi Kepabeanan dan Cukai (DIKC) merupakan unit TIK pada Direktorat Jenderal Bea dan Cukai yang berkewajiban memberikan dukungan pelayanan publik yang optimal. Untuk memenuhi hal tersebut, setiap pegawai DIKC harus mendukung penuh dengan memanfaatkan pengetahuan yang dimiliki. Namun pengetahuan pegawai yang tidak merata serta pola mutasi yang diberlakukan di DIKC menyebabkan beberapa permasalahan yaitu kesenjangan kemampuan antara pegawai, hilangnya sumber daya TIK yang berpengalaman dan atau sebaliknya menghambat karir pegawai yang bersangkutan. Oleh sebab itu dibutuhkan sebuah solusi untuk menjaga kualitas pelayanan DIKC meskipun pegawai yang berkompeten dimutasi dan untuk menghindari ketergantungan DIKC kepada pegawai tertentu. Penelitian ini dirancang menggunakan metode fernandez untuk menilai faktor kontingensi organisasi, Organizational Culture Assesment Instrument (OCAI) untuk menilai budaya organisasi dan knowledge audit untuk mengidentifikasi pengetahuan organisasi. Penelitian ini bertujuan untuk menghasilkan rancangan model Knowledge Management System (KMS) yang optimal sehingga mendukung kegiatan knowledge management (KM) di DIKC. Hasil dari penelitian ini adalah prioritas proses KM yang akan diterapkan yaitu Combination, Internalization, Direction, Socialization for knowledge sharing, dan Exchange. Dari proses KM ini kemudian didapatkan fitur yang dikembangkan sebagai fitur KMS DIKC yaitu wiki, manajemen dokumen, forum diskusi, FAQ (Frequently Asked Question), dan e-learning.
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ABSTRACT
Directorate of Information for Customs and Excise (DIKC) is an ICT unit at the Directorate General of Customs and Excise which is responsible to provide optimal support for public services. To fulfill that, every employee of DIKC must support it by utilizing their knoweledge. However, the knowledge disparity among employees and the transfer patterns that are imposed in DIKC cause some problems, i.e. capability gap among employees, deficit of experienced ICT personnel or even impediment of employees? career. So we need a solution to maintain DIKC service quality although competent employees are transferred and to avoid dependence on certain employees in DIKC. The study was designed using Fernandez?s method to assess organizational contingency factors, organizational culture assessment instrument (OCAI) to assess the organizational culture and knowledge audit to identify organizational knowledge. This study aims at producing a model design of optimal Knowledge Management System (KMS) so as to support knowledge management (KM) activities in DIKC. The result of this research is a KM process priority to be applied, i.e. Combination, Internalization, Direction, Socialization for knowledge sharing, and Exchange. From this KM

process, features are obtained to be developed as the KMS DIKC features, specifically wiki, document management, discussion forums, FAQ (Frequently Asked Questions), and e-learning., Directorate of Information for Customs and Excise (DIKC) is an ICT unit at the Directorate General of Customs and Excise which is responsible to provide optimal support for public services. To fulfill that, every employee of DIKC must support it by utilizing their knoweledge. However, the knowledge disparity among employees and the transfer patterns that are imposed in DIKC cause some problems, i.e. capability gap among employees, deficit of experienced ICT personnel or even impediment of employees' career. So we need a solution to maintain DIKC service quality although competent employees are transferred and to avoid dependence on certain employees in DIKC. The study was designed using Fernandez's method to assess organizational contingency factors, organizational culture assessment instrument (OCAI) to assess the organizational culture and knowledge audit to identify organizational knowledge. This study aims at producing a model design of optimal Knowledge Management System (KMS) so as to support knowledge management (KM) activities in DIKC. The result of this research is a KM process priority to be applied, i.e. Combination, Internalization, Direction, Socialization for knowledge sharing, and Exchange. From this KM process, features are obtained to be developed as the KMS DIKC features, specifically wiki, document management, discussion forums, FAQ (Frequently Asked Questions), and e-learning.]