

CHAPTER I

INTRODUCTION

A. Background

The emergence of knowledge-based economies has placed an importance on effectiveness management of knowledge. The assessment of knowledge management is focused to increase the company's knowledge utilization to support business processes. Managing knowledge means leveraging existing knowledge, either from individual knowledge (such as their experiences) or knowledge generated by forums and discussions are very useful particularly on the requirements for business activities. Model of system for managing knowledge is called knowledge management system.

In a company engaged in mining sector also need knowledge management to improve utilization of business process for all their divisions. In running business activities, ANTAM required to have a computerized based information system that able to provide interface that could respond quickly, speed in handling troubleshoot, and a large database capacity. Before knowledge management system went alive, managing knowledge did in conventional system. It used to spent lots of cash and time. Since in the beginning 2015, ANTAM facilitated their employees with the computer based information system to share knowledge in daily basic in efficient way. Knowledge management system supposed to fill with collections of knowledge that are required either for business activities till improving employee performances as human capital.

Based on the above explanation, the main idea of this study is human capital performance can create values for the organization. Therefore ANTAM was participating to undertake KMS aimed to improve their human capital performances to capture growth potential despite challenging times. ANTAM is committed to the development of its employees, aiming for Human Capital Excellence-Best in 2018. According to Human resources director Hari Widjajanto of ANTAM,

“ANTAM believes that human capital is one of the basic capital for continuous growth and development. Having said that, we are committed to increasing human capital competencies and capabilities. These award recognizes our efforts and will encourage ANTAM to improve the development of its human capital (PT ANTAM (Persero) Tbk, Press Release, Jakarta 27 March 2015).”

Therefore, organizations are needed to be more aware of the importance of knowledge owned by their employees which correspond to their experiences and accumulated knowledge about the firm activities. The purpose of knowledge management systems are harnessing the available knowledge assets, avoiding reinventing the wheel and preventing knowledge from leaving the company.

The effective management of knowledge has been described as a critical ingredient for organizations seeking to ensure sustainable strategic competitive advantage. According to previous studies, most of people are not willing to share knowledge, that is the reason companies are required to introduce knowledge management based information systems should become an integral part of every employee's daily function such as on the process of knowledge sharing, knowledge acquisition and knowledge creation.

The objective of this research is to seek factors that influence the implementation of KMS to improve the possibility for long-term sustainability for

PT ANTAM (Persero) Tbk. During two years implementation of computerized system, the activities of to increase knowledge sharing, to amplify individual and organizational learning, to make easier accessing and transferring knowledge, and to insure knowledge preservation. Unfortunately, there are still limitations comes while transition process from conventional way to fully computerized process.

Given the phenomena, this research is purposed to analysis factors that support or even hinder or disturb the implementation of knowledge management system (KMS) at PT ANTAM (Persero) Tbk. KMS believed that could be filling the business future opportunity by improving employee performance. Therefore, the research entitled as **“Implementation of Knowledge Management System (KMS) (A study at PT ANTAM Tbk)”**.

B. The Research Problems

Based on the background that has been stated above, the research proposal addresses the following questions:

1. How does the implementation of knowledge management system (KMS) at PT ANTAM (Persero) Tbk?
2. What are the factors that supporting and hindering the implementation knowledge management system?

C. The Research Purposes

In line with the above problem statements, research purposes this research is:

1. Capable to describe the implementation of knowledge management system (KMS) at PT ANTAM (Persero) Tbk.

2. Capable to describe factor that supporting and hindering the implementation knowledge management system?

D. Research Contribution

After completion of this research are expected to provide the following benefits:

1. Academic Contribution

The aim of this study would contribute towards the advancement of understanding about implementation of knowledge management system. This thesis also offers insight into how knowledge management based information system is implemented in practice and provide a ways to response the issues of implementation knowledge management system in practice.

2. Practical Contribution

The aims of this study is contributing to management of information system. Enlightened to solve the problems that appears on implementation of knowledge management based information system in practices

E. Systematic Discussion

Systematic discussion is an outline of research on writing scientific research. This outline use to guide the researcher keep on the right track:

Chapter 1. Introduction

This chapter will lead the reader from a general subject area to a particular field of research. It establishes the context and significance of the research being conducted by summarizing current understanding and background information

about the topic, stating the purpose of the work in the form of the research problem supported by a set of questions, briefly explaining the methodological approach used to examine the research problem, highlighting the potential outcomes study can reveal, and outlining the remaining structure of the research.

Chapter 2. Literature Review

In this part of discussion, it will contains of A literature review surveys books, scholarly articles, and any other sources relevant to a particular issue, area of research, and theory that provides a description, summary, and critical evaluation of these works in relation to the research problem or related topic being investigated.

Chapter 3. Research Method

This chapter describes the rationale for the application of procedures used to identify, select, and analyze information and data applied to understanding the research topic. It also contained information about type of research, focus of research, location that research took, source of data, data collection model, research instrument, and data analysis method.

Chapter 4. Result and Discussion

In this chapter the results of the data analysis are presented. The data were collected and the processed in response to the problem posed in chapter one of this minor thesis. Two fundamental research purposes drove the collection of the

data and the subsequent data analysis. Those purposes were capable to describe the implementation of knowledge management system and to determine the supporting factor and hindering factor of knowledge management system. These objectives were accomplished. The findings presented in this chapter demonstrate the potential for merging theory and practice.

Chapter 5. Conclusion and Suggestion

This chapter reports the conclusions and recommendations that resulted from this study. This chapter also contains suggestion for improvement of knowledge management system in the future.