

**RINGKASAN****Penyusunan Model Sistem Informasi Sumber Daya Manusia (SISDM)  
Berbasis Knowledge Management (Pengelolaan Pengetahuan)  
Dalam Mendukung Proses Pengambilan Keputusan  
di PT Philips Indonesia****Martanti Sinarsasi**

Di era teknologi informasi yang canggih serta semakin kompetitifnya persaingan, mau tidak mau perusahaan melakukan berbagai cara agar tetap exist berdiri. Perusahaan harus mengurangi biaya serta meningkatkan kontribusi sumber daya manusia, yang membutuhkan teknologi informasi tidak hanya pada proses otomasi. Sistem Informasi Sumber Daya Manusia (SISDM) dirancang dan diimplementasikan untuk membantu para pengguna, yang dalam hal ini para manajer, dalam mempermudah aktivitasnya terutama dalam hal pengambilan keputusan. Untuk itu kemampuan para SDM dalam menguasai SISDM sangatlah penting, sehingga proses dalam memahaminya, harus diperhatikan. Sumber daya manusia telah ada jauh sebelum sistem informasi perusahaan diterapkan. Sehingga untuk melakukan pembelajaran terhadap sistem informasi itu tidaklah mudah. Bahkan beberapa dari mereka mengakui bahwa sistem informasi justru akan memperlambat aktivitas pekerjaan mereka.

PT Philips Indonesia merupakan perusahaan yang memproduksi berbagai jenis lampu dan komponennya. Mulai ada di Surabaya sejak tahun 1941 dan kini terletak di Jalan Brebek Industri I Kav 5-19 Sidoarjo. PT Philips Indonesia sebagai satu-satunya pabrik bola lampu yang bersifat industrial, berusaha untuk menjadi yang terdepan dalam kualitas. Salah satunya cara dalam mewujudkannya adalah dengan memadukan sumber daya manusia dengan teknologi informasi, sehingga diperoleh kombinasi yang bagus dalam memajukan perusahaan.

Permasalahan yang ada adalah bagaimana menyusun model SISDM berbasis *knowledge management* (pengelolaan pengetahuan) dalam mendukung proses pengambilan keputusan di PT Philips Indonesia.

Sedangkan tujuan dari penelitian ini adalah menyusun model pendukung proses pengambilan keputusan pada SISDM berbasis *knowledge management* (pengelolaan pengetahuan) dengan menyesuaikan kondisi lapangan, yang dalam hal ini adalah PT Philips Indonesia.

Penelitian ini menggunakan metode deskriptif kualitatif. Teknik pengumpulan datanya yaitu dari observasi dan wawancara, yang kemudian berdasarkan teori, data tersebut diolah, serta akhirnya didapatkan suatu kesimpulan terhadap model yang sesuai dengan kondisi lapangan sesungguhnya.

Populasi penelitian adalah sejumlah 5 (lima) dari 36 orang keseluruhan manajer di PT Philips Indonesia. Mereka adalah Procurement To Payment Finance Head, Personel and Admin Manager, Planning and Procurement Manager, Maintenance Lamp Component Factory Manager, dan VTL Preliminary Production and Process Manager. Pemilihan informan adalah berdasarkan jabatan, yang dalam hal ini manajer dan merupakan perwakilan dari

setiap departemen. Penelitian ini menggunakan *purposive sampling* atau sampel bertujuan. Tujuannya adalah merinci kekhususan yang ada dalam setiap jawaban yang unik

Kesimpulan dari penelitian ini adalah disusunnya model SISDM berbasis Pengelolaan Pengetahuan yang telah disesuaikan dengan kondisi perusahaan. Dengan melakukan beberapa modifikasi pada hubungan antar indikator di setiap variabelnya, model ini dapat diaplikasikan ke PT Philips Indonesia dalam rangka peningkatan kualitas SISDM perusahaan.

## SUMMARY

### **Formulation of a Human Resource Information System Model Based on Knowledge Management Supporting a Decision Making Process at PT. Philips Indonesia**

**Martanti Sinarsasi**

The era of advanced information technology has brought fierce competition to the business environment. Companies all over the world employ all kinds of methods to survive. They are aware that sophisticated information technology (IT) may reduce costs, not only with automated systems, but also by increasing the efficacy of human resources.

The Human Resource Information System (HRIS) was devised and implemented to assist managers in their decision-making. The effectiveness of HRIS depends crucially on the ability of its users to master the system, but in practice there may be entrenched resistance from managers and human resource departments who are accustomed to their established methods. Some managers complain that IT has reduced their productivity, owing to the complexity of the systems and the time needed to learn them. Therefore usability and training must be regarded as top priorities for implementing any HRIS system.

PT. Philips Indonesia is a manufacturer of lightbulbs and lightbulb components. Established in Surabaya in 1941, it is now located at Jalan Brebek Industri I Kav.5-19, Sidoarjo. PT Philips Indonesia is committed to the integration of human resources with IT, as a major strategic factor in its efforts to attain market leadership.

The purpose of this study is to formulate a HRIS model, based on knowledge management, with application to the decision-making process at PT Philips Indonesia.

It is a descriptive-qualitative study, with data collected by means of observation and interview. This empirical data is input to the theoretical model, in order to draw conclusions relevant to the actual condition of PT Philips Indonesia. The variables surveyed are user behavior and attitude, information quality, and information satisfaction; moreover, the effect of these variables on decision-making is also examined. Analysis of the interview data is performed to assess user opinions on HRIS quality, their usage of HRIS to obtain information and any problems experienced, their expectations of the information this obtained, and its influence on the decision making process, both in the general case, and in a one-off situation that requires individual judgment.

The survey population was five out of 36 managers; namely the Procurement to Payment Finance Head, the Personnel and Administration Manager, the Planning and Procurement Manager, the Maintenance Lamp Component Factory Manager and the VTL Preliminary Production and Process Manager. This sample was taken according to a purposive sampling method, such that each interviewee is selected as the representative of his department.

The study proposes a modified Human Resource Information System model, based on knowledge management, and adjusted to the given company profile. The conclusion is that this modified HRIS model may be applied to PT Philips Indonesia, in order to improve the quality of the company's HRIS, by means of a modification of the indicators in each variable.



## ABSTRACT

### **Formulation of a Human Resource Information System Model Based on Knowledge Management Supporting a Decision Making Process at PT. Philips Indonesia**

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The Human Resource Information System (HRIS) is a development of Information Systems technology that involves broader participation of the members of an organization in sharing information and decision making. HRIS is a systematic procedure for collecting, storing, maintaining, validating and analyzing the available data on human resources, personnel activities, and the characteristics of organizational units. A fundamental component of HRIS is Knowledge Management, which embraces all efforts to collate the internal and external knowledge owned by the company, and is implemented via a technological platform. The purpose of this study is to formulate an HRIS model, using a knowledge management methodology, for application to the decision making process at PT. Philips Indonesia.

This is a descriptive qualitative study, with data collected by observation and interview. By applying this empirical data to the established theory, a model is derived to represent the actual working practices of PT. Philips Indonesia. The survey population consists of five out of 36 managers, purposefully selected so as to provide representation of each department. The variables are information quality, user behavior/attitude, information satisfaction, and how informations can influence the decision making.

The result is to construct a Human Resource Information System model, based on the knowledge management methodology, and adapted to the company profile. This study concludes that such an HRIS model could be effectively applied in the case of PT. Philips Indonesia.

Key words: human resource information system, knowledge management