

ABSTRAK

Memasuki abad ke-21, dunia industri menghadapi tantangan berat karena persaingan ketat, keterbatasan *resources*, dan perubahan *life style* dunia. Setiap perusahaan perlu membangun kesiapan organisasinya agar dapat menciptakan inovasi sehingga dapat bersaing dengan kompetitor dan memiliki *competitive advantage*. Dalam era *Knowledge based economy* ini di samping mengelola *tangible asset*, perusahaan perlu mengelola *intangible asset*, seperti misalnya *Knowledge* yang dimiliki seluruh karyawan perusahaan sebagai modal berinovasi. Di lingkungan *hypercompetitive* saat ini, manajemen pengetahuan menjadi komponen penting bagi organisasi modern. *Knowledge management* (KM) berhubungan dengan kemampuan organisasi untuk secara sistematis menangkap, mengatur, dan menyimpan informasi dan selanjutnya mengimplementasikan informasi tersebut untuk meningkatkan kinerja atau menjamin keberlangsungan kehidupan perusahaan.

Penelitian ini meneliti untuk mengevaluasi implentasi KM di Direktorat Niaga PT PJB. Penelitian ini menggunakan metode Kualitatif, dengan proses penggalian data melalui wawancara kepada beberapa personil tim yang ada didalam Direktorat Niaga. Hasil penelitian ini menunjukkan bahwa masih belum lengkapnya proses SECI dalam pembentukan *Knowledge* yang ada pada direktorat niaga, serta belum adanya kompetensi penyusun dalam pelaksanaan implementasi KM. Usulan yang diberikan merupakan *Short Term* dan *Long Term* guna memaksimalkan hasil yang diperoleh ketika pelaksanaan implementasi.

Kata kunci : Knowledge management, SECI, 9 KM Competencies

ABSTRACT

Enters the 21st century, the world the industry is facing the challenge of weight due to tough competition, limitations of resources, life style and change the world. Every company needs to build the readiness of his organization to be able to create innovation so that it can compete with the competitors and have a competitive advantage. In the era of Knowledge-based economy is in addition to managing the tangible assets, companies need to manage the intangible assets such as Knowledge belonging to all employees of the company as capital for innovation. In the current hypercompetitive environment, knowledge management becomes an important component for modern organizations. Knowledge management (KM) is associated with the ability of the Organization to systematically capture, organize, and store information and further implement that information to improve performance or guaranteeing the sustainability of the life of the company. This study examines to evaluating for implementing KM in the Directorate of Commerce PT PJB. This study uses Qualitative methods, with the process of extracting the data through interviews to some existing team personnel in the Directorate of Commerce. The results of this study show that it is still not the complete process of the SECI in the formation of Knowledge that exists in the Directorate of Commerce, as well as the existence of competence yet compilers in the implementation the implementation of KM. The given suggestion is Short Term and Long Term in order to maximize the results obtained when the execution of the implementation.

Keywords: *Knowledge Management, SECI, 9 KM Competencies*