

ABSTRACT

Joaquin Miracle Halim / 40160015/2020 / Knowledge Management System Design for Employees in the Human and General Resources Section Using the WIIG Model at Kwik Kian Gie Institute of Business and Information / Supervisor: Elis Sondang Tampubolon, S.Kom., M.M., M.Kom.

Kwik Kian Gie Institute of Business and Informatics is one of the educational institutions in Indonesia. Kwik Kian Gie Institute of Business and Informatics has many employees in carrying out operational activities. To ensure that employees can carry out operational activities well, it requires diversity of knowledge that will support the implementation of operational activities. At present, the Kwik Kian Gie Institute of Business and Informatics does not yet have a knowledge management system which is a supporting tool to help manage and gather knowledge.

In this study, the authors use the extreme programming methodology, which is a systematic and directed development method designed to build systems that have goals or targets that can change during the development process and can keep up with changes and make adjustments to changes in demand quickly.

This study also uses the WIIG model as a guide and basis for making systems. In the WIIG model itself consists of the main steps, four dimensions of knowledge, forms of knowledge and types of knowledge, all parts of the WIIG model will be managed and applied in the use of this system, so that it can produce valuable knowledge and benefit all employees who need that knowledge.

This research was also made using information and constraints obtained from the parts that are in human resources and all the author's data was officially obtained from the Kwik Kian Gie Institute of Business and Informatics, so that all data is official, because the data is knowledge that is runs and is used at the Kwik Kian Gie Institute of Business and Informatics.

The conclusion obtained from this research is a knowledge management system that helps employees as a medium in the creation, management and dissemination of knowledge, so that all knowledge can have standardization and can be used optimally and all employees can participate in developing and delivering innovations. Users will manage knowledge, enter knowledge, follow procedures, and steps that have been determined, then the system will disseminate to employees who need that knowledge.

Keywords: Knowledge management system, WIIG model, Extreme programming