

PENERAPAN *KNOWLEDGE MANAGEMENT* DALAM LAYANAN AKADEMIK DI PERGURUAN TINGGI (Studi Kasus di Institut Pertanian Bogor). Oleh: Liris Rspatiningrum (NIM 1103763) dibimbing oleh Prof. H. Udin Syaefudin Sa'ud, Ph.D., Prof. Dr. Ir. Sumarto, M.SIE., Prof. Dr. Hj. Aan Komariah, M.Pd.

ABSTRAK

Fokus penelitian ini menggali informasi tentang penerapan *knowledge management* (KM) dalam layanan akademik di perguruan tinggi dengan melibatkan komponen *people*, *process*, dan *technology*. Penelitian bertujuan mendeskripsikan dan menganalisis penerapan KM dalam layanan akademik, serta mengembangkan model hipotetik agar penerapan KM menjadi lebih efektif. Penelitian ini menggunakan pendekatan kualitatif dengan studi kasus. Pengumpulan data dilakukan melalui wawancara mendalam, observasi, dan studi dokumentasi. Data yang diperoleh dianalisis, direduksi, disajikan, ditarik simpulan dan kemudian diverifikasi. Temuan penelitian menunjukkan komponen *people* adalah sumber sekaligus tujuan utama aliran pengetahuan yang harus memiliki kompetensi. Peran pimpinan sangat penting dalam menumbuhkembangkan budaya berbagi pengetahuan, inovasi, dan membangun kelompok kerja yang kuat. Ketersediaan *people* yang senang belajar dan berbagi pengetahuan mendorong terciptanya proses *knowledge creation*, *knowledge capture* dan *use*, serta *knowledge sharing*. Untuk merekatkan komponen *people* dan *process* diperlukan *technology* guna mendukung optimalisasi aliran pengetahuan sehingga transfer pengetahuan menjadi semakin cepat dan jangkauannya pun semakin luas. Model hipotetik penerapan KM dalam layanan akademik di perguruan tinggi dalam penelitian ini memberikan panduan kepada perguruan tinggi yang akan melaksanakan KM. Sejumlah kondisi yang berkaitan dengan komponen *people*, *process* dan *technology* harus dipenuhi agar model hipotetik ini dapat dilaksanakan di perguruan tinggi.

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Kata kunci:

knowledge management (KM), komponen *knowledge management*, layanan akademik, orang (*people*), proses (*process*), teknologi (*technology*)

THE APPLICATION OF KNOWLEDGE MANAGEMENT IN ACADEMIC SERVICES AT UNIVERSITY (A case study of Bogor Agricultural University). By: Liris Rspatiningrum (Std. ID 1103763) supervised by Prof. H. Udin Syaefudin Sa'ud, Ph.D., Prof. Dr. Ir. Sumarto, M.SIE., Prof. Dr. Hj. Aan Komariah, M.Pd.

ABSTRACT

The focus of this research is to find information about the application of knowledge management (KM) in academic services at university by involving three components: people, process, and technology. The aim of this research is to describe and analyze the application of KM in academic services and to develop hypothetical model to make the application of KM more effective. This research uses qualitative approach with case study. The data are collected by doing in-depth interviews, observations, and documentary research. The collected data are analyzed, reduced, presented, concluded, and verified. The findings of this research show that people are the source and the main goal of knowledge flow which should have competence. The role of leader is very important in raising the culture of knowledge sharing, innovation, and building powerful teamwork. The availability of people who love to learn and share knowledge triggers the process of knowledge creation, knowledge capture and use, and knowledge sharing. To link people and process, technology is needed in order to optimize the knowledge flow so the knowledge transfer can be faster and its range can be broader. Hypothetical model of KM application in academic services at university in this research provides guidance to universities which consider applying KM. Many conditions related to people, process, and

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technology component must be fulfilled in order to make this hypothetical model applicable to universities.

Key words:

knowledge management (KM), components of knowledge management, academic services, people, process, technology