ANALISIS IMPLEMENTASI *KNOWLEDGE MANAGEMENT* DI PT. GARUDA MAINTENANCE FACILITY AEROASIA BERDASARKAN MODEL SECI

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ABSTRAK

Penelitian ini bertujuan untuk menggambarkan secara deskriptif implementasi *knowledge management* di Garuda Maintenance Facility AeroAsia dengan menggunakan model SECI. Penelitian ini merupakan penelitian deskriptif. Pengumpulan data yang dilakukan menggunakan teknik survey dengan penyebaran angket, wawancara, dan observasi dokumen. Teknik sampel yang digunakan adalah teknik *Proportionate Stratified Random Sampling* yang akan mengambil 3 sampel struktur yang berbeda dari 18 dinas yang ada di Garuda Maintenance Facility AeroAsia. Hasil penelitian dideskripsikan dengan proses pertama yaitu mereduksi data yang telah didapat, lalu menyajikan display data dengan diagram dan presentase, lalu ditarik kesimpulan dari hasil data tersebut, sesuai dengan tujuan penelitian ini yaitu mendeskripsikan implementasi knowledge management di Garuda Maintenance Facility AeroAsia berdasarkan model SECI.

Hasil dari penelitian menunjukkan bahwa implementasi knowledge management di Garuda Maintenance Facility AeroAsia sudah cukup baik dalam menggunakan model SECI. Kekurangannya hanya ada di indikator *Externalization.* Tidak lengkapnya dokumentasi dari kegiatan sharing session ditambah tidak adanya kegiatan yang berisi *feedback* untuk *sharing session* dan *feedback training* mengakibatkan proses konversi pengetahuan dalam indikator *Externalization* tidak berjalan dengan baik.

Kata kunci: *Knowledge Management*, Model SECI, Garuda Maintenance Facility AeroAsia

ANALYSIS IMPLEMENTATION OF KNOWLEDGE MANAGEMENT IN GARUDA MAINTENANCE FACILITY AEROASIA BASED ON SECI MODEL

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ABSTRACT

The purpose of this research is to describe the implementation of knowledge management in the Garuda Maintenance Facility AeroAsia using SECI models. This research is a descriptive research. The collection of data is using the survey technique with questionnaires, interviews, observation and documents. Sampling technique used is the technique Proportionate Stratified Random Sampling takes three samples of the different structures of the 18 services in the Garuda Maintenance Facility AeroAsia. The results of the study are described in the first process that is reducing the data that has been obtained, and presents the data display with charts and percentages, then make conclusions from the data, in accordance with the purpose of this research is to describe the implementation of knowledge management in the Garuda Maintenance Facility AeroAsia based on SECI models.

Results from the research showed that the implementation of knowledge management in the Garuda Maintenance Facility AeroAsia already quite good at using the SECI model. The only drawback in the indicator *Externalization*. Incomplete documentation of activities sharing session and lack of activities that provides feedback to a sharing session and training feedback effecting in the conversion process of knowledge externalization indicator does not properly.

Key word: *Knowledge Management*, SECI Model, Garuda Maintenance Facility AeroAsia