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KNOWLEDGE MANAGEMENT MATURITY LEVEL ASSESSMENT
 (CASE STUDY OF PT. XYZ)

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Abstract— Knowledge Management nowadays is largely implemented in every organization and often mentioned in publications. But little shows about the relation with the organization performance itself. KM in XYZ has been started in 2005, at least since a global team under KM organization was established. Some KM initiatives were heavily the team, the same sample conditions always otherwise. This study helps to explore the use of KM assessment and the important factors to be improved in relation with the organization performance. This study utilizes APD's approach in assessing the organization KM maturity level through qualitative survey. Analysis of this research shows the different maturity level for each type of gender, age, and position in the organization and taken further to see the relation with the organization performance from industrial reports.

Keywords— APD, Knowledge management, level, maturity.

I. INTRODUCTION

Knowledge management is no longer strange words in today's industrial landscape. Most of the large or successful companies are having knowledge management inside their organizations, in fact some of them are heavily focusing on their knowledge management unit. What makes them do that? Is it really important for their success rather than their business units or sales growth? To answer that question of course an insight into the company is needed, but the crucial thing is that understanding of the basis of knowledge management is needed. Therefore the importance of it for a company will be known, how it could leverage their business performance, improves their effectiveness, and many other positive impacts. Also a very important thing is how the company manages to implement knowledge management in their organization.

Through this final project, which selects IPE XYZ Indonesia as part of the multinational company, XYZ, which based in Finland as the object, it is expected that the researcher can learn the maturity level of having knowledge management implementation in the company. XYZ is one of the largest global telecommunications hardware, software and services companies in the world. The joint-venture company, XYZ, was officially launched at the KIDEL World Congress in Barcelona in February 2003. XYZ then began full operations on 1 April 2007.

As a relatively new company although consist of business experts from the parent companies, XYZ have to struggle in the industry and maintain its strong position as well as adapting the internal structure of the joint venture. Thus, such condition can be seen in the first years of its life. Many changes happens inside the organizations, people joins and lefts, organizational structure changes, new rules, policies, and defined processes, new initiatives in cost control, etc.

These massive changes seem of course having its impact to the employees as well as XYZ is trying to get inside the best shape. The impact that are going to be discussed is the information that inside the company and how it would be better managed as the company's intention to keep on innovating which should start from the inside.

As a global company with a big number of employees, it is a challenge for the leaders to manage and share the diverse knowledge and information among every employee. It is difficult already to get all team members in a single team to have the same information and knowledge.

Ikm Java 6 Test Questions

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