

# EVALUASI TINGKAT KEMATANGAN KNOWLEDGE MANAGEMENT SYSTEM MENGGUNAKAN MODEL FRAMEWORK COBIT 5 DI TRAVELODGE HOTEL BATAM

## ABSTRAK

Kemajuan teknologi dan ilmu pengetahuan semakin meningkat dan tentunya itu merupakan tantangan baru pada perusahaan yang harus mengelola asset-asset *knowledge* yang terintegrasi dengan kolaborasi, *sharing*, inovasi, dan lain-lain untuk mendorong penciptaan *knowledge management*. Agar proses *knowledge sharing* yang sudah ada di Travelodge Hotel Batam dapat berjalan secara efektif, maka diperlukan suatu kegiatan evaluasi dengan meneliti bagaimana proses pengelolaan pengetahuan yang dimiliki oleh masing-masing individu dapat di transfer ke individu lainnya melalui proses *knowledge sharing* dan *knowledge presentation management* dan melalui pengelolaan pengetahuan yang efektif ini diharapkan dapat di *maintenance* dengan baik sehingga dapat memberikan manfaat bagi perusahaan. KMS (*Knowledge Management System*) menjadi sarana utama dalam pelaksanaan proses yang ada di dalam *knowledge management* itu sendiri, maka perlu dilakukan analisis untuk mencari tahu sejauh mana proses-proses level *knowledge mangament* yang terdapat di Traveldoge Hotel Batam pada tingkat kematangan KMS (*Knowledge Management System*) nya mempengaruhi kinerja karyawan, Hasil analisis yang ada dapat diharapkan dapat menjadi bahan evaluasi yang akan memberikan dampak bagi perusahaan nantinya.

**Kata Kunci:** Knowledge Management System, Knowledge Sharing, Knowledge Presentation Sharing, Pengetahuan.

# **EVALUATION OF MATURITY LEVEL KNOWLEDGE MANAGEMENT SYSTEM USING THE COBIT 5 FRAMEWORK MODEL AT TRAVELODGE HOTEL BATAM**

## **ABSTRACT**

*Advances in technology and science are increasing and of course it is a new challenge for companies that must manage knowledge assets that are integrated with collaboration, sharing, innovation, and others to encourage the creation of knowledge management. So that the process of knowledge sharing that already exists at Travelodge Hotel Batam can run effectively, it is necessary to conduct an evaluation activity by examining how the process of managing knowledge possessed by each individual can be transferred to other individuals through the process of knowledge sharing and knowledge presentation management and through Effective management of knowledge is expected to be maintained well so that it can provide benefits to the company. KMS (Knowledge Management System) is the main tool in the implementation of existing processes in the knowledge management itself, so it is necessary to do an analysis to find out the extent of the processes of knowledge level mangament found in Traveldoge Hotel Batam at the maturity level of KMS (Knowledge Management System) ) it affects the performance of employees, the results of the analysis can be expected to be an evaluation material that will have an impact on the company later.*

*Keywords: Knowledge Management System, Knowledge Sharing, Knowledge Presentation Sharing, Knowledge.*