

**UNIVERSITAS BINA NUSANTARA**

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Program BINUS ONLINE LEARNING  
Program Studi Sistem Informasi  
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Semester Genap 2017/2018

**ANALISIS DAN PERANCANGAN KNOWLEDGE MANAGEMENT  
SYSTEM PADA PT. TRAVELOKA**

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**ABSTRACT**

*This thesis discusses the analysis and design of knowledge management systems at PT. TRAVELOKA. The KMS is a forum, both in the process of storing, documenting, and sharing knowledge between employees, and becomes a tool in integrating all information resources available to the company. The design of the Knowledge Management System at PT. TRAVELOKA will use the waterfall model, while the design method uses several diagramming tools Unified Modeling Language (UML) notations. In knowledge management analysis that runs using the Inukshuk model analysis method, which consists of Leadership, Culture, SECI, and Technology. Furthermore, to obtain quantitative data, questionnaires were carried out to measure the Likert scale. From the questionnaire likert scale data, we can conclude the suggestions and input features for the KMS Confluence that currently exist. From the questionnaire likert scale data, we can conclude the suggestions and input features for the KMS Confluence that currently exist. This is because the problems that must be overcome are the number of tickets that enter, the lack of administrative functions, the absence of knowledge for the Admin, and the absence of customer satisfaction from the system. So that the existence of KMS Confluence is less realized by some employees. The conclusions obtained from the design of the KMS system are considered appropriate in optimizing the process, technology, and people at PT. TRAVELOKA.*

**Keywords:** *Knowledge Management, KMS, model waterfall, Unified Modelling Language (UML), Inukshuk model, SECI, Skala Likert, Confluence.*

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**ABSTRAK**

Skripsi ini membahas mengenai analisis dan perancangan sistem *knowledge management* pada PT. TRAVELOKA. KMS tersebut merupakan suatu wadah, baik dalam proses penyimpanan, dokumentasi, maupun *sharing knowledge* antar karyawan, dan menjadi sebuah alat dalam mengintegrasikan seluruh sumber daya informasi yang ada pada perusahaan. Perancangan *Knowledge Management System* pada PT. TRAVELOKA akan menggunakan model *waterfall*, sedangkan metode perancangan menggunakan beberapa notasi diagram *tools Unified Modelling Language (UML)*. Dalam analisis *knowledge management* yang berjalan menggunakan metode analisa Inukshuk model, yang terdiri dari *Leadership, Culture, SECI, dan Technology*. Selanjutnya, untuk mendapatkan data kuantitatif, dilakukan penyebaran kuesioner untuk melakukan pengukuran skala likert. Dari data skala likert kuesioner tersebut, dapat disimpulkan saran dan masukan fitur untuk KMS *Confluence* yang sudah ada saat ini. Hal ini dikarenakan permasalahan yang harus diatasi yaitu banyaknya tiket yang masuk, kurangnya fungsi *administrative*, tidak adanya *knowledge* untuk Admin, dan tidak adanya *customer satisfaction* dari *system*. Sehingga keberadaan KMS *Confluence* kurang disadari oleh beberapa karyawan. Kesimpulan yang didapat dari perancangan sistem KMS ini dianggap tepat dalam mengoptimalkan *process, technology, dan people* di PT. TRAVELOKA.

**Kata kunci:** *Knowledge Management, KMS, model waterfall, Unified Modelling Language (UML), Inukshuk model, SECI, Skala Likert, Confluence.*