ABSTRACT

PT Petrokimia Gresik is the one of the biggest fertilizer and chemical substances factory in Indonesia, moreover, in ASEAN, consequently making PT Petrokimia Gresik one of the biggest employers of workers. The fact that majority worker’s age of PT Petrokimia Gresik are more than 49 years old and that workers has been already works in there for more than 26 years means that they already have many work experiences and good knowledge, both of explicit and tacit knowledge. That is an intellectual asset of PT Petrokimia Gresik that should be kept by PT Petrokimia Gresik.

One of the effort to keep it is through implementation of Knowledge Sharing System that uses an expert as a center of knowledge. So, to decide the expert, the researcher will be using an assessment processes. And then, with the expert’s help the researcher will build a database of problem and solution that happened on PT Petrokimia Gresik.

To design the content and menu of Knowledge Sharing System using website and expert locator system based, the researcher will use Quality Function Deployment methodology.

So, the output of this research is a website that contains Search Expert Menu, Search People Menu, Search Solution Menu and e-Forum Menu. Through this website, the researcher hopes that the knowledge sharing process in PT Petrokimia Gresik will happen more easily.

Keywords: Expert Locator System, Knowledge Sharing, Quality Function Deployment, Website