“Selecting Alternative of Knowledge Management Implementation Strategies (Case Study: Perum BULOG Divre Sumatra Utara)”

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Abstract

PERUM BULOG are public company that serve citizen’s basic need of food. A set of Knowledge Management (KM) implementation strategies is selected for increasing organization’s internal strength.

This research is looking for the most appropriate alternative of Knowledge Management implementation strategy to be used at Perum BULOG Divre Sumatra Utara. This research is purposed to assess the existing condition of KM, generate criteria of strategies’ alternative, and selecting the best strategy of KM implementation.

This research using Knowledge Management Assessment Tool (KMAT) to help Perum BULOG Divre Sumatra Utara make assessment about how well they manage their knowledge. Delphi method is used for generating the need of KM criteria from high level management as decision maker. And the Analytic Network Process (ANP) are applied to help Perum BULOG Divre Sumatra Utara selecting alternative of Knowledge Management implementation strategy. From delphy method, six criteria of KM implementation are defined. Those criteria are information technology, communication, top management support, employee involvement, culture and cost. Cost is the highest rank of KM criteria defined from ANP’s pairwise comparison with the highest normalized priority of 0.2378. And the result from ANP method for selecting alternative of KM
implementation strategy are managerial strategy with the highest normalized priority of 0.2493.

Key word: Knowledge management, Knowledge Management Assessment Tool (KMAT), Analytic Network Process (ANP), Delphi.