

ABSTRACT

PGN (Perusahaan Gas Negara) has to improve services and understanding of consumer needs to be able to compete with competitors. This only can occur through collaboration between the individuals, units and the ability to make innovation. The collaboration which is wanted by the consumer is to change the internal system in PGN itself. Knowledge Management (KM) is a process that allows companies to create, obtain, using knowledge which is useful to improve the company's performance. To enhance knowledge and facilitate employees in applying knowledge management, company needs a system which is called Knowledge Management System (KMS). Before launching the Knowledge Management System (KMS), there should be an assessment of readiness activities so that the KMS can be able to run effectively. Knowledge Management System Readiness can be measured based on three factors. There are people, process and technology. To determine the importance of readiness based on expert opinion, this study use AHP (Analytical Hierarchy Process). To know the scale of employee's readiness, Aydin and Tasci scale that has five levels of readiness scale is used. The result of this study is that the people factor has the highest level of importance and readiness to run the KMS in PGN with a value of 3.186. The importance rate of people factor is 45.78%. The second readiness stage is the process factor for 3.079 with the importance value for 23.24% and the last is the technology factor with the value of 3.053 but has higher importance value than process in 30.98%. This means that even though the readiness stage of process is higher according to perception value, but this process factor is not more important than technology according to expert.

Keywords: *Knowledge Management System Readiness, AHP Method, Measurement Scale Aydin and Tasci*