ABSTRACT

PT Pertamina is an Indonesia govermental energy company which was established on December, 10ᵗʰ 1957. In the aim to maintain the knowledge asset, PT Pertamina made a knowledge management system or it was usually called as KOMET (Knowledge Management Pertamina) in 2008. As time goes by, evidently in the third quarterly there are still many divisions or functions which are below of the target and so they are classified in the red qualification. According to the lacks, company will make the indicators which function as a tool to measure KOMET performance processes related to the condition alternatives which occured in the first semester of 2011, second semester of 2011 and first semester of 2012 based on KM cycle. Those indicators are measured with Promethee method and based on Promethee's output the company will get the best alternatives on each KOMET activity processes based on KM cycle.

The results of calculating using Promethee are on Capture-online process it can be achieved that the best condition are on the first order is first semester in 2011 with net flow of 0.5, on the second order is second semester of 2011 with net flow of 0 and on the third order is the first semester of 2012 with net flow of -0.5. On the capture-offline process, it can be concluded that the best condition are on the first order is first semester of 2012 with net flow of 0,5, on the second order is second semester of 2011 and first semester of 2011 with net flow of -0,25. On the storage online, it can be concluded that the best condition are on the first order is first semester of 2012 with net flow of 0.36, on the second order is second semester of 2011 with net flow of 0 and on the third order is first semester of 2011 with net flow of -0.36. On the storage offline, it can be concluded that the best condition are on the first order is first semester of 2012 with net flow of 0.14, on the second order is second semester of 2011 with net flow of 0 and on the third order is first semester of 2011 with net flow of -0.14. On the transfer online, it can be concluded that the best condition are on the first order is first semester of 2011 with net flow of 0.29, on the second order is second semester of 2011 with net flow of 0 and on the third order is first semester of 2012 with net flow of -0.29. On the transfer offline, there is no best condition because the alternatives have the same value of net flow, that is 0. On the application online, there is no best condition because the alternatives have the same value of net flow, that is 0. On the application offline, it can be concluded that the best condition are on the first order is first semester of 2011 with net flow of 0.25, on the second order is second semester of 2011 with net flow of 0 and on the third order is first semester of 2012 with net flow of -0.25.

Keywords: knowledge management, indicators, promethee, best alternative