

TABLE OF CONTENTS

ABSTRACT	i
VALIDATION SHEET	ii
STATEMENT OF ORIGINALITY	iii
PREFACE	iv
TABLE OF CONTENTS	v
LIST OF FIGURE	viii
LIST OF TABLE	ix
LIST OF APPENDIX	x
LIST OF ABBREVIATIONS	xi
LIST OF TERMS	xii
CHAPTER I INTRODUCTION	1
I.1 Background	1
I.2 Problem Formulation	5
I.3 Final Project Purposes	5
I.4 Final Project Limitations	5
I.5 Final Project Benefits	5
I.6 Writing Systematics	6
CHAPTER II LITERATURE REVIEW	8
II.1 Knowledge	8
II.2 Knowledge Management	8
II.3 Knowledge Maturity Model	10
II.3.1 Ehms and Langen Maturity Model	10
II.3.2 APO-KM Maturity Assessment Tools	11
II.4 Reason of Choosing Method	16
II.5 Previous Research	18

CHAPTER III RESEARCH METHODOLOGY	20
III.1 Conceptual Model	20
III.2 Problem Solving Systematics	21
III.3 Preliminary Stage	23
III.4 Data Collection and Processing Stage	24
III.5 Analysis and Evaluation Stage	25
III.6 Conclusion and Suggestion	26
CHAPTER IV DATA COLLECTION AND PROCESSING	27
IV.1 Questionnaire Processing	27
IV.1.1 Data Processing	31
IV.1.2 Current KM Condition	33
IV.2 Knowledge Management Target level	38
IV.2.1 APO KM framework	38
IV.2.2 Accelerators	38
IV.2.3 KM Objective	41
IV.2.4 KM Initiative	42
IV.2.4.1 Knowledge Café	44
IV.2.4.2 Collaborative Virtual Workspace	45
IV.2.4.3 After Action Review	45
IV.2.4.4 Community of Practice	46
IV.2.4.5 Knowledge Portal	46
IV.2.5 Implementation Planning	47
CHAPTER V ANALYSIS AND EVALUATION	50
V.1 Implementation Result	50
V.1.1 Data Collection Result Analysis	50
V.1.2 Framework Stage Analysis	52

V.1.3	KM Objective Analysis	53
V.2	Implementation Proposal	54
V.2.1	Program Implementation Plan	54
V.2.2	Program Timeline	55
V.3	Integrated System Analysis	57
V.4	Research Limitations	57
CHAPTER VI CONCLUSION AND SUGGESTION		59
VI.1	Conclusion	59
VI.2	Suggestion	60
REFERENCES		61