ABSTRACT

Knowledge management (KM) is a determining factor for effectiveness, performance and sustainable competitive advantage in an organization. The concept of KM has been widely used in various fields such as academia, business, government, and other institutions. University is an educational institution that has a lot of data & information which, if not managed properly, can lead to loss of knowledge and waste of data. Knowledge management system (KMS) is considered important and is a solution for universities to manage their knowledge. The purpose of this research is to identify KM problems and make a KMS design proposal along with a roadmap that can be implemented in universities so that they can manage their knowledge effectively. Data collection was carried out through interviews and observations with the aim of identifying problems that occur in KM implementation. Research on KMS design is expected to facilitate the development of KMS so that the university's knowledge can be stored and managed properly which will ultimately improve the quality of the university.

Keyword: design, knowledge management, knowledge management system, roadmap