

ABSTRACT

Telkom Corporate University Center (TCUC) unit is one of the operational units under the HCM directorate of PT Telekomunikasi Indonesia (Persero), Tbk (PT Telkom). This unit has a strategic program that focuses on managing knowledge management. There are 9 out of 13 strategic programs or around 69% of knowledge management programs that are the responsibility of Tribe Knowledge Management (TKM) in TCUC units that have not reached the target. Because these programs are not achieved, further analysis is needed, one of which is by measuring maturity level with the APO KM assessment tools method. By measuring the maturity level, it will be known the factors in the implementation of KM in the company and see opportunities for improvement that can be made.

APO KM method covers 7 key areas starting from KM Leadership, Process, People, Technology, Knowledge Processes, Learning & Innovation and KM Outcomes. Each of the 7 key areas has 6 likert-scale questions with a total of 42 questions.

From the results of research conducted on 84 respondents, it was found that the company's maturity level was at the refinement level with a value of 171.95 and it was also known the strength and opportunity for improvement of each key area. Then, the results of the research can be processed and researched to be able to design KM strategic program planning proposals in the TCUC unit so that the management and implementation of knowledge management is more optimal.

There are several improvement opportunities that can be improved to optimize the KM in the company. The following strategic programs are proposed: (1) KM Policy Socialization, (2) CoP, (3) Knowledge Portal, (4) Knowledge Café, (5) Knowledge Mapping, (6) Knowledge Management Assessment, and (7) Knowledge Worker Competency Plan.

Keywords — Knowledge Management, Maturity Level, APO KM Assessment Tools.