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ABSTRACT

Knowledge Management is a term that closely related to the ways of managing knowledge in an organization that later can added the value of the organization as its outstanding point. Banking industry becomes the concern in this thesis since it functions as the financial institution that should practice good credibility in order to get more customers. Moreover, this industry owns a distinguish system compared to the other industry.

The knowledge management has been implemented on several banks in Indonesia, even though it has to go through various obstacles that hamper the process. Through the writer’s research, several gaps that should have been included in implementing knowledge management are identified.

The writer conducted a research to various sources and methods, such as interviews and questionnaires to 2 people who take part in knowledge management implementation in their respective companies. The obtained data are the secondary data that are taken from knowledge management project documentation. The writer also uses literature study and the writer’s own experience working in banking industry.

The result of this research is a framework applicable to implement knowledge management, which is specifically for banking industry in Indonesia. Thus, it would be different from the knowledge management implemented at other types of industry or in different location.

Keywords: Knowledge Management, Framework, Banking Industry
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