ABSTRACT

Knowledge management is one of management discipline that treats knowledge as main asset that must be managed. Knowledge management tries to organize, and make the knowledge available wherever and whenever it is needed. Knowledge management processes are knowledge acquisition, knowledge creation, knowledge storage, knowledge distribution and utilization. The main goal of knowledge management is to provide knowledge (instruction, guidelines, materials, etc) to individuals, or groups that are needed to solve their problem.

Pangestu organization is a non-profit organization. It has communication problem with its branches, which dispersed in all over Indonesia. In fact, the organization faced potential problem called 'knowledge amnesia', since many knowledge of Pangestu, which is owned by elderly people has not been stored. Moreover, distance barrier cause the learning process obstructed. The best solution to solve these problems is by implementing knowledge management system.

In designing the knowledge management system, we use CommonKADS methodology. CommonKADS methodology is a very powerful method to design a knowledge management system, since it has complete steps, starting from problem identification, until problem solving (knowledge management system design).

The result of this thesis is a model of knowledge management system, and how it is implemented in non-profit organization to help organization in acquiring, creating, transferring, storing, and utilizing its knowledge. The knowledge management system is designed using internet based knowledge management system approach, with knowledge management portal user interface. The portal provides facilities such as e-mail, discussion, online chat, and document management.

Key words:

Knowledge management, True Preceptor Teaching, CommonKADS methodology.
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