

Abstraction

Knowledge became the company's most valuable asset in the era of knowledge-based economy today and plays an important role in the competition. The success of the company to have the ability to compete depends on its ability to manage and develop the knowledge possessed. Application of knowledge management at the company can help and facilitate company to manage and develop its knowledge in a systematic way and in accordance with the needs of the organization and its employees. Application of knowledge management should be supported with an information system (knowledge management system) that allows every person in the company to get the knowledge they need quickly and accurately.

This study discussed the influence or support from the aspects of socio-technical perspective on knowledge management system in the PT. PLN (Persero) Lampung regarding the application of knowledge management. Based on the socio-technical perspective, a knowledge management system is considered to have three main layers of infrastructure, info-structure, and info-culture. In this study, the aspect of infrastructure is divided into four dimensions namely physical tools, hardware, websites and networks. Aspects of info-structure is divided into three dimensions, namely rules, organizational structure and support of the top management. Aspects of info-culture were divided into two dimensions, namely organizational cultural and social relations.

Results from a survey of 106 employees at PT. PLN (Persero) Lampung showed the most significant dimension of infrastructure is the website, the most influential dimension of info-structure is top management support, and for info-culture has two dimensions are almost equal contributions. Overall, aspects of knowledge management system that most influence on knowledge management at PT. PLN (Persero) Lampung is the infrastructure.

Based on the research results, the proposals were made for improvements to the knowledge management system in the PT. PLN (Persero) Lampung. Given these proposals, it is expected that knowledge management systems can give better support o the implementation of knowledge management and help the company to achieve its goals.

Key words: *knowledge management, knowledge management system, infrastructure, info-structure, info-culture*