

ABSTRACT

Toffler (1980) divides the history of human civilization into three eras, they are: the era of manual, industrial era and the era of knowledge. The era of knowledge focuses on knowledge as a virtual capital that could determine the development and growth of the company. It is increase rapidly since the growth of information technology (IT) that supports globally disseminating knowledge.

PT Intimas Wisesa is a manufacturing company that manufactures printing inks, especially water-based ink and special ink. One of the factors that determine the success of the company in increasing its production is owned by the company's knowledge, especially knowledge relating by the production process. This knowledge is instrumental in supporting the company's business strategy. Knowledge in PT Intimas Wisesa derived from 2 (two) sources: (1) experiences that are owned by the employee, known as tacit knowledge, and (2) working document instruction (WI) and standard operating procedure (SOP) that called explicit knowledge.

PT Intimas Wisesa has difficulties in managing the existing knowledge. Knowledge that have been actualized into the WI and SOP documents known only to some employees, while the knowledge contained in them should be known by the employees more broadly. Another obstacle is the inability of the company in capturing tacit knowledge, so when there is an experienced employee leaves the company, the company will lose that valuable asset.

Knowledge Management System (KMS) offers solutions for managing knowledge by support information technology. Through KMS, a company can keep the existing knowledge in a repository and can be accessed by employees at any time. In addition, through KMS, employees can collaborate together to develop knowledge.

KMS Development at PT Intimas Wisesa use a wiki engine as supporting applications. Wiki engine chosen is the Media Wiki. Media Wiki provides the features that are useful for storing knowledge, disseminate knowledge, promote collaboration, and facilitate users in searching knowledge required. Through that good knowledge management, employees are expected to reuse (learning) of existing knowledge and play an active role to develop knowledge. Nonaka and Takeuchi (1995) propose a model of the knowledge creating process

to understand the dynamic nature of knowledge creation, and to manage such a process effectively: the SECI model. SECI is stand for socialization, externalization, combination, and internalization.

Keywords: knowledge management, knowledge management systems, collaboration, wiki engine