IMPLEMENTATION OF KNOWLEDGE MANAGEMENT SYSTEM AT PT. BANK MANDIRI (PERSERO) Tbk.

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GFP Team
In these days, people become the most valuable asset to companies due to their abilities and valuable tacit knowledge. Unfortunately tacit knowledge is contained in people’s minds; it’s difficult to access and therefore needs to be captured so it can be shared among employees (Fourie, Louis C.H. & Jorg Schilava, 2004).

In its simple form knowledge management is about encouraging people to share knowledge and ideas to create value-adding products and services.

Tools or facilitators for knowledge management activities is Knowledge Management System that can gather knowledge from individual and groups, facilitate the knowledge creation process, function as a discussion and communication tool, and assist in the distribution of knowledge and learning processes within an organization.

A firm’s knowledge management strategy should reflect its internal competitive strategies; this will need a knowledge management system blueprint or master plan as guidance. At the end, knowledge management activities should result in improving productivity, profit, enhancing the business environment and increasing levels of innovation.

Key words: Knowledge Management, Knowledge Management System Blueprint.
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