KNOWLEDGE MANAGEMENT EMPLOYEE SOCIALIZATION AT PT. PUTRA BANGSA SEJATI

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ABSTRACT

PT. Putra BangsaSejati is a national company in Indonesia that specializes in maintenance service and repair aircraft part, modification, mobile and fixed Ground Station, Radio, Radar, avionic, Electric, Instruments, Painting, And Refurbishment Interior. We serve the overall needs of clients starting from the stage striping, Removal, Repair / Overhaul, Inspection, Functional Test, Install, Integration, Test on Ground, Until the Test Flight. In this case, the real Putra Bangsa conducts three stages of training in knowledge management using a model at the socialization stage which includes orientation, basics, and profession. This makes it easier for all employees to carry out tasks according to their job descriptions and good cooperation with fellow employees.

Keywords: Knowledge, Knowledge Management.

1. INTRODUCTION

PT. Putra BangsaSejati is a national company in Indonesia engaged in aircraft maintenance and repair services. Included in the fields of modification, mobile and fixed Ground Station, Radar, Radio, Instruments, Avionics, Interior Refurbishment and Painting. PT. Putra BangsaSejati as well as serving various client needs ranging from the striping stage, removal, inspection, repair or overhaul, installation, ground testing, functional testing, to flight testing.

PT. Putra BangsaSejati is the trusted global source to find the answer and part you need to keep your project on the fast track, right from the start. We are an

approved Distributor of Aeronautical Product by Indonesian DGCA. And registered importer by Indonesian Customs for components of Avionic, instrument Electronic and Electro-Mechanical Parts.

We are also an authorized distributor in Indonesia for the equipment of calibration, instrument and metrology manufactured by Time Electronics Ltd-United Kingdom. Besides the responsible for sales, installation, repair and maintenance. We are also ready to provide technical assistance to customers who want to develop their calibration workshop.

PT. Putra BangsaSejati supported by experienced experts from various disciplines, components, equipment owned and effective management, trying to provide quality maintenance and repair services

PT. Putra BangsaSejati hopes to provide all that is adequate about the performance and potential of this company so that it can inspire the trust of decision makers and end users.

PT. Putra BangsaSejati was only engaged in the shop repair for IERA (Instrument, electric Radio and Avionic) business, but until now the company has become very rapidly developing, as seen from the increase in the field of business it engages.

2. LITERATURE REVIEW
2.1 Knowledge
According to Carl Davidson and Philip Voss in their book in 2003, said that managing knowledge is actually how organizations manage their staff rather than how long they spend on information technology. [1]

Nonaka and Takeuchi suggest that the fundamental reason why Japanese companies are successful, because their skills and experience lie in the creation of organizational knowledge. [2]
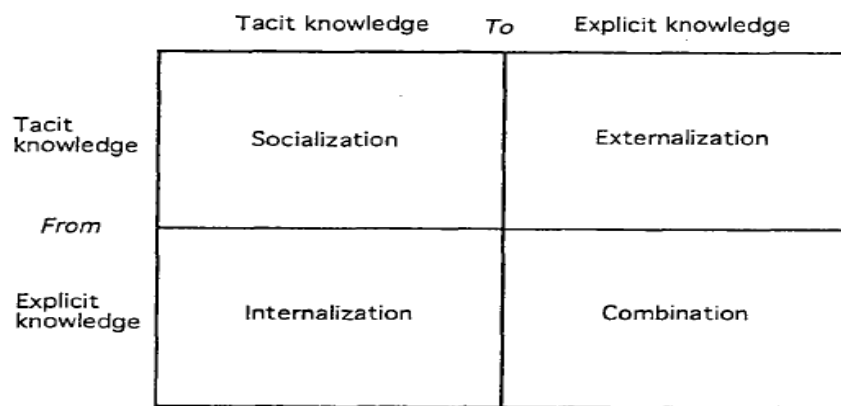
2.2. Knowledge Management
According to David J. Teece, knowledge management is largely considered a process that involves various activities. At a minimum, one can consider four basic processes which are creating, storing / retrieving, transferring, and applying knowledge. The main processes can be further divided, for example, into creating internal knowledge, acquiring external knowledge, storing knowledge in documents versus storing in routines [3].

according to I. Becerra-Fernandez and R. Sabherwal knowledge Management (Knowledge Management) can be defined as doing what is needed to get the most out of the source of knowledge. In general, KM focuses on organizing and making essential knowledge available, wherever and whenever needed. [4]

2.3. SECI Model

According to Ikojiro Nonaka and Takeuchi in their book in 2008, new knowledge arises due to the continuous interaction between explicit (actualized) and tacit (hidden) knowledge. Actualized knowledge is a form of knowledge that has been documented / formalized, easy to store, reproduce, disseminate and learn. such as manuals, books, reports, documents, letters and so on. While hidden knowledge is a form of knowledge that is still stored in the human mind, such as ideas, perceptions, ways of thinking, insights, expertise / skills, and so on. The continuous interaction includes four stages, namely socialization (latent-to-latent), externalization (latent-to-actualized), combination (actualized-to-actualized), and internalization (actualized-to-latent). This interaction is used as a model called the SECI Model. [5]

	Tacit knowledge *To*	Explicit knowledge
Tacit knowledge	Socialization	Externalization
Explicit knowledge	Internalization	Combination

From

2.4. Socialization

Nanaka, Takeuchi and Umemoto say socialization isaprocessofsharingexperiencesandtherebycreatingtacitknowledgesuch asshared mentalmodelsand technicalskills.Anindividualcanacquire tacit knowledge directlyfromotherswithoutusinglanguage. [6]

3. ANALYSIS

3.1. A Description of the Problem

Where the need for effective and efficient training for new employees both in doing routine daily work and in problems that rarely occur in work assignments. So there needs to be cohesiveness in working in this case there needs to be a socialization of knowledge management.

3.2. Problem Solving

The implementation of Knowledge Management involves three components, namely:

Human

The successful implementation of Knowledge Management must be supported by the availability of people who can apply Knowledge Management.

Organization

Organization is also a determining factor for the success of implementing Knowledge Management. The organization that is meant in this case is the organizational culture, policies or organizational strategies related to the application of Knowledge Management and the rules that will serve as guidelines for employees related to Knowledge Management. [7]

Process
A clear Knowledge Management process will simplify, develop and create and facilitate Knowledge Transfer. In this case the process occurs in 3 forms of training including orientation, basics and profession.

Orientation training
Orientation training is training that introduces employees to all aspects of the business field of the employee's workplace. Aims to understand and be able to understand all aspects of the business field. So that the employee agrees with external parties who can become representatives of the company and provide answers and suggestions that help where he works.

Basic training
Basic training is training that provides insight into the fields that will be handled by employees. Aim for employees to understand the basis and flow of work while working. So that it can easily integrate work with employees of other divisions.

Professional Training
Professional training is training that discusses insights, job descriptions, roles and rules, employees according to the profession assigned by the employee in the company.

professional

basic

orientation
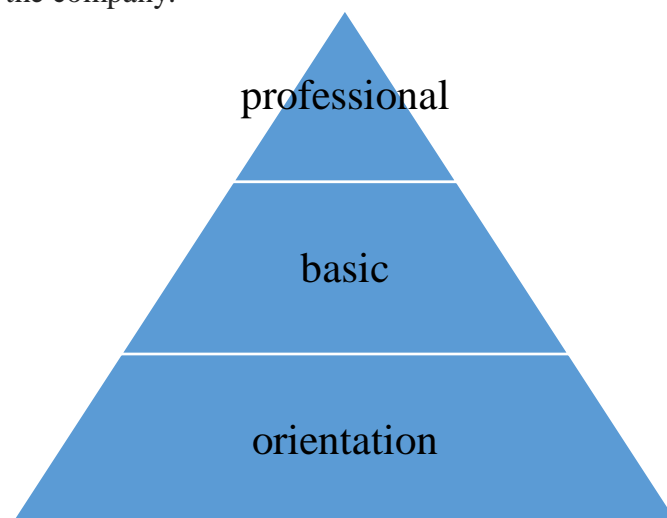
Technology
Technology will help collaboration, communication and as a means of storing or recording knowledge. The use of web technology in Knowledge Management is the right solution. Using the web improves the process of

creating, storing, transferring and using Knowledge. With this system, it can be useful for sharing, creating, storing, disseminating and using each other's knowledge.

4. CONCLUSION

With the existence of knowledge management like this, it can make it easier for new employees to work optimally because they get the right knowledge. With the existence of company knowledge management, it can save training costs for its employees. Employees who have worked will not find it difficult to work with new employees. Our advice is that there is a need for further study in the knowledge management that we have done, such as in the technological aspects of knowledge management, details in the logbook and so on.

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