ABSTRACT

Information technologies and world globalization process generate a fundamental change in the company behavior to react and accept the change. Knowledge is one of the powerful key success factors for company in facing globalization. Realization of how important of knowledge as the core competence coupled with recent information technology has heightened organization interest to manage knowledge base. Knowledge management can create new opportunities and new markets, efficiencies in processes, eliminating the need to continuously reinvent ways to accomplish a task, and make more efficient use of its human resources.

Implementation of knowledge management does not always bring result as expected. Many obstacles could influence the success and failure of the implementation of knowledge management. Using a model that is developed from theoretical framework, DeLone and McLean’s Model, in the fields of information system, this thesis presents factors that could indicate the barriers and degree of each typical barriers in implementing knowledge management in Jabotabek companies.

The researcher found the knowledge quality, system quality, use/usefulness and corporate culture as barriers in implementing knowledge management in Jabotabek companies and the corporate culture took the highest barriers in implementing knowledge management system in Jabotabek companies.

Keywords: Knowledge Management System, Knowledge Quality, System Quality, Use/Usefulness, Corporate Culture, and User Satisfaction.
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