SUMMARY

R. NOVIE NAYYARAH NUR. Knowledge Management Implementation Strategies for Academic Services Improvement of Higher Education in Indonesia. Supervised by ANAS MIFTAH FAUZI and HERU SUKOCO.

The new paradigm has changed the orientation of the college competition not only on the national level but shifted to the global level. In 2016 Indonesia began to enter the age of ASEAN Economic Society (MEA). The challenges and opportunities of MEA and the entry of foreign universities will test the readiness, competitiveness, and productivity of Indonesian people. The data which is stored in the college is getting bigger from time to time, but is still not utilized optimally to create some value-added benefit to the community, organizations, and the community. Higher educations (HEIs) have significant opportunities to apply knowledge management (KM) to support every part of their mission and goals.

This study was aimed to analyze the implementation of KM, KM maturity levels, maturity level of information system’s interoperabilities, and to formulate recommendations of KM implementation strategies for academic services improvement of higher educations in Indonesia. The study involves a comparative literature of KM best practices in top four HEIs in Indonesia. The data were mainly acquired through questionnaire to the library of four HEIs and 510 academicians in IPB. The instruments used in the questionnaire for KM assessment was general KM maturity model (G-KMMM) and information system interoperability maturity model (ISIMM) for information system interoperability maturity assessment. The formulation of implementation strategies of KM was conducted with SWOT qualitative analysis.

The result showed that all four HEIs have middle maturity levels of KM which means they are adopting it partially. The top four universities in Indonesia already have the basic infrastructure for KM implementation, HEIs top management are actively participating in the promotion of KM initiatives by articulating KM strategies and provide budgetary allocations and rewards system. Several pilot projects carried out to develop applications KM into a higher level. KM application utilization is not optimal yet. Culture of sharing is not institutionalized yet. KM maturity level of ITB, UGM, UI and IPB’s libraries are at the level of 3. The same level is figure the level of information system’s interoperability maturity level in IPB. Recommended KM strategies for improving academic service at higher education i.e: strengthening the role of chief knowledge officer, institutionalizing culture of sharing by optimizing knowledge repository and e-learning system, developing community of practices and knowledge portal, and enhancing rewards system.

Key words: academic service, higher education, knowledge management, knowledge management maturity level