ABSTRACT

In the economic crisis like this, many organizations fall in trouble with their working capital. One way to solve the problem is to restructure the organization, and reduce cost and employees. The problem that occurs when the organization decides to terminate some employees is knowledge, one of the most valuable assets of the organization, that resides in those employees will disappear with them.

When the economic crisis recovers, this is the time to expand the organization again. It is impossible to do this without recruiting new employees to the company. When new staff come into the organization, what they have to do is to study and adapt themselves to the organization. This process is always time consuming, but, finally there is something accumulated inside these employees, resulting from the studying and adapting to the organization, called knowledge. Therefore, there will be a great deal of benefits in gathering knowledge from the people in the organization.

Moreover, in the technical-service organizations that have to deal with the radical and incessant development of technology, to stay competitive in business, everyone in the company has to continuously study new technology that relates to their work. However, everyone cannot study every new technology because of its radical and incessant development. Consequently, if there is a mechanism that facilitates the sharing of knowledge and information for the people in the organization, these people will be able to learn more from the knowledge, information and experience of others.

This project will investigate the analysis and design of a knowledge management system for assisting people in the organization to share knowledge with each other along with the plan for introducing knowledge management to the organization.