ABSTRACT

Nowadays, Information Technology (IT) has become the backbone of the companies’ business. One of IT part that can be exploited is Knowledge Management System (KMS) in order to win the tougher competition.

This thesis is a measurement of how successful the implementation of KMS at PT. Intikom Berlian Mustika. This thesis tries to describe the effectiveness of this system in supporting the company’s business.

This thesis uses a modified User Information Satisfaction (UIS) model, which is a comparative method in the form of statistical analysis. The data collected is quantitative and qualitative data. They are extracted from questionnaires about user expectation, KMS team perception, and the perceived system performance. The analysis is done using correlation, regression, and content analysis.

This thesis is very significant for PT. Intikom Berlian Mustika and also other companies in increasing awareness in considering KMS as a vital tool for their strategic planning by giving the real analysis of the current application.

Keywords: Knowledge Management System (KMS), Information Technology (IT), User Information Satisfaction (UIS).