

## **GAP ANALYSIS OF KNOWLEDGE MANAGEMENT OF CIBINONG SCIENCE & TECHNOLOGY PARK-INDONESIA**

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### **ABSTRACT**

In the current knowledge era, every human being starts to figure out how to manage knowledge. The process is carried out in such ways as composing new strategies, new tools, new methods and processes, which make people think to manage knowledge well, as individuals and an organization, especially for an organization or company, where the company is required to have Quality human resources (HR), new innovations, and knowledge to be able to competition. Knowledge management (KM) is present to provide solutions to old management problems in improving employee knowledge and combine business processes with the concept of knowledge management designed. The problems that occur in Cibinong Science and Technology Park (C-STP) is the management of employees who have not maximized, planning activities that have not maximized, and documentation of activities that are not done and knowledge sharing is still little implemented. Knowledge management sees that problem will have an impact on the STP activities in Cibinong, so it is necessary to do a new mechanism in the implementation of Strategy organization.

The use of data used in this study is primary data and secondary data. Primary data obtained through interview, observation, and questioner. Secondary data are obtained from literature studies in the form of journals, books, the internet, and documents owned by Center for Innovation LIPI. Further analysis method used in this research is the alignment of Knowledge Management with business strategy (using Zack Framework model), K-Gap Analysis (comparison analysis between the level of importance to the knowledge needed and employee mastery level), and Preparation of Strategic Knowledge Management.

From the results of data processing can be seen that the knowledge related to the strategic plan has the highest k-gap value of 1.40. The lowest k-gap value is the job description related knowledge with a value of 0.40. The next lowest k-gap value is the Incubator Development with a value of 0.50. Incubator development is one of the most important or major activities so that each employee is required to master the knowledge related incubator. The existence of knowledge gaps in the C-STP indicates that the organization has not been able to manage knowledge well. For that C-STP Manager needs to manage the existing knowledge so that knowledge gaps can be reduced by preparing the next knowledge management strategy. The strategy is to develop leadership policies, Build Awareness and Tradition, and Implement Practical Media Knowledge Management.

**KEYWORDS:** Knowledge Management, Gap Analysis, C-STP