

Knowledge Management System Model for SMEs Community

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Abstract

SMEs as an important part of the economy of a country are still faced with many problems so that SMEs cannot increase their business scale. One of the main problems faced by SMEs is the lack of knowledge as one of the requirements to be able to increase the scale of SME businesses, therefore increasing knowledge for SMEs is the dominant factor. Knowledge Management System (KMS) is a system that manages knowledge so that it can be used optimally to increase company excellence. The purpose of this research is to create a KMS model for the SME community so that the knowledge possessed by one SME can be used by other SME community members. The research method uses the Delphi method by conducting interviews with SMEs and experts. The result of this research is a KMS model for the SME community.

Keywords

KMS, SMEs, Community, Model

1. Introduction

Because SMEs contend on their know-how, they must use knowledge to their advantage even more than traditional forms. SMEs typically lack deep pockets to invest in resources such as land, labour, and capital. They must accomplish more with fewer resources. The knowledge housed in the SME must be leveraged in order to reach objectives in an effective and timely way. While a SME may be limited by a lack of capital or labour, their knowledge is abundant and, in many instances, an unrestricted resource (Inayatulloh and Hendra 2020).

The only way a SME can restrict this resource is by not making full use of it. Persons who establish SMEs do this because they have knowledge in critical places of competency and believe they can perform with such knowledge. It is hence important that they remain successful in leveraging knowledge. Having knowledge is one thing, and using it effectively towards organizational ends is quite another. It will be useful for an SME owner to house knowledge in his/her mind, and not use it for business decision-making (Inayatulloh and Sriwardiningsih 2021) (Eggers, 2020).

Besides, using the knowledge directly, the owner of SMEs must also transfer knowledge to his/her employees. Seldom, do SMEs have the capabilities to recruit the best minds in the business; hence they must settle for less qualified but motivated individuals. These individuals must be trained and taught how to be successful employees. Training calls for transferring knowledge to the new hires, a function of knowledge management. Moreover, in cases where the SME has plans of expansions, they must be able to duplicate knowledge and the apply knowledge across geographic locations. In one restaurant, the owner spent three years training his protea about the ins and outs of managing a restaurant before he decided to open a new location (Kusuma 2019). So the purpose of this research is to build a KMS model for SMEs to increase the knowledge of SMEs through sharing knowledge of the SME community.

2. Literature Review

SMEs

Small and Medium Enterprises, shortened as SME, are a type of business that contributes significantly to a country's economic growth. Small and medium-sized enterprises (SMEs) play an important role in the Indonesian economy. Individuals or private businesses that are not affiliates or branches of large corporations run this type of business. SMEs are a type of business that makes a significant enough contribution to the economy. Small and medium-sized enterprises (SMEs) play an important role in increasing job work possibilities. The importance of SMEs in the formation of GDP (Gross Domestic Product) will be felt (inayatulloh and Saputra 2021).

Knowledge Management

Knowledge management can be defined as a set of techniques, methodologies, and methods for maintaining, analyzing, organizing, sharing, and improving the data embedded within a company. In general, the goal of knowledge management is to maximize the company's efficiency and store the explore and understand within the corporation. With knowledge management, all departments inside the company should be able to attain the most in knowledge and insight into business or operations. "KM is a view of firm's management which includes actions in all important management areas (Levy et al. 2019). Intangible assets are categorized into 3 groups or "families": human capital (employee knowledge and skills and dedication), external capital (picture, client relations, and other external stakeholders), and organizational capabilities (internal processes and management of the company). Intangible resources are critical to the success and competitive edge of most modern businesses, and intangible asset management has emerged as an important quality management and research topic (Massingham et al. 2019). Management activities labeled "Knowledge Management" are becoming commonplace over the last century, but the involvement has been driven primarily by empirical information and unconvincing data, and there is a lack of evidence to back up the claims. Independent researchers have not yet been able to prove conclusively that KM-activities create value (Harb and Abu 2020).

3. Methods

This research was inspired by the advantages of the SME community where one of the advantages is the diversity of knowledge possessed by SME members where many SME members have knowledge but cannot be distributed to

other SMEs so that existing knowledge cannot be used equally by all SMEs. Knowledge Management System (KMS) is the solution to this problem. Figure 1 describes the method used.

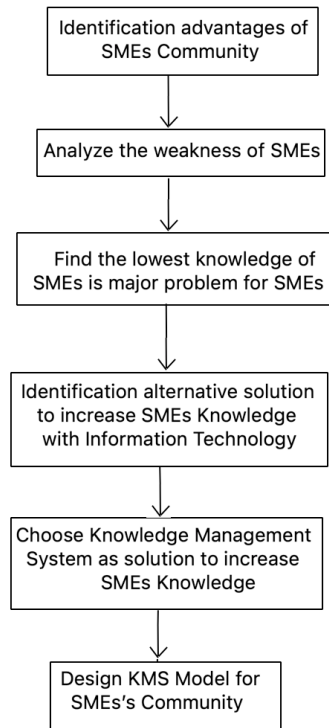
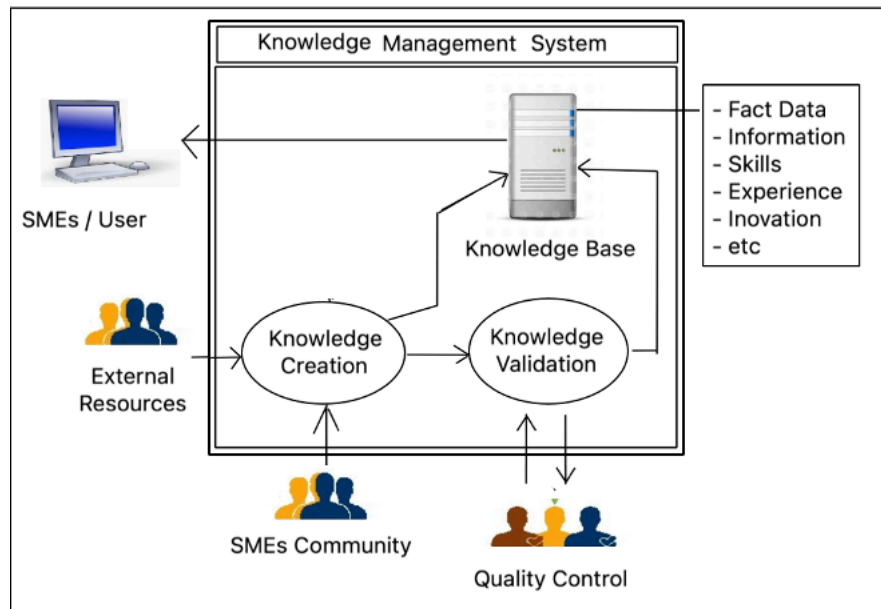


Figure 1. Research Method

4. Results and Discussion

Figure 2 describes the KMS model for the SME community. This model is divided into several parts. The first part is knowledge resources which are generally divided into 2 sources: external resources and the SME community. External knowledge resources are sources of knowledge apart from SMEs such as mass media, social media, experts, and others. Meanwhile, knowledge from SMEs or the SME community is all knowledge that comes from the experience of SMEs, the expertise of SMEs and the knowledge of SMEs. All this knowledge is the main part of knowledge creation which is the first part of the KMS model for SMEs.

Knowledge that comes from internal and external SMEs will be stored in a knowledge base and grouped in invalid knowledge. In addition to being stored in the knowledge base, the output of knowledge creation will also be processed at a later stage. The next stage after knowledge creation is knowledge validation. The knowledge validation process consists of two parts, validation for knowledge content and technical validation of writing. The validation process will be carried out by the quality control knowledge section which is an expert who understands the domain knowledge related to SMEs. Knowledge that has been validated will be stored in the knowledge base. Validated knowledge that will be used by SMEs / SME community members through a User Interface Platform.



5. Conclusion

The Knowledge Management System for SMEs Community can be used by the SME community to create, process and distribute knowledge for all members of the SME community. The distributed knowledge can be implemented because it has passed the validation process. The KMS platform resulting from this model can increase SME knowledge equally for all members of the SME community.

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Biographies

Inayatulloh SE.MMSI,CDMS.CSCA is a lecturer at Bina Nusantara University, School of Information System Jakarta Indonesia and also a doctoral candidate of computer science, experienced in managing systems in the retail, automotive, convection and education industries. research domain in e-learning, e-business, e-commerce, cloud computing, IoT and block chain technology.

Sugeng Riyanto, found that my passion was to become an educator. I decided to take a master's degree at the university of IPB by taking a concentration in Small and Medium Industry Management (MPI). It was a big decision in my life that would change everything. I am currently a lecturer at the College of Economics (STIE) PERTIWI Bekasi, I have started the teaching profession since 2014 until now. Apart from being a lecturer, I am also the deputy principal of the industrial relations field at a private vocational school in Bogor district. I have a responsibility to

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Maisyarah Rahmi Hasan Got bachelor from Al Azhar University, Egypt, 2008. Graduated from International Islamic University Malaysia (IIUM) for master 2012, and PhD on Islamic Revealed Knowledge and Heritage 2019. Now is a lecturer at State Islamic University Sultan Aji Muhammad Idris (UINSI) Samarinda

Deny Jollyta is a fresh graduate of Doctoral Program from Computer Science and Information Technology of Universitas Sumatera Utara. Her academic background has obtained a scholarship from the Pelita Indonesia Foundation. Deny is currently a lecturer at the Faculty of Computer Science at Institut Bisnis dan Teknologi Pelita Indonesia in Pekanbaru Riau. As a lecturer, she had several reference books for students. Now, she is also as a Head of Learning Development and Quality Assurance Institute in her homebased