

ABSTRACT

Being the largest aircraft manufacturing industry in Southeast Asia, PT. Indonesian Aerospace is committed to producing commercial aircraft products that are internationally competitive. In the process of making and innovating on an ongoing basis in order to have competitiveness in the aircraft industry, the Human Resources Development Division has an important role in realizing this commitment by increasing the knowledge and experience of its employees. This study aims to identify and analyze the knowledge and experience possessed by employees so that this knowledge can be used to improve the company's capabilities.

Data collection techniques by distributing questionnaires to 50 respondents and interviews with managers. Data analysis techniques used descriptive analysis, Importance Performance Analysis and K-Gap methods, with the help of data processing using SPSS ver. 22.

The results of the study show that there is a knowledge gap in each indicator, where the highest level of importance is on the Knowledge sharing scope of knowledge indicator and the lowest level of importance is on the proactive knowledge scope indicator. The highest level of mastery of knowledge is on the indicator of implementing new knowledge/experience from outside the company and the lowest level of mastery is on the indicator of implementing the guide literature on knowledge management. The highest gap level is found in the Community of Practices knowledge scope indicator, while the lowest gap level is in the objective personal opinion Knowledge scope indicator. Based on the research results, companies need to strengthen Knowledge Sharing culture to reduce knowledge gaps.

Keywords: Knowledge Management, Gap Knowledge, Importance Performance Analysis