ABSTRACT

In the last decade knowledge management, became one of the methods of increasing the productivity of an organization, company or institution. This is understandable because the competition is no longer relying on natural resources, but move to the utilization of human resources optimally. Utilization of human resources potential through creativity and innovation can increase productivity, including an organization in this case is the university. Knowledge transfer is one part of a role in knowledge management. Knowledge transfer is essential in the education system. Many universities emphasize the importance of knowledge transfer from instructors to students, because if knowledge transfer is running well and effectively it can increase the success of the teaching methods used.

Through the background, the researchers tried to analyze and evaluate the process of knowledge transfer that are running in the Industrial Engineering department laboratories Institut Teknologi Telkom. According to research from earlier Suebsom et al (2007) there are three indicators in the assessment of knowledge transfer that behavior assessment, knowledge assessment, and tools and teaching techniques.

Measurement starts with knowing existing conditions in the Industrial Engineering department laboratories IT Telkom through the measurement of the three indicators in this research . Once data is collected and processed to see the indicators that knowledge transfer can be used to evaluate the knowledge transfer process in the Industrial Engineering department laboratories IT Telkom. Results from data processing that Learning activity, e-learning, making decision capability, explaining the definition, appropriateness of tools for teaching, and the concept of every lesson is very clear is the variables that contribute most in the knowledge transfer process.

Further research can be conducted the study the influence of knowledge transfer process to increase the performance of laboratory, but there are some variables that need to support management in this case is the department of Industrial Engineering of IT Telkom and the improvement of the instructor (assistant) and the motivation of students to learn, so that can improve the effectiveness of knowledge transfer and then improve the teaching methods.

Keywords: Knowledge Management, Knowledge Transfer, Instructor, learners.