

ABSTRACT

PT Dirgantara Indonesia has a process of operator performance evaluation which is job grading. Of job grading activity is often considered to be an unobjective assessment of knowledge in each of the criteria because of every “Job Evaluation Team” is different, so the value received by the operator is not consistent, it means that the operator qualification criteria that existed at “Job Evaluation Team”’s is always different. On the job grading activities undertaken by “Job Evaluation Team” stored some useful knowledge for Machining Department of Operation Division in Machining Job Group of CNC Machine Operator in PT Dirgantara Indonesia, because after the job grading activities would have missed the experience held by “Job Evaluation Team” in conducting assessments. However, that knowledge is still be Evaluator’s tacit knowledge which is easy to loss if not documented to be explicit knowledge.

This study uses a method that consists of four SECI phases of knowledge conversion which are Socialization, Externalization, Combination, and Internalization. Knowledge of “Job Evaluation Team” on the qualification criteria for operator knowledge all existing job grade is still a tacit knowledge captured by an interview in accordance with an interview guide that was created. Tacit knowledge is acquired and then do the documentation and do the best qualification criteria search using the Delphi method. The results of this study is the qualification criteria for all job grade knowledge that it can be a guidance in the operator job grading activity in the CNC Machine Operator of PT. Dirgantara Indonesia.

Keywords: Tacit knowledge, explicit knowledge, qualification criteria