

ABSTRACT

DEVELOPMENT OF FREQUENTLY ASKED QUESTION INFORMATION SYSTEMS BASED ON ANDROID ON GRAMEDIA SYSTEM MANAGEMENT IN RETAIL GROUP OF PUBLISHING PT. GRAMEDIA ASRI MEDIA

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Technology in the industrial world is now developing rapidly and has begun to form a variety of business processes that are running, so that makes many companies must be resolved with changing times, including PT. Gramedia Asri Media (GAM). GAM is a company that provides a network of bookstores and has also developed information technology-based services. As a company that wants to participate in the development of today, GAM also manages Knowledge Management for its employees. To assist in managing Knowledge Management in GAM, the author developed the Frequently Asked Questions (FAQ) application in the Gramedia Management System (GMS) with an Android-based prototype with user interface changes that are Employees. Develop the application to make the application more effective and improve usability. The Qualitative Method was chosen by the author in conducting research for the development of the FAQ application, by designing a running flow system, collecting data using interviews, document analysis and literature study. Life Cycle System Development is the development of system development used by Writer and Object Oriented Analysis and Design as a method of analysis and design.

Keywords: Knowledge Management, Frequently Asked Question, Gramedia Management System, Employee

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