

Faktor-faktor yang mempengaruhi kemampuan knowledge sharing pegawai pemerintah : studi kasus pusat komunikasi Kementerian Luar Negeri = Factors affecting knowledge sharing capability of government employees a case study of communication center ministry of foreign affairs / Arthania Retno Praidia

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Abstrak

ABSTRAK

Knowledge sharing merupakan interaksi sosial yang melibatkan pertukaran pengetahuan, pengalaman, dan keterampilan pegawai dalam suatu organisasi. Knowledge sharing capability adalah kemampuan individu untuk berbagi pengalaman, keahlian dan pengetahuan dengan karyawan lain dalam organisasi. Kegiatan knowledge sharing di Pusat Komunikasi Kementerian Luar Negeri (Puskom Kemlu) masih belum optimal, sehingga perlu diidentifikasi faktor-faktor apa saja yang mempengaruhi kemampuan berbagi pengetahuan (knowledge sharing capability) pegawai. Penelitian ini bertujuan untuk mengidentifikasi faktor-faktor yang dapat mempengaruhi kemampuan berbagi pengetahuan (knowledge sharing capability) pegawai dalam hal ini Pejabat Komunikasi (PK) di Puskom Kemlu. Metode pengumpulan data adalah pendekatan kuantitatif menggunakan metode survei dengan menyebarkan kuesioner kepada 180 PK di Pusat Komunikasi Kementerian Luar Negeri maupun Perwakilan RI di luar negeri. Teknik analisis data yang digunakan adalah statistik deskriptif, analisis korelasi, analisis regresi linier sederhana dan analisis regresi linier berganda. Model penelitian ini mengajukan 13 (tigabelas) faktor yang terbagi kedalam 4 dimensi yaitu individu, budaya organisasi, struktur organisasi (dimensi nonteknis) dan teknologi (dimensi teknis). Hasil dari penelitian ini didapatkan 5 (lima) faktor yang secara nyata dapat mempengaruhi kemampuan berbagi pengetahuan (knowledge sharing capability) PK di Puskom Kemlu. Kelima faktor tersebut adalah job satisfaction (dimensi individu), social network (dimensi budaya organisasi), work process (dimensi struktur organisasi), ICT infrastructure dan end user focus (dimensi teknologi). Dari hasil analisis regresi linier berganda didapatkan nilai koefisien determinasi yang disesuaikan sebesar 0.463 yang menyatakan bahwa proporsi variasi keseluruhan variabel dependen (knowledge sharing capability) yang dapat dipengaruhi oleh kelima faktor tersebut adalah sebesar 46.3%, sedangkan sisanya 53.7% dipengaruhi oleh variabel lain yang tidak dijelaskan dalam model ini. Hal tersebut menunjukkan bahwa dalam model regresi ini, kelima faktor yang dihasilkan cukup baik digunakan untuk menjelaskan variabel dependennya.

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ABSTRACT

Knowledge sharing is a social interaction that involves the exchange of knowledge, experience, and skills of employees in an organization. Knowledge sharing capability is the ability of individuals to share experiences, expertise and knowledge with other employees in the organization. Knowledge sharing activities in the Communication Center Ministry of Foreign Affairs is still not optimal, so it is necessary to identify the factors that influence the ability to share knowledge (knowledge sharing capability) employees. This study aims to identify the factors that may affect the ability to share knowledge (knowledge sharing capability) employees in this regard Communications Officials (PK) at the Centre for Communication Ministry of Foreign Affairs. Data collection method is a quantitative approach using survey method by distributing questionnaires to 180 Communications Officer at the Communication Center Ministry of Foreign Affairs and Indonesian Representative abroad. The data analysis technique used is descriptive statistics, correlation analysis, simple linear regression analysis and multiple linear regression analysis. The research model proposes 13 (thirteen) factors were divided into four dimensions: individual, organizational culture, organizational structure (non-technical dimensions) and technology (technical dimensions). The results of this study found five (5) factors which can significantly affect the knowledge sharing capability of Communications Officials at the Communication Centre Ministry of Foreign Affairs. The fifth factor is job satisfaction (individual dimension), social networks (dimensions of organizational culture), work process (dimensions of organizational structure), ICT infrastructure and end user focus (technological dimension). From the results obtained multiple linear regression analysis adjusted coefficient of determination value of 0.463 which states that the proportion of the overall variation in the dependent variable (knowledge sharing capability) that can be affected by five factors amounted to 46.3%, while the remaining 53.7% is influenced by other variables that are not explained in this model. It shows that in this regression model, five factors produced quite well used to explain the dependent variable.