

Faktor-faktor yang mempengaruhi knowledge sharing capability dan dampaknya terhadap performansi organisasi: Studi kasus PT PINS Indonesia = Factors influencing knowledge sharing capability and their impact on organizational performance: Case study PT PINS Indonesia / Reza Dwi Noviawan

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Abstrak

[ABSTRAK

PT. PINS Indonesia merupakan salah satu anak perusahaan PT. Telekomunikasi Indonesia yang bergerak di bidang perdagangan barang dan jasa yang sangat memperhatikan performansi perusahaan. Dalam kesehariannya terjadi perbedaan antara harapan dengan realita mengenai jumlah proposal tender proyek yang harus diselesaikan dan kesesuaian waktu penyelesaiannya. Penyebab adanya perbedaan tersebut adalah pengelolaan pengetahuan yang belum baik. Pengelolaan pengetahuan di perusahaan erat kaitannya dengan knowledge sharing capability yang dimiliki perusahaan. Penelitian ini bertujuan untuk mengetahui faktor-faktor yang mempengaruhi knowledge sharing capability dan dampaknya terhadap performansi organisasi. Pengumpulan data dilakukan dengan cara menyebarkan kuesioner kepada karyawan tetap perusahaan. Pengolahan data dilakukan dengan metode Structural Equation Modelling (SEM) menggunakan aplikasi SPSS AMOS. Hasil dari penelitian ini adalah adanya pengaruh signifikan dari faktor individu, seperti altruism, personality, dan knowledge self-efficacy dan dari faktor teknologi informasi, yaitu IT application usage terhadap knowledge sharing capability, dan juga adanya pengaruh signifikan dari knowledge sharing capability terhadap faktor performansi organisasi, seperti finansial, pelanggan, proses internal, serta pembelajaran dan pertumbuhan.

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ABSTRACT

PT. PINS Indonesia is a subsidiary of PT. Telecommunications Indonesia engaged in the trade of goods and services that were attentive to the performance of the company. In daily life there is a difference between expectations with the reality of the number of project tender proposals must be completed and the suitability of its completion time. The reason for these differences was the management of knowledge that had not been good. Knowledge management in companies closely related to knowledge sharing capability of the company. This study aimed to determine the factors that influence knowledge sharing capability and its impact on organizational performance. Data collection was done by distributing questionnaires to employees of the company. Data processing was conducted by the method of Structural Equation Modeling (SEM) using SPSS AMOS. The results

of this study are the significant influence of individual factors, such as altruism, personality, and knowledge self-efficacy; and information technology factors, namely IT application usage, towards knowledge sharing capability, and also a significant impact of knowledge sharing capability for organizational performance factors, such as financial, customer, internal processes, and learn and growth., PT. PINS Indonesia is a subsidiary of PT. Telecommunications Indonesia engaged in the trade of goods and services that were attentive to the performance of the company. In daily life there is a difference between expectations with the reality of the number of project tender proposals must be completed and the suitability of its completion time. The reason for these differences was the management of knowledge that had not been good. Knowledge management in companies closely related to knowledge sharing capability of the company. This study aimed to determine the factors that influence knowledge sharing capability and its impact on organizational performance. Data collection was done by distributing questionnaires to employees of the company. Data processing was conducted by the method of Structural Equation Modeling (SEM) using SPSS AMOS. The results of this study are the significant influence of individual factors, such as altruism, personality, and knowledge self-efficacy; and information technology factors, namely IT application usage, towards knowledge sharing capability, and also a significant impact of knowledge sharing capability for organizational performance factors, such as financial, customer, internal processes, and learn and growth.]