

Analisis pengaruh dimensi knowledge acquisition, knowledge sharing, knowledge creation, knowledge codification, knowledge retention (studi kasus pada Fungsional Pemeriksa Pajak di Direktorat Jenderal Pajak) = The Impact of knowledge acquisition, knowledge sharing, knowledge creation, knowledge codification, and knowledge retention dimension on job satisfaction (case study on Tax Auditor of Directorate General of Taxes)

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Abstrak

Penelitian ini membahas bagaimana pengaruh Knowledge Management terhadap Job Satisfaction. Penelitian ini menggunakan metode single cross sectional, yaitu pengumpulan data atau informasi hanya satu kali di setiap sampel elemen populasi dan kuesioner disebar secara online ke 102 Fungsional Pemeriksa Pajak di Direktorat Jenderal Pajak. Terdapat lima dimensi Knowledge Management yang ada dalam penelitian ini, yaitu Knowledge Acquisition, Knowledge Sharing, Knowledge Creation, Knowledge Codification, dan Knowledge Retention.

Dalam penelitian ini menunjukkan Knowledge Sharing mempunyai pengaruh positif yang signifikan terhadap Job Satisfaction para Fungsional Pemeriksa Pajak. Sedangkan empat dimensi Knowledge Management lainnya, yaitu Knowledge Acquisition, Knowledge Creation, Knowledge Codification, dan Knowledge Retention tidak berpengaruh positif terhadap Job Satisfaction. Memahami pengaruh dimensi Knowledge Management terhadap Job Satisfaction dapat membantu manajer untuk memprediksi perilaku karyawan dan rencana manajerial ke depannya, oleh karena itu penelitian ini juga terdapat implikasi manajerial yang dapat dilakukan manajer serta saran pada penelitian selanjutnya.

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This thesis discusses how the impact of Knowledge Management on Job Satisfaction. This study uses a single cross sectional method, namely collecting data or information only once in each sample element of the population and the questionnaire distributed online to 102 Functional Tax Auditors at the Directorate General of Taxes. There are five Knowledge Management dimensions in this study, namely Knowledge Acquisition, Knowledge Sharing, Knowledge Creation, Knowledge Codification, and Knowledge Retention.

In this study, Knowledge Sharing has a significant positive effect on Tax Inspector Functional Job Satisfaction. While the other four Knowledge Management dimensions, namely Knowledge Acquisition, Knowledge Creation, Knowledge Codification, and Knowledge Retention do not have a positive effect on Job Satisfaction. Understanding the influence of Knowledge Management dimensions on Job Satisfaction can help managers predict employee behavior and managerial plans in the future, therefore this study also has managerial implications that managers can take and suggestions for future research.