

Tinjauan kritis peranan kepemimpinan transformasional dalam pengelolaan pengetahuan dan aplikasi teknologi : studi kasus pada BNI Card Center Jakarta

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Abstrak

Future organizations have form and appearance dynamic as proper as their environment condition in order to compete in competition. Therefore, organization should be developing knowledge management and technology application. There is need to make a good will from the leaders who have transformational leadership style and applied a learning organization concept. This research purpose to know a description or company employees perception concerning transformational leadership in knowledge management and technology application to get and maintain competition position in globalization. Research used survey method with chosen a case study at BNI Card Center -- Jakarta. Samples choose randomly 80 of 311 employees. In this research progress, author used Leadership Questionnaires instrument to get employees perception concerning transformational leadership aspects. Meanwhile knowledge management and technology application used Learning Organization Profile instrument from Marquardt to measure Knowledge management variable and technology. To measure these variables used Likert model scale. From this research known that most of employees who's said transformational leadership not application at all is 1.25%, occasionally 10.05%, Often 40.02% and Very Often 3.80%. In knowledge management, employees who's said it is not application yet 1.25%, little mere 15.25%, particular some 41.50%, a large part 35.00% and completely 7.00%. For technology application uses, employees who's said not application yet is 11.50%, little mere 18.00%, particular some 25.75% and completely 5.50%. Generally it concludes that in lower knowledge management level and technology application current in BNI Card Center, there are limitations on creating and developing transformational leadership that affect superiority competition.