

Pengaruh Cultural Intelligence dan Knowledge-oriented Leadership terhadap Knowledge Management Success melalui Work Engagement sebagai Variabel Mediasi (Studi PT. Bank DBS Indonesia Kantor Pusat Jakarta) = The Influence of Cultural Intelligence and Knowledge-oriented Leadership on Knowledge Management Success with Work Engagement as Mediating Variable (Study PT. Bank DBS Indonesia Jakarta Head Office)

Galuh Pramesti Wardani, author

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Abstrak

Peningkatan globalisasi dan keragaman budaya menuntut perusahaan multinasional untuk mengelola perbedaan budaya dan dinamika pengetahuan secara efektif, dengan dibantu oleh pemimpin dan juga adanya work engagement karyawan perusahaan. Penelitian ini bertujuan untuk menganalisis pengaruh cultural intelligence dan knowledge-oriented leadership terhadap knowledge management success dengan work engagement sebagai variabel mediasi pada PT Bank DBS Indonesia, kantor pusat Jakarta. Dengan pendekatan kuantitatif dan desain cross-sectional, data dikumpulkan melalui survei daring terhadap 197 karyawan tetap dan kontrak. Teknik analisis menggunakan Structural Equation Modeling (SEM) untuk menguji hubungan antar variabel. Hasil penelitian menunjukkan bahwa cultural intelligence dan knowledge oriented leadership memiliki pengaruh positif dan signifikan terhadap knowledge management success. Selain itu, work engagement berperan sebagai mediator yang signifikan dalam hubungan antara variabel-variabel tersebut. Studi ini memberikan kontribusi praktis bagi perusahaan untuk meningkatkan knowledge management success melalui pengembangan pelatihan lintas budaya, knowledge-oriented leadership, dan strategi untuk meningkatkan work engagement karyawan. Implikasi akademis mencakup perluasan literatur terkait knowledge management dalam konteks multinasional, khususnya di Indonesia.

.....Increasing globalization and cultural diversity require multinational companies to manage cultural differences and knowledge dynamics effectively, with the help of leaders and the work engagement of company employees. This study aims to analyze the influence of cultural intelligence and knowledge-oriented leadership on knowledge management success with work engagement as a mediating variable at PT Bank DBS Indonesia, Jakarta head office. With a quantitative approach and cross-sectional design, data were collected through an online survey of 197 permanent and contract employees. The analysis technique used Structural Equation Modeling (SEM) to test the relationship between variables. The results showed that cultural intelligence and knowledge-oriented leadership positively and significantly influence knowledge management success. In addition, work engagement is a significant mediator in the relationship between these variables. This study provides practical contributions for companies to improve knowledge management success through developing cross-cultural training, knowledge oriented leadership, and strategies to increase employee work engagement. Academic implications include expanding the literature on knowledge management in a multinational context, especially in Indonesia.