

Faktor yang mempengaruhi knowledge sharing pada perusahaan privatisasi bumd = Factor affecting knowledge sharing in privatized state owned enterprise / Nursamawatie

Nursamawatie, author

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Abstrak

ABSTRAK

Penelitian ini dilakukan di PT. AIR yang memiliki izin konsesi pengelolaan dengan salah satu BUMD di Indonesia. Dengan dua aset utama PT. AIR yaitu karyawan dan pengetahuan, maka pengelolaan knowledge menjadi penting. PT AIR telah menyadari pentingnya pengelolaan knowledge perusahaan. Oleh karena itu, PT. AIR telah memiliki program AIIn yaitu suatu program perbaikan terus menerus sebagai salah satu wadah untuk knowledge sharing karyawan. Permasalahan muncul ketika partisipasi karyawan pelaksana pada program ini termasuk rendah (11%) apabila dibandingkan dengan golongan karyawan lainnya (rata-rata 47%). Hal ini dapat berarti knowledge sharing karyawan pelaksana rendah. Padahal karyawan pelaksanalah yang memiliki pengetahuan mengenai permasalahan di lapangan yang harus segera diselesaikan. Dengan analisis regresi didapatkan bahwa Perceived Behavior Control Perceived Reputation Enhancement, dan Instrumental Social Network Ties secara bersama-sama menjadi faktor yang signifikan dalam mempengaruhi knowledge sharing. Oleh karena itu, peneliti menyarankan intervensi dengan memberikan social reward, menyediakan fasilitas mini lounge, dan pelatihan QCC untuk meningkatkan knowledge sharing karyawan pelaksana di PT. AIR.

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ABSTRACT

This research is conducted in PT AIR, which holds a management concession with one of state-owned companies in Indonesia. With employees and knowledge as the two main assets of the company, knowledge management becomes crucial for the organization. Being aware of this, PT AIR has implemented AIIn Program, a continuous improvement program as a medium for employee knowledge sharing. When participation of operational employees in this program is relatively low (11%) compared to employees of other categories (average 47%). It's mean knowledge sharing in operational employee is low. This becomes an issue as the operational employees are the ones with knowledge on problems to be addressed in the field. In addition, operational employees also have knowledge on company opportunities that need to be followed up. Using regression, it is found that Perceived Behavior Control, Perceived Reputation Enhancement, and Instrumental Social Network Ties jointly are the significant factors affecting knowledge sharing. The researcher recommends interventions in the form of

provision of social reward, establishment of a mini lounge facility, and implementation of a QCC training to improve knowledge sharing behavior among operational employees of di PT. AIR.