

# Peningkatan peran psychological capital terhadap knowledge sharing melalui intervensi pelatihan encouraging knowledge sharing at work pada karyawan PT. ABC = The improvement of psychological capital role towards knowledge sharing through encouraging knowledge sharing at work training intervention for PT ABC employee

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## Abstrak

### <b>ABSTRAK</b>

Hasil identifikasi masalah organisasi menunjukkan bahwa knowledge sharing di PT ABC, sebuah perusahaan menara telekomunikasi, belum berjalan dengan maksimal. Penelitian dengan metode kualitatif dan kuantitatif dilakukan untuk melihat hubungan antara psychological capital dengan knowledge sharing yang terdiri dari dua dimensi, yaitu knowledge donating dan knowledge collecting. Pengukuran psychological capital dilakukan dengan alat ukur PCQ-24 (Luthans, Youssef, & Avolio, 2007) dengan Cronbach sebesar .868. Sementara itu, pengukuran knowledge sharing menggunakan alat ukur yang disusun oleh Van den Hoff dan De Ridder (2004) dengan Cronbach sebesar .779 untuk skala knowledge donating dan .826 untuk skala knowledge collecting. Hasil penelitian pada 110 karyawan menunjukkan terdapat korelasi yang signifikan antara psychological capital dengan knowledge donating ( $r=.145$ ,  $p<.01$ ) dan knowledge collecting ( $r=.278$ ,  $p<.01$ ). Lebih lanjut, dimensi psychological capital yang memiliki hubungan paling kuat dengan knowledge donating dan collecting adalah self-efficacy. Berdasarkan hasil tersebut, uji coba intervensi yang dilakukan adalah pelatihan terkait pengembangan self-efficacy anggota tim, yaitu Encouraging Knowledge Sharing at Work kepada atasan yang berperan sebagai koordinator/ potensial koordinator CoP (community of practice). Uji pengetahuan diberikan kepada 16 orang peserta pada saat sebelum dan sesudah pelatihan. Perbandingan antara hasil pre-test dengan post-test menunjukkan peningkatan skor yang signifikan setelah peserta mengikuti pelatihan ( $t=-7.507$ ,  $p<.01$ ).

### <hr><i><b>ABSTRACT</b></i>

Problem identification showed that knowledge sharing has not run effectively in PT ABC, a telecommunication tower company. The purpose of this research, which used qualitative and quantitative method, is to investigate correlation between psychological capital and knowledge sharing, which consists of two dimensions, knowledge donating and knowledge collecting. PCQ-24 (Luthans, Avolio, Youssef, 2007) was used to measure psychological capital (Cronbach's  $\alpha=.868$ ), and Van den hoff & De Ridder (2004a) knowledge sharing questionnaire used to measure knowledge sharing (Cronbach's  $\alpha=.779$  for knowledge donating scale and .826 for knowledge collecting scale). The result from 110 respondents showed that psychological capital correlated significantly with knowledge donating ( $r=.145$ ,  $p<.01$ ) and knowledge collecting ( $r=.278$ ,  $p<.01$ ). Self-efficacy is psychological capital dimension which has the strongest correlation with knowledge donating and knowledge collecting. Training Encouraging Knowledge Sharing at Work was held as pilot intervention. Enhancing team members' self-efficacy is the training topic. Training target are the leader who acts as champion or potential champion (coordinator of Community of Practice). Pre-test and posttest was given to 16 training participants. The comparison between pre-test and post-test revealed significant improvement in participant knowledge after they participated the training ( $t=-$

7.507,  $p < .01$ ).*</i>*