Analisis keterkaitan faktor personality terhadap penerimaan pengguna knowledge management system : studi kasus microsoft sharepoint PT. Datacomm Diangraha = Analysis of personality factors on knowledge management system acceptance a case study of microsoft sharepoint PT Datacomm Diangraha

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Abstrak

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Saat ini pembangunan dan penyebaran knowledge menjadi faktor yang sangat penting dalam persaingan bisnis. Knowledge Management (KM) didefinisikan sebagai sebuah proses implementasi pendekatan sistematik dalam menangkap, membangun, mengelola dan menyebarkan knowledge yang ada dalam suatu organisasi dengan tujuan untuk mempercepat proses kerja, penggunaan best practices dan penurunan biaya suatu pekerjaan. PT. Datacomm Diangraha mulai menerapkan KM sejak tahun 2009 melalui implementasi sebuah Knowledge Management System (KMS). Penggunaan KMS merupakan salah satu rencana strategis perusahaan dalam mengelola informasi yang dimiliki agar dapat digunakan sebagai salah satu faktor pendukung dalam pencapaian tujuan bisnis perusahaan.

Akan tetapi implementasi KMS di PT. Datacomm Diangraha belum mencapai sasaran dan tujuan, dimana terlihat dari rendahnya tingkat penggunaan KMS oleh karyawan yaitu hanya sekitar dari 9% dari jumlah karyawan yang diharapkan menggunakan KMS. Penelitian ini bertujuan untuk melakukan proses evaluatif terhadap implementasi KMS di PT. Datacomm, dengan cara mengetahui faktor personality karyawan yang berpengaruh terhadap penerimaan KMS. Metodologi yang digunakan mengadopsi Five Factor Model (FFM) dalam menjelaskan dimensi personality dan Technology Acceptance Model (TAM) dalam menjelaskan dimensi penerimaan teknologi. Structural Equation Modeling (SEM) menggunakan pendekatan Partial Least Square digunakan dalam proses pengolahan data dan pengujian hipotesis.

Penelitian ini berhasil menemukan bahwa openness dan neurocitism memiliki pengaruh terhadap penerimaan pengguna KMS melalui personal innovativeness of information technology (PIIT), perceived ease of use, dan perceived benefits. Sementara itu, extraversion dan conscientiousness memiliki pengaruh terhadap penerimaan KMS melalui perceived benefits.
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ABSTRACT
Currently the development and dissemination of knowledge becomes a very important factor in business competition. Knowledge Management (KM) is defined as a systematic approach in the implementation process of capturing, build, manage and disseminate knowledge that exists in an organization with the aim to accelerate the work processes, the use of best practices and decrease the cost of a job. PT. Datacomm Diangraha started implementing KM since 2009 through the implementation of a Knowledge Management System (KMS). KMS usage is one of the company's strategic plan in order to manage the information that can be used as one of the contributing factors in the achievement of business objectives.

However, the implementation of KMS in PT. Datacomm Diangraha does not achieve the goals and objectives. It which can be seen from the low level of KMS use by employees which is only about 9 % of

the total number of employees who are expected to use KMS . This study aims to conduct an evaluative process of the implementation of KMS in PT. Datacomm Diangraha, by investigating personality factors that influence the acceptance of KMS user. The methodology adopted was Five Factor Model (FFM) for explaining the dimensions of personality, Technology Acceptance Model (TAM) for explaining the dimensions of technology acceptance, and Structural Equation Modeling (SEM) using Partial Least Square (PLS) for data processing and hypothesis testing.

This research has found that openness and neurocitism have an significant influence on KMS user acceptance through personal innovativeness of information technology (PIIT), perceived ease of use, and perceived benefits. Meanwhile, extraversion and conscientiousness have an significant influence through perceived benefits.;Currently the development and dissemination of knowledge becomes a very important factor in business competition. Knowledge Management (KM) is defined as a systematic approach in the implementation process of capturing, build, manage and disseminate knowledge that exists in an organization with the aim to accelerate the work processes, the use of best practices and decrease the cost of a job. PT. Datacomm Diangraha started implementing KM since 2009 through the implementation of a Knowledge Management System (KMS). KMS usage is one of the company's strategic plan in order to manage the information that can be used as one of the contributing factors in the achievement of business objectives.

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