

# Knowledge management dalam angkatan kerja multi-generasi: investigasi kuantitatif terhadap faktor kritis dan strategi = Knowledge management in multi generation work force: quantitative investigation towards critical success factor and strategy

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## Abstrak

Tesis ini berupaya menyusun model faktor kritis dan strategi knowledge management dalam angkatan kerja multi generasi. Faktor kritis yang diperoleh dari tinjauan pustaka kemudian divalidasi dan dianalisis keterkaitan didalamnya. Metode yang digunakan adalah Structural Equation Modeling dengan menggunakan data 271 orang karyawan pada sebuah organisasi yang memiliki karakteristik multi generasi.

Hasil penelitian menunjukkan bahwa karakteristik organisasi, teknologi dan infrastruktur, budaya organisasi serta strategi dan kepemimpinan merupakan faktor kritis yang mempengaruhi kemampuan dan kemauan organisasi multi generasi didalam mengimplementasikan knowledge management. Dengan mempertimbangkan aspek kemampuan dan kemauan organisasi multi generasi, selanjutnya dapat ditemukan bahwa strategi knowledge management yang sesuai adalah strategi external personification.

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This thesis is intended to design a model on knowledge management critical success factor and strategy in terms of multi generation work force. Critical success factors on knowledge management obtained form literature review were subsequently validated and analyzed for their relationship. Structural Equation Modeling was used to investigate the data of 271 employees in an organization that consist of multi generation work force.

The result showed that organizational characteristic, technology and infrastructure, culture, strategy and leadership is the critical success factor that directly affect knowledge management ability and willingness within multi generation work force organization. By considering the value of knowledge management ability and willingness, it is found that the appropriate knowledge management strategy for multi generation work force organization is external personalization.