

Pengaruh knowledge management process terhadap organizational performance yang dimediasi oleh variabel innovativeness (studi pada PT PLN) = The Effect of knowledge management process on organizational performance with innovativeness as mediation variable (study at PT PLN)

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Abstrak

Penelitian ini bertujuan untuk menganalisis pengaruh manajemen pengetahuan proses menuju kinerja organisasi dengan inovasi sebagai variabel mediasi. Proses manajemen pengetahuan variabel diukur dengan dimensi proses penciptaan pengetahuan, proses transfer pengetahuan, dan penanaman pengetahuan proses. Selanjutnya variabel inovasi diukur dari dua dimensi yaitu teknis inovasi dan inovasi administrasi. Variabel kinerja organisasi diukur melalui 9 indikator. Penelitian ini menggunakan pendekatan kuantitatif. Data penelitian diperoleh dari data sekunder dan survey yang dilakukan terhadap 325 karyawan struktural PT PLN. Teknik analisis data menggunakan analisis jalur (causal step) dan uji sobel menguji pengaruh langsung dan pengaruh tidak langsung dari mediasi antar variabel. Hasil analisis menunjukkan bahwa manajemen pengetahuan mempengaruhi kinerja organisasi melalui inovasi penting. Proses manajemen pengetahuan variabel juga mempengaruhi inovasi dan kinerja organisasi secara signifikan. Juga, inovasi berpengaruh signifikan terhadap kinerja organisasi.

ABSTRACT

This study aims to analyze the influence of process knowledge management towards organizational performance with innovation as a mediating variable. The variable knowledge management process is measured by the dimensions of the knowledge creation process, the knowledge transfer process, and the knowledge planting process. Furthermore, the innovation variable is measured from two dimensions, namely technical innovation and administrative innovation. Organizational performance variables are measured through 9 indicators. This study uses a quantitative approach. The research data were obtained from secondary data and a survey conducted on 325 structural employees of PT PLN. Data analysis techniques using path analysis (causal step) and sobel test examine the direct effect and indirect effect of the mediation between variables. The results of the analysis show that knowledge management affects organizational performance through important innovations. The variable knowledge management process also influences innovation and organizational performance significantly. Also, innovation has a significant effect on organizational performance.