

Pengaruh knowledge sharing dan komitmen terhadap kinerja individu di organisasi sektor publik: Studi kasus pada Kantor Pusat Direktorat Jenderal Bea dan Cukai = The effect of knowledge sharing and commitment in the performance of individual in public sector organizations: Case study at The Directorate General of Customs and Excise Headquarters.

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Abstrak

Penelitian ini bertujuan untuk menguji pengaruh knowledge sharing dan komitmen terhadap kinerja individu di organisasi sektor publik. Penelitian ini dilakukan pada Kantor Pusat Direktorat Jenderal Bea dan Cukai. Data primer diperoleh melalui kuesioner dengan jumlah responden sebanyak 225 responden yang merupakan pegawai di Direktorat Teknis Kepabeanan (76 responden), Direktorat Fasilitas Kepabeanan dan Cukai (35 responden), dan Direktorat Audit Kepabeanan dan Cukai (114 responden). Hipotesis penelitian dirumuskan dari penelitian-penelitian sebelumnya dan diuji menggunakan structural equation model (SEM). Hasil penelitian ini menegaskan kembali bahwa komitmen organisasi dan knowledge sharing behavior memiliki pengaruh signifikan terhadap kinerja individu, namun knowledge sharing tidak memberikan pengaruh yang signifikan terhadap kinerja individu di organisasi sektor publik.

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This study analyze the effect of knowledge sharing and commitment on individual performance in public sector organizations. This research was conducted at the Head Office of the Directorate General of Customs and Excise. Primary data was obtained through a questionnaire with 225 respondents which is employees in the Directorate of Customs (76 respondents), Directorate of Customs and Excise Facilities (35 respondents), and Directorate of Customs and Excise Audit (114 respondents). The research hypothesis was formulated from previous studies and tested using a structural equation model (SEM). The results of this study reaffirm that organizational commitment and knowledge sharing behavior have a significant effect on individual performance, but knowledge sharing does not have a significant effect on individual performance in public sector organizations.