

# Pengaruh Persepsi Pegawai tentang Knowledge Management Process pada Organisasi dan Penggunaan Knowledge Management System Terhadap Persepsi Pegawai Tentang Learning Organization (Studi Pada Badan Pendidikan Dan Pelatihan Keuangan) = The Influence of Employees' Perceptions on Knowledge Management Processes in Organizations and the Use of Knowledge Management Systems on Employees' Perceptions of Learning Organizations (Study on the Financial Education and Training Agency)

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## Abstrak

Proses manajemen pengetahuan (Knowledge Management Process) dan sistem manajemen pengetahuan (Knowledge Management System) merupakan proses dan media dalam mengelola pengetahuan di Badan Pendidikan dan Pelatihan Keuangan yang memiliki tujuan untuk menjaga dan menyebarkan aset intelektual yang dimiliki sekaligus menjadi organisasi pembelajar (learning organization). Knowledge management process dan knowledge management system merupakan bagian dari implementasi kebijakan Kemenkeu Corporate University yang sudah dilaksanakan sejak tahun 2017, namun masih terdapat kendala dalam pelaksanaannya. Penelitian ini ingin mengetahui pengaruh dan hubungan antara knowledge management process, Penggunaan knowledge management system dan learning organization. Penelitian ini menggunakan pendekatan positivism, dimana menggunakan model UTAUT dalam menganalisis penggunaan KMS dan dimodifikasi dengan variabel knowledge acquisition, knowledge sharing dan knowledge application. Sedangkan dimensi-dimensi learning organization dari Watkins dan Marsick digunakan untuk menganalisis variabel learning organization. Pengumpulan data dilakukan menggunakan kuesioner dan sebarakan kepada pegawai BPPK yang telah mengikuti e-learning manajemen pengetahuan, hasilnya didapatkan 156 kuesioner yang kembali dan dapat dianalisis lebih lanjut. Pengolahan dan analisis inferensial menggunakan Partial Least Square Structural Equation Model (PLS SEM) dengan aplikasi SmartPLS versi 3.2.9. Hasil penelitian menunjukkan bahwa adanya hubungan yang signifikan antara knowledge sharing terhadap penggunaan KMS, penggunaan KMS terhadap learning organization, knowledge sharing dan knowledge application terhadap learning organization. Selain faktor knowledge sharing, faktor lain yang mempengaruhi penggunaan KMS adalah Social Influence dan Facilitating Condition.

.....The Knowledge Management Process and Knowledge Management System are processes and media in managing knowledge in the Financial Education and Training Agency which has the aim of maintaining and disseminating intellectual assets owned as well as becoming a learning organization. The Knowledge Management Process and Knowledge Management System are part of the implementation of the Ministry of Finance Corporate University policies that have been implemented since 2017, but there are still obstacles in their implementation. This research wants to know the influence and relationship between Knowledge Management Process, use of Knowledge Management System and Learning Organization. This study uses a positivism approach, where the UTAUT model used in analyzing the use of KMS and modified with Knowledge Acquisition, Knowledge Sharing and Knowledge Application variables. Meanwhile, the dimensions of the Learning Organization from Watkins and Marsick are used to analyze the learning

organization variables. Data was collected using a questionnaire and distributed to BPPK employees who have participated in knowledge management e-learning, the results obtained 156 questionnaires that were returned and could be analyzed further. Inferential processing and analysis using Partial Least Square Structural Equation Model (PLS SEM) with SmartPLS application version 3.2.9. The results showed that there was a significant relationship between Knowledge Sharing on the use of KMS, the use of KMS on Learning Organizations, Knowledge Sharing and Knowledge Application on Learning Organizations. In addition to the Knowledge Sharing factor, other factors that influence the use of KMS are Social Influence and Facilitating Conditions.