

Abstract

The level of competition in the telecommunication industry has been continuously increasing. It is characterized by the increasing number of stagnant players and consumers. To hold larger shares in the industry, companies must be able to answer the challenges that exist in the form of collaboration, innovation, adaptation, technology mastery, as well as managing the company's intellectual assets. These challenges lead to the need for the implementation of knowledge management. One of the knowledge management activities undertaken by PT Telkom Indonesia, Tbk. is knowledge sharing. Some key components of knowledge sharing are an individual, organization, and technology

This research was conducted to acknowledge the significant influence of individual factors, organizational, and technology for knowledge sharing in human capital management directorate headquarters of PT Telkom Indonesia, Tbk partially and simultaneously. The method used in this research is quantitative method with a descriptive type of causal. The data were analyzed using path analysis. The independent variables are the individual factors (X1), the organization (X2), and technology (X3) while the dependent variable was knowledge sharing (Y). Total population in this study was 661 employees, while research conducted on 87 respondents.

The result of descriptive analysis showed that individual factors in making knowledge sharing in the Directorate of Human Capital Management PT Telkom Indonesia, Tbk is at a very high percentage which is 84.91%. Organization factors in knowledge sharing are at a high percentage as well, which is 73.99% and so does the technological factors in conducting knowledge sharing; 83.76%. Partial results of path analysis showed that only organizational factors (X2) and technology (X3) which significantly affect knowledge sharing (Y). Simultaneously, those variables have significant influence towards the knowledge sharing which is 53.1%. Approaches which can be used by companies to improve knowledge sharing are to offer a monetary reward, promotion, job security for its active employees. The company has also increased its technological infrastructure in order to facilitate the employee in accessing knowledge and sharing knowledge to either fellow division or others.

Keywords: individual, organization, technology, knowledge management, knowledge sharing.