

ABSTRACT

In a rapid environmental change, knowledge is viewed by the organization as a competitive strategic resource. Knowledge becomes important because one of the factors that affect performance are increasing the knowledge possessed by individuals. Companies and organizations need to understand the potential of the knowledge of its employees to maximize knowledge assets.

This research was conducted at PT. Telkom Akses Solo by using knowledge sharing as the independent variables that divided into four processes: socialization, externalization, combination, and Internalization. Then for the dependent variable in this study is employees performance. The purpose of this research to determine the influence of knowledge sharing to employees performance on the technician at PT. Telkom Akses Solo.

This research used quantitative methods and questionnaires as data retrieval tool. Sampling technique used in this study is saturated samples. This research is descriptive and causal.

The results showed that socialization (X1), externalization (X2), combination (X3), and Internalization (X4) have a significant effect on employees performance (Y) either simultaneously and partially. The result of the coefficient of determination (R²) obtained the value is about 0.619, it showed the influence of knowledge sharing on employees performance is about 61.9%, while the remaining 38.1% is influenced by other factors not examined in this study.

Therefore, knowledge sharing is very important to be applied to improve the employees performance (technicians) at PT. Telkom Akses Solo.

Keywords: knowledge sharing, knowledge management, employees performance.