

ABSTRACT

Since the mid-90s, Knowledge Management began to be noticed by the business world. This is caused by the shift of Industry from manufacturing business to knowledge based economy. This shift led to the emergence of knowledge workers who work using knowledge to create added value. These changes also trigger the need for the implementation of knowledge management (KM) for managing knowledge in the company. Evaluation of the implementation of KM processes and the factors that influence the process needs to be done so that implmentasi KM can be continuously improved.

This study will measure the KM implementation process and to assess the influence of organizational culture and organizational structure of the KM process in Telkom Corporate University (Telkom Corpu) using Hung Ho (2014) model.

Respondents are all employees Corpu Telkom about 206 employees. Data analysis techniques in this study using path analysis with SPSS for Windows version 23. Data were collected using a questionnaire containing 72 items related to organizational culture, organizational structure and KM process.

The analysis showed that organizational culture and organizational structure are simultaneously influence KM process by 62.2% which can be categorized STRONG. Partially organizational culture significantly influence of the KM process by 53.2% and partially Organizational Structure significantly influence KM process by 53.2%.

The results of this study are expected helping academy for other studies and recomendations are expected helping PT. Telkom Indonesia to improve the implementation of KM process.