

ABSTRACT

The great number of university today makes the competition among the university competitive. In West Java, the number of the registered university in the University Directorate General of the National Education Department is 470 universities. In the middle of today great number of university, the education institution is demanded to have high competitiveness to keep survive. The high competitiveness can be reflected from the qualified graduation and the work culture within the institution.

The education institution which is organized under the grip of Telkom Education Foundation is the education institution which is also required to compete with the exist competition. In this thesis, I am going to observe the relationship process of the employees' ability (capability) in sharing their knowledge to the others which can upgrade the institution performance to be a better one. In this observation, I use SEM as a method to process the data and LISREL 8.5 as a tool.

In this observation, the result shows that the thing which makes the employee's performance develop is influenced by the ability of the employee within the environment to share the knowledge. In fact, the education institution which is organized under the grip of Telkom Education Foundation has the insufficient habit in the capability of sharing the knowledge. Furthermore, the employees who work in Telkom Technology Institute, Telkom Institute Management, and Telkom Polytechnic tend to be passive in sharing the knowledge.