

ABSTRACT

The competitiveness of the business in the industrial world nowadays demands companies to be able to take precise and adaptive decision innovatively in order to maintain its continuation. This encourages the emergence of a new need, which is a need to apply a knowledge management in the companies. One of the companies that has been applying the knowledge management as one of the aspect of its managerial practice is PT. Telekomunikasi Indonesia, Tbk. With this knowledge management applied, it is certainly absolute for PT. Telkom to evaluate that knowledge management to know the value and benefits generated.

The evaluation process that has been done by PT. Telkom is the survey of the knowledge management implementation without measuring the impact of that knowledge management to the holistic performance of the company. Thus, in this research, the performance of the knowledge management is measured using the method of knowledge management balanced scorecard focusing on the perspective of human capital. The measurement process of the knowledge management performance focusing on the perspective of human capital for PT. Telkom is began by breaking down the vision, mission and strategy of the knowledge management of the company into the objective strategy, critical success factor, and also company's success factor for each human capital dimension. The next process is weight accounting by using Analytic Hierarchy Process (AHP). The last process is measuring the knowledge management performance focusing on the perspective of human capital.

The evaluation of the knowledge management performance focusing on the perspective of human capital in PT. Telkom results in 24 key performance indicators that affecting the performance of the company's knowledge management. Then, from AHP weighted method, the result shows that attitude and motivation dimension is the dimension that has the highest weight (50%), the second is intellectual agility dimension (18%) dimension, the third is performance dimension (14 %), next is improvement system dimension (13%), and the last is competence dimension (5%). The whole measurement of knowledge management performance focusing on the perspective of human capital is done by counting the score of each dimension. The whole performance score of PT. Telkom for the year 2009 is 4.795 with assessment category Excellent.

This research is expected to improve the performance of knowledge management of PT. Telkom from the perspective of human capital and may affect other perspective. Telkom from the perspective of human capital and may affect other perspective. For further study, research must be done with the method and location of the same study for another perspective ie customer capital perspective, organizational capital perspective, and financial perspective.

Keywords: Knowledge Management, Human Capital, Knowledge Management Balanced Scorecard