

ABSTRACT

PT. Telekomunikasi, Tbk (PT. Telkom) is one of companies which have applied Knowledge Management System. Regarding the application of the system at PT. Telkom, it is important to know the performance of knowledge management system. The study was carried out to measure the performance of Knowledge Management System at PT. Telkom using knowledge management balanced scorecard method which focused on human capital perspective.

Human capital perspective broke down into three dimensions; leadership, staffing and empowering. The dimensions were further broken down into success indicators based on MAKE (Most Admired Knowledge Enterprise) categories. There are 29 success indicators that are used to measure knowledge management system at PT. Telkom. AHP (Analytical Hierarchy Process) method is used to get score the level of important of the dimensions as well as the success indicators. The last process is measuring the performance by giving score on each dimension and success indicator using knowledge management balanced scorecard method.

Based on AHP method, it was indicated that the dimension of human capital perspective which had the highest weight was leadership, empowering dimension, and staffing dimension. The result of performance measurement of Knowledge Management System at PT. Telkom based on human capital perspective was 4.5877 with the best criterion. It means that the realization of each success indicators appropriate or close to target of company.

At the end of study, there were recommendations for PT. Telkom to enhance Knowledge Management System with motivate the employee to contribute in CoP and Kampiun by giving reward and facilitate that activity. Further research can be done by finding others dimension of the same perspective or broke down the different indicators from the same dimensions.

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