

ABSTRACT

Business world is currently undergoing a major transformation of the industrial era to the knowledge era that has significant implications for changing the companies's ways to manage people as one of the important factors determining a business wins. PT PLN (Persero) is one of companies that made the CoP as one of supporting the implementation of knowledge management. With the formation of the CoP, it is necessary to evaluation the performance of human capital in the CoP. To know how the performance of human capital on the CoP in PT PLN (Persero), it is necessary to be measured human capital by designing indicators and formulation.

Designing human capital's indicators and formulation on the CoP in PT PLN (Persero) using the dimensions of competence, improvement system, intellectual agility, performance, and attitude and motivation. The designing was done through knowledge conversion using the SECI method. There are four steps in the SECI model, which are : socialization, externalization, combination, and internalization.

Through the steps of SECI method, 6 indicators and formulations of human capital performance measurement on CoP PT PLN (Persero) were discovered. Based on the measurement result in CoP Bm@x and CoP Susut, the highest performance is competence's dimension with 4 score and the lowest performance is intellectual agility's dimension with 1.67 score. The value of human capital's performance on CoP entirely in 2011 is 2.67 for CoP Bm@x and 2.42 for CoP Susut. Both of the human capital's performance is includes in the less criteria.

This research is expected to be used to measure the performance of human capital in all CoP PT PLN (Persero). Furthermore, it is expected that measurement by designing indicators and formulations will be constantly used for CoP in PT PLN (Persero). For further studies, research must be done with the method and location of the same study for other variables such as workforce optimization and learning capacity.

Key words : knowledge management, measurement, SECI, human capital, community of practice