

ABSTRACT

Recently, knowledge and technology develop faster, so company needs to manage the knowledge in order to keep the knowledge doesn't go outside the company. This study is a confirmatory research on knowledge management system that exist in PT Telkom, which was named Kampiun. This research aims to examine the influence of Individual Dimension, Infrastructure, and Organizational Dimension of work performance Kampiun. In addition, test also conducted the Work Performance Kampiun influence on the performance of knowledge management PT Telkom viewed from the perspective of Human Capital, Customer Capital, and Organizational Capital.

The sampling technique for data collected from 5 units of work in PT Telkom, they are knowledge management, HRD, ISC, Competency Development and Learning Centre division which amounted to 30 people. The data was analyzed by Partial Least Square method with the program of SmartPLS. Model validation was implemented to the company with the knowledge expert who is in charge in division of knowledge management.

Results from the study showed that the greatest influence on work performance kampiun is represented by the dimensions of individual dimension with the value of influence of 57,7%. Then work performance Kampiun provide the most impact on human capital dimensions of 78,8 %. In studies that concluded that the factors that most affected work performance Kampiun as well as the most factors influenced by the kampiun was derived from the human factor, they are Individual dimension and human capital.

This research is expected to improve the performance of work performance Kampiun and also can affect the performance improvement of knowledge management at PT. Telkom to other perspectives. For further study, research must be done with adding dimension of the research, a wider range of company for the research, a different measurement method to the research, or research is done in another company.

Key words: Kampiun, Knowledge Management, Human capital, and Partial Least Square.