

ABSTRACT

Business worldwide nowadays have entered the era of knowledge-based management, whereas knowledge becomes the most important success factor in competition. One of company that has implemented knowledge management in their management practices is Bank X. With a huge invest for implementing knowledge management, it is a critical thing for Bank X to evaluate their knowledge management.

Evaluation process that have done in this research involve evaluating knowledge management performance using knowledge management balanced scorecard with research focus on human capital perspective. Evaluation process of companys knowledge management performance started with elaboration of vision, mission, and company strategy into strategic objectives, key success factors and successful indicators of eacd dimension such as competence, improvement system, intellectual agility, performance, attitude and motivation, leadership practices, employee engagement, knowledge accessibility and workforce optimization. The next process is defining the weight using Analytical Hierarchy Process (AHP) method and then evaluating the knowledge management performance from the human capital perspective.

Evaluation of knowledge management performance Bank X produce 42 successful indicators that influence the company's knowledge management performance. From the AHP method, the dimension that have the highest weight in human capital perspective are attitude and motivation (23,77%), employee engagement (17,26%), performance (12,57%), competence (11,58%), leadership practices (8,95%), improvement system (7,44%), intellectual agility (6,53%), knowledge accessibility (6,03%), and workforce optimization (5,91%). The value of knowledge management performance based on human capital perspective in Bank X entirely in 2011 is 4,3476 with very good criteria.

Otherwise, this research are purposed to revise the company's knowledge management performance from the human capital perspective and can affect the improvement for the other perspectives in knowledge management balanced scorecard which are customer capital, organizational capital and financial capital.

Key words: Knowledge Management, Human Capital, Knowledge Management Balanced Scorecard