

ABSTRACT

PT Pertamina (Persero) implements a new strategy called Knowledge Management Pertamina (KOMET) to preserve the corporate assets in the form of knowledge, skills and operational experience for individual leaders and employees. After conducting the assessment of the implementation of knowledge management based on the criteria of Most Admired Knowledge Enterprise, the result showed the one of criteria, intellectual capital, has the least favorable value. Intellectual capital is divided into several categories: human capital, structural capital and customer capital.

PT Pertamina (Persero) needs to measure the performance of knowledge management with knowledge management balanced scorecard method based on human capital perspective because the perspective is focused on people-factor and also based on structural capital which is focused on non-human capital, such as infrastructure and guideline in accordance with transformation program and may effect other perspectives. The next process is Analytical Hierarchy Process (AHP) method to make the priority of each indicator. Then, the last process is to evaluate knowledge management based on human capital perspective and structural capital perspective.

*The measurement of knowledge management performance of PT Pertamina (Persero) based on human capital perspective and structural capital perspective has 42 indicators that affect the performance of enterprise knowledge management. Based on the weighted using the AHP, the dimension which has the highest weight based on human capital perspective is the attitude and motivation (40,78%). The whole value of knowledge management performance based on the human capital perspective PT Pertamina (Persero) is **3.5277** with assesment category **good**. While from structural capital perspective, dimension which has the highest wight is atmosphere (32.58%). The whole value based on structural capital perspective is **4.3463** with assestment category **excellent**.*

The research gives some recomendations for PT Pertamina (Persero) which are socialization for more uploading knowledge in web portal, classifying some teams, stimulating and increment of facilities and forum activities, and creating system that provides points reward for each learning activity.

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