

ABSTRACT

Trend of PT. Telkom employee in general in sharing knowledge decreased from the year 2013 until 2016. This if continue to occur in the next year will result in unfulfilled purposes of knowledge sharing within the company. From several studies that have been done is known that the desire of employees to share knowledge with other employees influenced by the intention of employees themselves in knowledge sharing. Intention is influenced by both intrinsic and extrinsic motivation variables. The influence of intrinsic factors is related to commitment and enjoyment in helping others, while extrinsic factors include reputation and organizational rewards. This research is causal in nature which examines the relationship between motivation-related variables that encourage employees' desire to share knowledge that impact on employee behavior in sharing knowledge. The object of research is employees of PT. Telkom Regional 3, which is one of the operational divisions of PT. Telkom with a total sample of 102 employees. Intrinsic commitment motivation, enjoyment in helping others, affect the intention of knowledge sharing of employees of PT. Telkom Regional 3 West Java. While the extrinsic motivation of reputation and rewards do not affect the intention of knowledge sharing. The knowledge management system in Telkom has not yet formed a culture of sharing that generates reputation and formalizes the rewards in Knowledge Sharing. Intention of knowledge sharing has a positive effect on knowledge sharing behavior. Influence is positive, where the desire or intention to share strong knowledge can impact on the better sharing of knowledge.

*Keywords: Intrinsic Motivation, Extrinsic Motivation, Intention, Behavior
Knowledge Sharing, Influence*