

Abstract

In this study, researchers intend to measure how high the level of organizational readiness in applying Knowledge Management, and measure significant differences about the readiness of employees in the implementation of Knowledge Management based on employee profile. The purpose of this study is to determine the level of readiness of Telkom Professional Certification Center to support the company in the success of Knowledge Management implementation so as to realize the vision and mission of the company in facing the era of competition.

Approach conducted by researcher in this research using quantitative method. Type of research in this research is census research. In this research, the focus point is the factors that can measure the level of readiness of Knowledge Management implementation in Telkom Professional Certification Center. Variables, sub-variables and indicators are taken from Becerra-Fernandez, I., & Sabherwal, R. (2010). The population in this study is all employees of Telkom Professional Certification Center. Telkom Professional Certification Center employees amounted to 39 people in 2017. The sample used is all employees of Telkom Professional Certification Center which amounted to 38 people. Data collection method used in this research is questionnaire

Researchers found that employee respondents had assessed that the company had readiness to implement Knowledge Management Infrastructure, which could be seen from the existence of a Receptive Readiness Assessment for the four dimensions of Knowledge Management Infrastructure, Organizational Culture, Organizational Structure, Information Technology Infrastructure and Physical Environment. Meanwhile, the dimension of Common Knowledge still needs to be improved, because it has a lower degree of other Knowledge Management Infrastructure. Researchers also found that Age and Education have a positive influence on Organizational Culture. In the cross-tabulation test, the researcher also found that Gender, Age, Education and Working Period can influence the score of readiness of Knowledge Management implementation.

Keyword : Knowledge Management Infrastructure; Organizational Culture; Organizational Structure; Information Technology Infrastructure; Common Knowledge; Physical Environment