ABSTRACT

This study aims to determine and analyze the effect of knowledge management which consists of dimensions of personal knowledge, job procedures, and technology on the performance of PT Taspen (Persero) Kantor Cabang Utama Bandung.

This study uses a quantitative approach using primary data obtained by distributing questionnaires. The sampling technique used a saturated sample technique which amounted to fifty samples which were permanent employees at PT Taspen (Persero) Kantor Cabang Utama Bandung. The data is processed using SPSS version 23. The analysis used is simple linear regression analysis.

Based on the results of the analysis used, it is known that the independent knowledge management (X) variable consisting of personal knowledge, job procedure, and technology has a significant effect on the dependent variable namely employee performance (Y) with a coefficient of 2,140, with a coefficient of determination (KD) = 71.6%.

It was concluded that knowledge management which consists of dimensions of personal knowledge, job procedures, and technology on the performance of PT Taspen (Persero) Kantor Cabang Utama Bandung.

Keywords: Knowledge management, employee performance