

ABSTRACT

This research is motivated by the need to address the company's development in order to improve human resource performance, thereby producing optimal employee performance. This focus helps companies enhance the resilience of their talents amidst the ongoing dynamics of change. The purpose of this research is to analyze how the Role of Employee Work Capacity Development & Organizational Commitment Mediates the Influence Between Knowledge Management and Employee Performance at Telkom Corporate University Center Bandung.

This research uses a quantitative method with descriptive data analysis techniques and causality by taking a sample of 62 respondents who are employees of Telkom Corporate University Center. This research employs the proportionate stratified random sampling method using the Partial Least Square-Structural Equation Modelling software program. (PLS-SEM).

The results of this study are for a descriptive analysis that shows that the variables of Employee Work Capacity Development, Organizational Commitment, Knowledge Management, and Employee Performance at Telkom Corporate University Center are in the very good category. With the positive and significant influence between Knowledge Management and Employee Work Capacity Development, Knowledge Management and Organizational Commitment, Employee Work Capacity Development and Employee Performance, Organizational Commitment and Employee Performance, Knowledge Management and Employee Performance with Employee Work Capacity Development and Organizational Commitment as mediators.

Keywords: Knowledge Management, Employee Work Capacity Development, Organizational Commitment, Employee Performance.