

ABSTRACT

At this time, the awareness of the importance of knowledge management at company has been increasing. Knowledge management can maximize the ability of the company, if it is implemented well. One of the most important elements in knowledge management is knowledge sharing. In knowledge sharing, new knowledge is created through a process of knowledge exchange among employees. This new knowledge enables the company to be more superior than its competitors. Therefore, BPJS Ketenagakerjaan also applied knowledge sharing, in order to encourage innovation and improve company performance.

This study aims to examine the knowledge sharing enablers, namely individual factors, organizational factors, and technological factors at Headquarters of BPJS Ketenagakerjaan. Sampling technique on this research is purposive sampling, with a total of 77 samples. The data analysis technique is multiple regression analysis. Results of multiple regression analysis suggests that there are two variables that significantly affect knowledge sharing, ie individual factors and organizational factors. Both of these variables simultaneously have an influence on knowledge sharing in the Central Office BPJS Ketenagakerjaan at 19.5%, while the remaining 80.5% is influenced by other factors not discussed in this study.

Key words: individual, organizational, technology, knowledge management, knowledge sharing