

ABSTRAK

Innovation capability adalah kemampuan untuk mentransformasikan secara berkelanjutan pengetahuan dan gagasan ke dalam berbagai bentuk pelayanan, proses, dan sistem yang baru bagi keuntungan lembaga dan *stakeholder*. Salah satu yang mempengaruhi *innovation capability* adalah *knowledge sharing*. Variabel *knowledge sharing* yang dianggap dapat mempengaruhi *innovation capability* adalah *knowledge sharing*. Variabel *knowledge sharing* yang dianggap dapat mempengaruhi *innovation capability* karyawan adalah *knowledge donating* dan *knowledge collecting*.

Penelitian ini bertujuan untuk mengetahui bagaimana implementasi *knowledge sharing* di KPPBC Tipe Madya Pabean A Bandung, lalu bagaimana *innovation capability* karyawan di KPPBC Tipe Madya Pabean A Bandung, bagaimana pengaruh *knowledge sharing* yang terdiri dari *knowledge donating* dan *knowledge collecting* secara simultan terhadap *innovation capability*, serta bagaimana pengaruh *knowledge sharing* yang terdiri dari *knowledge donating* dan *knowledge collecting* secara parsial terhadap *innovation capability* di KPPBC Tipe Madya Pabean A Bandung.

Teknik analisis data dalam penelitian ini menggunakan analisis jalur dengan bantuan *software SPSS for windows* versi 20. Dalam penelitian ini mengambil sampel sebanyak 111 karyawan KPPBC Tipe Madya Pabean A Bandung. Data dikumpulkan menggunakan kuesioner yang berisi 35 item pernyataan terkait *knowledge donating*, *knowledge collecting* dan *innovation capability*.

Hasil analisis deskriptif menunjukkan bahwa nilai persentase *knowledge sharing* secara keseluruhan adalah sebesar 80% yang dikategorikan tinggi, dimana nilai persentase variabel *knowledge donating* sebesar 80,75% dan persentase variabel *knowledge collecting* sebesar 79,3%. Variabel *innovation capability* dikategorikan sangat tinggi dengan besaran nilai persentase 84,5%. Hasil analisis jalur menunjukkan bahwa secara simultan *knowledge sharing* dengan dua variabel yang disebutkan sebelumnya berpengaruh signifikan terhadap *innovation capability* karyawan di KPPBC Tipe Madya Pabean A Bandung sebesar 20,3%. Secara parsial variabel *knowledge donating* berpengaruh signifikan sebesar 10,2%, sementara variabel *knowledge collecting* berpengaruh signifikan sebesar 10% terhadap variabel *innovation capability*.

Kata Kunci : *knowledge sharing, knowledge donating, knowledge collecting, innovation capability.*

ABSTRACT

An Innovation capability is therefore defined as the ability to continuously transform knowledge and ideas into new products, process and systems for the benefit of the firm and its stakeholders. Knowledge sharing is one that affects Innovation capability. Variables considered knowledge sharing that can affect Innovation capability is knowledge donating and knowledge collecting.

This study aims to determine how the implementation of knowledge sharing in KPPBC Tipe Madya Pabean A Bandung, and how innovation capability in KPPBC Tipe Madya Pabean A Bandung, how the effect of knowledge sharing which consists of knowledge donating and knowledge collecting simultaneously on innovation capability, and how the influence of knowledge sharing which consists of knowledge donating and knowledge collecting partially on innovation capability KPPBC Tipe Madya Pabean A Bandung.

Data analysis techniques in this study using path analysis with SPSS for Windows version 20. In this study took a sample of 111 employees of KPPBC Tipe Madya Pabean A Bandung. Data were collected using a questionnaire containing 35 items related statement of knowledge donating, knowledge collecting and innovation capability.

Descriptive analysis showed that the percentage of the value of knowledge sharing as a whole amounted to 80% categorized as high, where the value of a variable percentage of 80.75% knowledge donating and knowledge collecting a variable percentage of 79.3%. Innovation Capability variables are categorized very high by the amount of the percentage value 84.5%. The results of path analysis showed that simultaneous knowledge sharing with the two previously mentioned variables that significantly influence innovation capability in KPPBC Tipe Madya Pabean A Bandung at 20.3%. In partial knowledge of the donating significant influence amounted to 10.2%, while the variable knowledge collecting significant influence amounted to 10% of the variable innovation capability.

Keywords: *knowledge sharing, knowledge collecting, knowledge donating, innovation capability.*

