

ABSTRACT

Knowledge is experience, value, and contextual information (Davenport dan Prusak, 1998). Knowledge in company is in the brain of employee. Knowledge is always valuable for people, thus its need to be well-managed. Of the ways to manage knowledge is by promoting knowledge sharing among employees in the company. This research examines the influence of knowledge sharing to Telkom's Head Office employee's work performance improvement. The main purposes of this research are to identify the impact of organizational dimension on employee's knowledge sharing, to identify the impact of individual dimension on employee's knowledge sharing, to identify the impact of characteristic of knowledge dimension on employee's knowledge sharing, to identify which element that is mostly impact knowledge sharing among employees, and to identify the impact of knowledge sharing on employee's individual performance.

Antecedents of knowledge sharing is divided into three group, they are organizational, individual, and characteristic of knowledge. Organizational concept is an organizational reason to employee to participate in knowledge sharing which consist of five dimensions; they are organizational learning culture, organizational structure, employee training, reward system, and support from top management. Individual concept is a reason within an employee to participate in knowledge sharing which consist of three dimensions; they are openness in communication, cooperative relationships, and intention to share knowledge. The last concept is the characteristic of knowledge itself, clarity of knowledge dan usefulness of knowledge. The influence of knowledge sharing to work performance was investigated after the examination of three boards of knowledge sharing antecedents to employee's knowledge sharing. Object of this research are employees of Telkom's head Office that have been worked at least three months. This research is done based on the similar research in Korea's public employees in 2008 by Kang, Kim, and Chang. This research is done by Structural Equation Modeling (SEM) and software Lisrel 8.7.

The result of this research shows that knowledge sharing among employees influence the improvement of individual work performance on employees on 49% and all three concepts also give positive influence to knowledge sharing. Furthermore, individual concept gives the most influence to knowledge sharing among other concepts. This research reveals that cooperative relationships dimension give the biggest contribution to individual concept which is 98%. Based on the antecedents of knowledge sharing among employees, the recommendations to improve individual work performance are the employee is related to individual dimension. Top management should have special meeting among top managements to specifically evaluate the performance of their subordinates. The employees are also need to be focused to always active in knowledge sharing process especially to their work unit and department. On weekly meeting, progress report of work program and evaluation need to be maintained. With the recommendations that have been mentioned, the company is expected to improve employee's work performance that could lead to improve company's performance generally.

Recommendation of further research include adding dimension of the research, a wider range of company for the research, a different measurement method to the research, or research is done in another company.

Keywords : knowledge, knowledge sharing, individual performance