

ABSTRACT

Today's business world has been entering an era of knowledge-based economy, so knowledge is an important factor in determining the success of the competition. PT PLN (Persero) is one of the companies that has implemented knowledge management. To support the implementation of knowledge management then formed Community of Practice (CoP). With the formation of the CoP, it is an absolute for PT PLN (Persero) to evaluate the human capital of CoP to determine the success rate. CoP who will serve as the object are CoP B-m@x and CoP Susut.

Evaluation process that ever conducted of PT PLN (Persero) related CoP is to see the achievement of performance targets on each CoP, but PT PLN (Persero) has never been to evaluate the success of human capital. Therefore, the measurement should be done by designing the success indicator of CoP and calculations formulation using the dimensions of Pickett (2005), which are leadership practices, employee engagement, and knowledge accessibility. Indicator design and formulation is done through knowledge conversion using the SECI method. There are four steps in the SECI method, which are: Socialization, Externalization, Combination, and Internalization.

Based on the steps of the SECI method, 6 success indicators and formulation of human capital were discovered. After calculation were done, the value that obtained from the measurement result for all success indicators on the CoP B-m@x is 2,6 and the criteria considered sufficient. While the value that obtained for CoP Susut is 2,1 and the criteria sufficient.

The research is expected to be used to measure the human capital success of CoP in PT PLN (Persero) in terms of leadership practices, employee engagement, and knowledge accessibility to allow for evaluation and improvement. Furthermore, it is expected that measurements via success indicators and formulation can be performed at regular intervals. For further research, research needs to be done by the same method for the location and dimensions of supporting the human capital.

Keywords : Community of Practice, human capital, SECI, knowledge conversion.