

ABSTRACT

As a technology-based government public service agency, Jabar Digital Service (JDS) aims to be a trimmer of digital gaps for remote communities, improving the efficiency and accuracy of data-driven community data policy and technology. This is an effort for the employees of the agencies to be able to implement public services to the community that is easy and effective, thus employees will have more desire for the establishment of Knowledge Management as an important asset in government agencies following functional in Knowledge Management. the agency officer concurrently becomes the liaison role of the Government with the community and the role of Knowledge Management for the fellow officers themselves. Thus, from the establishment of Knowledge Management in each of the employees will directly influence on how the role of officers with a good Reputation in the institution and form a social network.

This research was conducted to know how the influence of Knowledge Management and Reputation on social network and Modeling of mapping of the Reputation of Jabar Digital Service officers can know who HAS a good reputation in the scope of the JDS based on the knowledge owned. The method used in this study is the Mix Method with the collection of data conducted through the dissemination of questionnaires to 70 respondents as samples and populations and also through the Interview session with the JDS employee. Data processing in this study uses SPSS software version 20 and Gephi 0.92. Data analysis on this research is conducted using 2 analytical techniques i.e. analysis descriptive and Analysis based on Social Network analysis (SNA).

Based on the results of descriptive analysis study, it shows that KM and reputation significantly affect social networks in partial. It means Knowledge Management and reputation contributes to social networking on the scope of JDS. Whereas, based on the SNA analysis research, there is a visualization modeling mapping of JDS employees reputation based on the Knowledge Management owned (with the rank). On the network there are 86 nodes, 517 edges, and the network has a graph type, namely directed graph. It can be seen from the network mapping the rank of reputation that is owned by the employees. Where the employees who are labeled with nodes 19, 22 and 67 valued for their good reputation in the institutions.

Keywords: Knowledge Management, Reputation, Social Network.