

ABSTRACT

Knowledge management is managing corporate knowledge to create business value and generate sustainable competitive advantage. One of company that implemented knowledge management is PT PLN (Persero). To know how good and poor performance of knowledge management at PT PLN (Persero) needs to be measured.

Designing indicators through the stages of SECI method which consists from four stages of knowledge conversion those are socialization, externalization, combination, and internalization. Socialization is the process of sharing tacit knowledge by identifying the initial. Interpretation from result of socialization then be documented in written form that further be combined to find the best indicator and formulation. The last step is to inform more the indicators and formulations. Measurement of knowledge management in PT PLN (Persero) based on HRM practices using assessment dimension while knowledge sharing behavior consists of knowledge collecting and knowledge donating dimensions.

Measurement of knowledge management in PT PLN (Persero) based on HRM practices and knowledge sharing behavior produce 6 indicators. Assessment dimension scored 4 (good), knowledge collecting dimension scored 1,5 (less) and knowledge donating dimension scored 1 (poor).

This research is expected to measure the performance of knowledge management at PT PLN (Persero) so can be improvement. Suggestion for further research is necessary to research with different method and different research location in different dimension such as human capital and tested the reliability and validity of measuring instruments used.

Keyword : knowledge management, measurement, SECI, HRM Practices, knowledge sharing behavior