

ABSTRACT

This research is confirmatory research with some adaptation. This research's objective is testing the effect of knowledge infrastructure capability and knowledge process capability toward organizational effectiveness. The dimensions used are culture, structure, technology, acquisition, conversion, application, protection, then intrinsic and extrinsic organizational effectiveness.

The sampling technique for data collection employed proportional sampling. The data was collected from the employee of PT. Telkom in Head, Regional, and Branch Offices totally 200 sampels. The data was analyzed by SEM with the program of AMOS 18. Model validation was conducted to the company with the knowledge expert who is in charge in division of knowledge management.

The result shows that the biggest influence to organizational effectiveness is represented by knowledge process capability with value of 69%. Knowledge infrastructure capability influence organizational effectiveness as much as 31%. Based on knowledge process capability concept, application dimension contribute highest influence to organizational effectiveness 37%. In knowledge infrastructure capability concept, structure has correlation about 41%.

Based on the result of multigroup analysis, there is different perception among employee about effect of knowledge infrastructure capability and knowledge process capability toward organizational effectiveness. The diffecences was happened because of knowledge management system aplicate in PT. Telkom low . One of the way to make it good with making knowledge application system which is adaptive, communicative and interactive. For further research can develop an integrative improvement at PT. Telkom Head Office, Regional Offices dan Branch Offices.

Key words: Knowledge infrastructure capability, knowledge process capability and organizational effectiveness.