

## DAFTAR PUSTAKA

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## LAMPIRAN I

Isilah dengan menggunakan huruf balok dan beri tanda check (✓) pada pilihan Anda.

### IDENTITAS RESPONDEN

Unit Kerja : .....

Jenis Kelamin : a. Laki – laki (....)  
b. Perempuan (....)

Usia : .....

Pendidikan : a. SLTA (....)  
b. Diploma I, II, III (....)  
c. Sarjana (S1) (....)  
d. S2 / S3 (....)

Jabatan : .....

Masa Kerja : .....

## KUISIONER

Beri tanda check (√) pada pilihan jawaban yang dirasakan paling sesuai dengan kondisi yang dihadapi.

Keterangan :

STS = Sangat Tidak Setuju (nilai bobot = 1)

TS = Tidak Setuju (nilai bobot = 2)

RR = Ragu-Ragu (nilai bobot = 3)

S = Setuju (nilai bobot = 4)

SS = Sangat Setuju (nilai bobot = 5)

### DAFTAR PERTANYAAN :

No	Variabel Penelitian	Pilihan jawaban				
		STS 1	TS 2	RR 3	S 4	SS 5
1.	<b><i>Personal Knowledge</i></b>					
	1. Pengalaman yang dimiliki sangat membantu untuk bekerja lebih profesional.					
	2. Pengalaman tidak hanya diperoleh dari diri sendiri tetapi juga dari orang lain					
	3. Mendapatkan pengalaman baru setiap hari					
	4. Pengalaman yang diperoleh akan memperkaya pengetahuan					
	5. Akan lebih baik apabila mempelajari pengalaman dari divisi lain, walaupun tidak termasuk dalam tanggung jawab karyawan satu divisi.					

No	Variabel Penelitian	Pilihan jawaban				
		STS 1	TS 2	RR 3	S 4	ss 5
	6. Aktif mengkomunikasikan pengalaman kerja dengan rekan kerja					
	7. Selalu ikut ambil bagian dalam forum 'Sharing best-practices' dan membagikan pengalaman untuk kemajuan perusahaan					
<b>2.</b>	<b>Job Procedure</b>					
	1. SOP dapat menjamin terciptanya produk yang standar meskipun dikerjakan oleh orang yang berbeda					
	2. Dengan adanya SOP pekerjaan menjadi terarah dan terkoordinir					
	3. SOP merupakan sarana komunikasi dalam mencapai sasaran dan tujuan perusahaan					
	4. SOP dapat menunjukkan tanggung jawab kerja dengan sangat jelas					
	5. SOP dapat meningkatkan produktivitas kerja dan mengefesiensi waktu					
	6. Pemahaman mengenai SOP sudah sangat baik					
	7. SOP selalu dijadikan acuan dalam pelaksanaan pelatihan dalam divisi / unit kerja					
	8. Seorang karyawan yang memiliki ide dari pengalaman yang dimilikinya dan diubah dalam bentuk SOP merupakan gagasan yang baik					

No	Variabel Penelitian	Pilihan jawaban				
		STS 1	TS 2	RR 3	S 4	SS 5
<b>3.</b>	<b><i>Technology</i></b>					
	1. Pemahaman tentang intranet sudah baik					
	2. Frekuensi menggunakan fasilitas intranet selama jam kerja cukup tinggi					
	3. ntranet merupakan sarana yang sesuai untuk mendapatkan dan menyebarkan informasi					
	4. Pengetahuan akan intranet wajib diketahui oleh semua karyawan baik staff maupun managerial					
	5. Fasilitas intranet yang ada saat ini sangat membantu proses kerja karyawan.					
	6. Fasilitas intranet dapat meningkatkan efisiensi kerja baik dari segi waktu dan biaya.					
	7. Pemanfaatan teknologi di divisi sudah efektif					
	8. Fasilitas Intranet sangat membantu di dalam menyimpan dan mengirim data.					
<b>4.</b>	<b>Kinerja</b>					
	1. Mampu melaksanakan pekerjaan sesuai target yang telah ditentukan					
	2. Mampu melaksanakan tugas sesuai dengan standar operasional pekerjaan					

No	Variabel Penelitian	Pilihan jawaban				
		STS 1	TS 2	RR 3	S 4	SS 5
	3. Mampu melaksanakan tugas dengan waktu yang telah ditentukan					
	4. Mampu melaksanakan tugas sesuai dengan skala prioritas yang ditetapkan					
	5. Mampu memberikan keteladanan dan menyelesaikan pekerjaan.					

**Terima Kasih Atas Kerjasama Anda**



## Reliability

### Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	146	100.0
	Excluded <sup>a</sup>	0	.0
	Total	146	100.0

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.658	.652	7

#### Item Statistics

	Mean	Std. Deviation	N
Personal01	4.3082	.71982	146
Personal02	4.1027	.73089	146
Personal03	4.2671	.64638	146
Personal04	4.3493	.66012	146
Personal05	4.0822	.78351	146
Personal06	4.1986	.66041	146
Personal07	4.2877	.70426	146

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Personal01	25.2877	6.013	.391	.615
Personal02	25.4932	6.390	.267	.652
Personal03	25.3288	6.967	.554	.677
Personal04	25.2466	5.759	.542	.572
Personal05	25.5137	5.369	.531	.566
Personal06	25.3973	6.945	.552	.679
Personal07	25.3082	5.566	.556	.563

## Reliability

### Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	146	100.0
	Excluded <sup>a</sup>	0	.0
	Total	146	100.0

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's Alpha	N of Items
.589	8

#### Item Statistics

	Mean	Std. Deviation	N
Procedur01	4.2397	.63577	146
Procedur02	4.3767	.66582	146
Procedur03	4.0685	.82761	146
Procedur04	4.1849	.65394	146
Procedur05	4.3699	.72410	146
Procedur06	4.3767	.63398	146
Procedur07	4.2397	.69783	146
Procedur08	4.3082	.65983	146

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Procedur01	29.9247	6.249	.380	.531
Procedur02	29.7877	6.003	.434	.513
Procedur03	30.0959	5.591	.405	.515
Procedur04	29.9795	6.765	.420	.584
Procedur05	29.7945	5.820	.435	.508
Procedur06	29.7877	6.665	.243	.570
Procedur07	29.9247	7.477	.427	.648
Procedur08	29.8562	6.414	.303	.553

## Reliability

### Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	146	100.0
	Excluded <sup>a</sup>	0	.0
	Total	146	100.0

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's Alpha	N of Items
.773	8

#### Item Statistics

	Mean	Std. Deviation	N
Techno01	4.3767	.66582	146
Techno02	4.1644	.82234	146
Techno03	4.1849	.65394	146
Techno04	4.3082	.71982	146
Techno05	4.0822	.78351	146
Techno06	4.0822	.78351	146
Techno07	4.2397	.69783	146
Techno08	4.3082	.71982	146

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Techno01	29.3699	10.607	.517	.743
Techno02	29.5822	9.279	.666	.711
Techno03	29.5616	12.165	.515	.795
Techno04	29.4384	10.469	.495	.745
Techno05	29.6644	9.176	.738	.698
Techno06	29.6644	9.176	.738	.698
Techno07	29.5068	12.721	.517	.817
Techno08	29.4384	10.469	.495	.745

## Reliability

### Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	146	100.0
	Excluded <sup>a</sup>	0	.0
	Total	146	100.0

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's Alpha	N of Items
.699	5

#### Item Statistics

	Mean	Std. Deviation	N
Kinerja01	4.3493	.66012	146
Kinerja02	4.0822	.78351	146
Kinerja03	4.1986	.66041	146
Kinerja04	4.2877	.70426	146
Kinerja05	4.2397	.63577	146

#### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Kinerja01	16.8082	3.218	.744	.525
Kinerja02	17.0753	3.036	.647	.555
Kinerja03	16.9589	4.591	.537	.767
Kinerja04	16.8699	3.135	.716	.529
Kinerja05	16.9178	4.655	.130	.766

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
21.1575	5.416	2.32731	5



## Frequency Table

**Personal01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	22	15.1	15.1	15.1
	4.00	57	39.0	39.0	54.1
	5.00	67	45.9	45.9	100.0
	Total	146	100.0	100.0	

**Personal02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	32	21.9	21.9	21.9
	4.00	67	45.9	45.9	67.8
	5.00	47	32.2	32.2	100.0
	Total	146	100.0	100.0	

**Personal03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	16	11.0	11.0	11.0
	4.00	75	51.4	51.4	62.3
	5.00	55	37.7	37.7	100.0
	Total	146	100.0	100.0	

**Personal04**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	15	10.3	10.3	10.3
	4.00	65	44.5	44.5	54.8
	5.00	66	45.2	45.2	100.0
	Total	146	100.0	100.0	

**Personal05**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	39	26.7	26.7	26.7
	4.00	56	38.4	38.4	65.1
	5.00	51	34.9	34.9	100.0
	Total	146	100.0	100.0	

**Personal06**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	20	13.7	13.7	13.7
	4.00	77	52.7	52.7	66.4
	5.00	49	33.6	33.6	100.0
	Total	146	100.0	100.0	

**Personal07**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	21	14.4	14.4	14.4
	4.00	62	42.5	42.5	56.8
	5.00	63	43.2	43.2	100.0
	Total	146	100.0	100.0	

**Procedur01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	16	11.0	11.0	11.0
	4.00	79	54.1	54.1	65.1
	5.00	51	34.9	34.9	100.0
	Total	146	100.0	100.0	

**Procedur02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	15	10.3	10.3	10.3
	4.00	61	41.8	41.8	52.1
	5.00	70	47.9	47.9	100.0
	Total	146	100.0	100.0	

**Procedur03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	45	30.8	30.8	30.8
	4.00	46	31.5	31.5	62.3
	5.00	55	37.7	37.7	100.0
	Total	146	100.0	100.0	

**Procedur04**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	20	13.7	13.7	13.7
	4.00	79	54.1	54.1	67.8
	5.00	47	32.2	32.2	100.0
	Total	146	100.0	100.0	

**Procedur05**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	21	14.4	14.4	14.4
	4.00	50	34.2	34.2	48.6
	5.00	75	51.4	51.4	100.0
	Total	146	100.0	100.0	

**Procedur06**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	12	8.2	8.2	8.2
	4.00	67	45.9	45.9	54.1
	5.00	67	45.9	45.9	100.0
	Total	146	100.0	100.0	

**Procedur07**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	22	15.1	15.1	15.1
	4.00	67	45.9	45.9	61.0
	5.00	57	39.0	39.0	100.0
	Total	146	100.0	100.0	

**Procedur08**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	16	11.0	11.0	11.0
	4.00	69	47.3	47.3	58.2
	5.00	61	41.8	41.8	100.0
	Total	146	100.0	100.0	

**Techno01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	15	10.3	10.3	10.3
	4.00	61	41.8	41.8	52.1
	5.00	70	47.9	47.9	100.0
	Total	146	100.0	100.0	

**Techno02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	39	26.7	26.7	26.7
	4.00	44	30.1	30.1	56.8
	5.00	63	43.2	43.2	100.0
	Total	146	100.0	100.0	

**Techno03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	20	13.7	13.7	13.7
	4.00	79	54.1	54.1	67.8
	5.00	47	32.2	32.2	100.0
	Total	146	100.0	100.0	

**Techno04**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	22	15.1	15.1	15.1
	4.00	57	39.0	39.0	54.1
	5.00	67	45.9	45.9	100.0
	Total	146	100.0	100.0	

**Techno05**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	39	26.7	26.7	26.7
	4.00	56	38.4	38.4	65.1
	5.00	51	34.9	34.9	100.0
	Total	146	100.0	100.0	

**Techno06**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	39	26.7	26.7	26.7
	4.00	56	38.4	38.4	65.1
	5.00	51	34.9	34.9	100.0
	Total	146	100.0	100.0	

**Techno07**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	22	15.1	15.1	15.1
	4.00	67	45.9	45.9	61.0
	5.00	57	39.0	39.0	100.0
	Total	146	100.0	100.0	

**Techno08**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	22	15.1	15.1	15.1
	4.00	57	39.0	39.0	54.1
	5.00	67	45.9	45.9	100.0
	Total	146	100.0	100.0	

**Kinerja01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	15	10.3	10.3	10.3
	4.00	65	44.5	44.5	54.8
	5.00	66	45.2	45.2	100.0
	Total	146	100.0	100.0	

**Kinerja02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	39	26.7	26.7	26.7
	4.00	56	38.4	38.4	65.1
	5.00	51	34.9	34.9	100.0
	Total	146	100.0	100.0	

**Kinerja03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	20	13.7	13.7	13.7
	4.00	77	52.7	52.7	66.4
	5.00	49	33.6	33.6	100.0
	Total	146	100.0	100.0	

**Kinerja04**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	21	14.4	14.4	14.4
	4.00	62	42.5	42.5	56.8
	5.00	63	43.2	43.2	100.0
	Total	146	100.0	100.0	

**Kinerja05**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	16	11.0	11.0	11.0
	4.00	79	54.1	54.1	65.1
	5.00	51	34.9	34.9	100.0
	Total	146	100.0	100.0	



## Regression

**Variables Entered/Removed<sup>d</sup>**

Model	Variables Entered	Variables Removed	Method
1	personal, procedure, <sup>a</sup> technology	.	Enter

a. All requested variables entered.

b. Dependent Variable: Kinerja

**Model Summary**

Model	R	R Square	Std. Error of the Estimate	Change Statistics			
				F Change	df1	df2	Sig. F Change
1	.847 <sup>a</sup>	.718	.05091	17.753	3	142	.000

a. Predictors: (Constant), personal, procedure, technology

**ANOVA<sup>b</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13.806	3	4.602	17.753	.000 <sup>a</sup>
	Residual	19.182	142	.259		
	Total	32.987	145			

a. Predictors: (Constant), personal, procedure, technology

b. Dependent Variable: Kinerja

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		t	Sig.	Correlations	
		B	Std. Error			Partial	Part
1	(Constant)	.935	.514	2.818	.007		
	personal	.609	.116	2.803	.008	.605	.160
	procedure	.183	.105	2.793	.003	.192	.170
	technology	.597	.097	2.176	.000	.583	.547

a. Dependent Variable: Kinerja