



*EFFECT OF KNOWLEDGE MANAGEMENT
ON THE PERFORMANCE OF JAIR DISTRICT EMPLOYEES
BOVEN DIGOEL PAPUA*

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Abstract. This research focuses on knowing knowledge management in improving employee performance, especially in the Jair area, which is still quite underdeveloped in terms of management competency development. This research will be conducted in Jair District, Boven Digoel Regency, Papua, between November - December 2019. The population in this study were all employees. In Jair District, Boven Digoel Regency, which has 32 employees and the sample used in this research is saturated sample or census so that the entire population in this study is considered as respondents, namely 32 respondents. From the results of the calculation of the T test partially t count for the independent variable has a positive and significant effect and obtained an F-count of 14,817 (table 4. 6 ANOVA) and using the level of significance (significant level) of 5% shows that personal knowledge (X1), Job Procedure variables (X2), technology (X3) have a simultaneous or joint effect on employee performance variables (Y). The result of the determination test of the R Square value is 0.614, which means that the Personal knowledge variable, Job procedure, technology can explain the employee performance variable by 61.4% and the remaining 38.6% which is another variable that is not examined in this study.

Keywords: Employee planning, inhibiting factors, management planning.

PRELIMINARY

Knowledge about management is one of the determinants in the world, the structure of government, economy or management of a company. Therefore, the process of utilization and utilization needs to be a reference in every organizational structure of a government or company to face increasingly rapid globalization. These processes are then packaged in the integration of knowledge in order to improve the capacity of human resources (HR) in each district or government. It is at that stage that the term knowledge management develops as something strategic and integral in managing government or organizational human resources.

Jair District is one of the sub-districts in Boven Digoel Regency, Papua. This region is a border area in eastern Indonesia. This district is geographically quite affordable from the central and provincial governments. The development of government services is not yet optimal. Recently, the central government has paid special attention to improving services, especially Human Resources.

That is why Jair District will consistently carry out the management and development of human resources in the government structure through its employees. As far as possible, this development focuses on providing training within a knowledge management framework which is then actualized by the government in activities to strengthen human resources every month. This development is carried out specifically for internal district employees, which are expected to increase the performance and productivity of government work.

This research is important to do considering that some employees have not fully practiced knowledge management because they do not know that knowledge management can improve employee performance, especially in the Jair area which is still quite

underdeveloped in terms of developing management competence. As Honeycutt (2012) wrote in providing positive performance, an institution is required to have a positive system as well. This situation does not occur in a simple SOP but is directly linked to stakeholders in charge of human resources. In management science, there is a tool that focuses on intellectual abilities and creativity as a big asset, namely knowledge management, this knowledge management has 3 dimensions, namely individual knowledge (personal knowledge), knowledge of work procedures (job procedure), and mastery of technology (technology). The reality of knowledge management is able to describe and direct intangible assets into institutional strengths to achieve organizational goals and their added value. This study aims to describe and analyze the extent to which the variables in knowledge management are able to have a real impact on the performance of employees in Jair District, Boven Digoel Regency, Papua.

LITERATURE REVIEW

Previous Research

Previous research that looked at *knowledge management* including the following.

Poerwati (2003). Researching the effect of experience on performance and job satisfaction. By using SEM analysis, the results show that experience has an effect on performance and job satisfaction. Another result is that professionalism as an intermediary variable affects performance and job satisfaction.

Suhardi (2003). Researching the analysis of the application of knowledge management (KM) and learning organization (LO) in organizations. By using factor analysis, analysis of variance (ANOVA) and multiple regression analysis, the results of the study include that weak aspects of information technology cannot improve performance. *knowledge management*, because technology is a means of networking and information in facilitating access to information and learning. Lack of training for employees related to teamwork affects LO performance. Pattern of relationship between *knowledge management* with LO shows a significant relationship. System *knowledge management* developed allows companies to translate into an organizational learning process *knowledge* which adds value to learning. If a learning system is carried out on an ongoing basis, it is possible for the company to build new capacities and competencies among its employees as well as to the overall company organization within a business entity.

Sunarta (2005). Researching the analysis of the factors that influence the use of information technology and the effect of the use of information technology on individual performance. By using the SEM method, the results show that the use of information technology has a positive and significant effect on individual performance, this indicates that the use of information technology in the Bali Province Regional Revenue Service in terms of intensity or frequency of use and types *software* which is controlled by the user has a positive influence in improving or enhancing individual performance.

Definition of Knowledge

There are several well-known definitions of knowledge. Among them are the following, namely "The unity of flow that occurs by the unification of individual experiences, the values adopted, the unity of information and understanding radically that contributes to assessing and unifying new experiences and all information". Davenport and Prusak (2018)

Employee performance

Performance according to Simamora (2011) Performance is a standard achievement of a task or job that can be directly proven by the results of the work objectives. Performance from

Nawawi's perspective (2013) is seen as a result of creative work that produces works, both tangible and intangible.

The Influence of Knowledge Management on Employee Performance

The interaction between knowledge management and employee performance is described by Honeycutt (2012) by looking at how to get good performance, the institution should have the right system. This way of working is not just a procedure but requires the involvement of individuals in the agency. In the management work process, there is a term we know as a tool that focuses knowledge as a major resource, namely knowledge management. Knowledge Management has 3 main variables, namely personal knowledge, job procedures, and technology. In the practical process, knowledge management must be a guide for how it manages Intangible assets which are the main strengths of the institution to achieve its vision and expectations.

RESEARCH METHODS

Research design

This study was designed based on the objectives to be achieved through descriptive and associative approaches, namely explaining the influence of various variables through hypothesis testing. Given the research design chosen, the research method used was a survey.

Time and Location of Research

This research will be conducted in Jair District, Boven Digoel Regency, Papua, with the consideration that this local government has implemented knowledge management as a strategy to improve employee performance. Research time is November - December 2019.

Population and Sample

Population can be defined as the total number of units of analysis whose characteristics will be estimated. Based on this opinion, the population in this study were all employees in Jair District, Boven Digoel Regency, with 32 employees as of the end of December 2019. The sample used in this research was saturated or census samples so that the entire population in this study considered as respondents, namely 32 respondents.

Data collection technique

The data collection procedure was carried out in two stages, namely:

1. The first stage is carried out through literature study, namely by collecting data or literature from the results of research that has been carried out to get a general picture and planning the appropriate form of analysis to solve the problems at hand.
2. The second stage is carried out by collecting primary data through:
 - a. Structured interviews, namely by holding questions and answers, using a pre-prepared questionnaire directly to the respondent.
 - b. Observation namely by making direct observations in the field in Jair District, Boven Digoel Regency

Research Instruments

The research instrument used was a questionnaire, namely a number of written questions used to obtain information. Before the questionnaire was used, it was tested for validity and reliability.

Validity test

Validity shows the extent to which measuring instruments can measure what will be measured. In other words, a test or measuring instrument can be said to have high validity if

the tool performs its measuring function or provides measurement results that are in accordance with the purpose of the measurement.

Reliability Test

Reliability is an index that shows the extent to which a measuring device can be trusted or relied upon. If a measuring device is used twice to measure the same symptoms and the measurement results obtained are relatively consistent, then the measuring device is reliable. Or in other words, reliability shows the consistency of a measuring device in measuring the same symptoms.

Multicollinearity

One of the assumptions of the classical linear regression model is that there is no multicollinearity between the independent variables in the model or it can be said that there is no perfect linear relationship between the independent variables in the model. The notion of multicollinearity is the occurrence of perfect or imperfect correlation but relatively very high in the independent variables in this study.

Heteroscedasticity

In detecting the presence or absence of heteroscedasticity symptoms, there are several methods that can be used, such as the Graph, Park, Gleyser, Barlett and Rank Spearman methods. In this study, the Rank Spearman method was used. By using this method the symptom of heteroscedasticity will be indicated by the high r_{ex}^i each independent variable.

Normality

Normality test is done to test whether in a regression model, the dependent variable, the independent variable or both have a normal distribution or not. A good regression model is normal or near normal data distribution (Santoso: 2002).

Data analysis

Data were analyzed using Linear Regression Analysis, which is the method used to see the level of influence of independent variables on the dependent variable, either simultaneously or jointly or partially. For this reason, the multiple regression formula is used (Sugiono, 2002) with the formulation:

RESEARCH RESULT

Validity test

Based on the above, each question from each variable shows the calculated r value $> r_{table} = 0.30$. According to Sugiyono (2016) If $r_{hitung} > r_{tabel}$; then the statement is valid. So that the results of the validity test on all questions of each variable are valid.

Reliability Test

Based on the results of processing using SPSS version 21 (attachment) Crombach's Alpha for Personal knowledge (X1), Job Procedure (X2), and Technology (X3) Performance (Y) variables which can be seen in the following table

Table 4.4 Reliability Test

Variable	Combach's Alpha	Informati on
Personal knowledge (X1)	0.858	Realible
Job procedure (X2)	0.903	Realible
Tecnology (X3)	0.919	
Performance (Y)	0.856	Realible

Source: Primary Data Processing, 2020

Based on the table above, it can be seen that each variable between Personal knowledge (X1), Job Procedure (X2), and Performance (Y) variables turns out to be a Cronbach Alpha value. ≥ 0.60 . Thus, the results of the reliability test on all variables are reliable.

T test

Hypothesis 1. From the calculation results, the t value for the personal knowledge variable is 2.603 and by using the level of significance (significance level) of 5%, the t table is 1.701. Where t table is obtained from $dk = nk (32-3-1) = 28$ (Siregar, 2012) which means that the calculated t value is greater than t table, namely $2.603 > 1.701$. While the sig value in the table is 0.015 because the sig is smaller or less than 0.05, which shows that personal knowledge (X1) has a significant effect on performance (Y). Thus it can be concluded that the hypothesis which states personal knowledge has a significant effect on employee performance is accepted.

Hypothesis 2. From the calculation results, the t value for the Job procedure variable is 2.476 and using the level of significance (significance level) of 5%, the t table is 1.701. Where t table is obtained from $dk = nk (32-3-1) = 28$ (Siregar, 2012) which means that the calculated t value is greater than t table, namely $2.476 > 1.701$. While the sig value in the table is 0.020 because the sig is smaller or less than 0.05, which shows that the job procedure (X2) has a significant effect on performance (Y). Thus it can be concluded that the hypothesis which states that Job Procedures have a significant effect on employee performance is accepted.

Hypothesis 3. From the calculation results, the t value for the technology variable is 3.144 and by using the level of significance (significance level) of 5%, the t table is 1.701. Where t table is obtained from $dk = nk (32-3-1) = 28$ (Siregar, 2012) which means that the calculated t value is greater than t table, namely $3.144 > 1.701$. While the sig value in the table is 0.020 because the sig is smaller or less than 0.05, which indicates that technology (X2) has a significant effect on performance (Y). Thus it can be concluded that the hypothesis which states that technology has a significant effect on employee performance is accepted.

F test

Hypothesis 4. From the calculation results obtained F-count of 14,817 (table 4.6 ANOVA) and using the level of significance (significant level) of 5% obtained the F-table value of 2.95. Where the F-table is obtained from $df1 = k-1 (4-1) = 3$ with $df2 = nk (32-4) = 28$ (Siregar, 2012), which means that the F-count value is greater than the F-table, which is $14,817 > 3.22$. While the sig value in the table of 0,000 is smaller or less than 0.005, indicating that personal knowledge (X1), Job procedure variables (X2), technology (X3) have a simultaneous or joint effect on employee performance variables (Y). Thus it can be concluded that the hypothesis stating that personal knowledge, job procedures and technology together have a significant effect on employee performance can be accepted.

The coefficient of determination

The results of the determination test of the value of the R Square value of 0.614, which means that the Personal knowledge variable, Job procedure, technology can explain the employee performance variable by 61.4% and the remaining 38.6% which is another variable that is not examined in this study.

DISCUSSION

The Influence of Personal Knowledge on Performance

Based on the results of multiple regression tests for the t test for personal knowledge variables, it is concluded that personal knowledge partially has a significant effect on employee performance. This shows that if personal knowledge is getting better, it will improve employee performance. The results also show the respondents' responses about personal knowledge on employee performance which indicate a high / good average response of respondents even though there are still those who show doubts and disagree with the employee's current performance towards personal knowledge. Based on the results of interviews and observations, it shows that not all employees in Jair Boven Digoel District have personal knowledge so that it has an impact on their performance.

Effect of Job Procedures on Performance

Based on the results of multiple regression tests for the t test for the Job procedure variable, it is concluded that the Job Procedure partially has a significant effect on employee performance. This shows that if the job procedure is getting better, it will improve employee performance. The results also show the respondents' responses about Job Procedures on employee performance which show a high / good average response of respondents, although there are still those who show doubts and disagree with the employee's current performance on the Job Procedure. Based on the results of interviews and observations, it shows that not all employees in the Jair Boven Digoel District do work according to job procedures so that it has an impact on their performance.

Effect of Technology on Performance

Based on the results of multiple regression tests for the t test for the technology variable, it is concluded that partially technology has a significant effect on employee performance. This shows that if the mastery of technology is getting better, it will improve employee performance. The results also show the respondent's response about technology to employee performance which shows a high / good average response of respondents although there are still those who show a doubtful response and disagree with the employee's current performance towards technology. Based on the results of interviews and observations, it shows that not all employees in the Jair Boven Digoel District have mastered the use of technology in working jobs such as computers and the internet so that it has an impact on their performance.

The influence of personal knowledge, job procedures and technology together on performance

Based on the results of multiple regression tests for the t test for personal knowledge, job procedure and technology variables, it is concluded that personal knowledge, job procedures and technology simultaneously have a significant effect on employee performance. This shows that if personal knowledge, job procedures and technology are getting better, it will improve employee performance. Based on the results of interviews and observations, it shows that not all employees in the Jair Boven Digoel District of Papua have and master personal knowledge, job procedures and technology at work so that it has an impact on their performance.

In the results of the data analysis the coefficient of determination (R^2) shows that the performance variable can be explained by the independent variables, namely personal knowledge, job procedures and technology of 61.4% and the remaining 38.6% of other independent variables which are not examined in this study.

CONCLUSION

Based on the results of this study, the following conclusions can be drawn:

First, the personal knowledge variable partially has a significant effect on employee performance, which means that the higher the personal knowledge that is owned, the increase in employee performance. Second, the variable job procedure partially has a significant effect on employee performance, which means that the better the job procedure will increase employee performance. Third, the technology variable partially has a significant effect on employee performance, which means that the better technology, the better employee performance. And finally, variables Personal knowledge, Job procedure and technology together (simultaneously) have a significant effect on employee performance.

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