

## DAFTAR ISI

<b>DAFTAR ISI.....</b>	<b>i</b>
<b>DAFTAR TABEL .....</b>	<b>iii</b>
<b>DAFTAR GAMBAR.....</b>	<b>v</b>
<b>DAFTAR SINGKATAN DAN LAMBANG .....</b>	<b>vi</b>
<b>DAFTAR ISTILAH .....</b>	<b>vii</b>
<b>DAFTAR LAMPIRAN .....</b>	<b>viii</b>
<b>Bab I Pendahuluan .....</b>	<b>1</b>
I.1 Latar Belakang .....	1
I.2 Perumusan Masalah .....	5
I.3 Tujuan Penelitian .....	5
I.4 Batasan Penelitian .....	5
I.5 Manfaat Penelitian .....	6
I.6 Sistematika Penulisan .....	6
<b>Bab II Landasan Teori .....</b>	<b>8</b>
II.1 <i>Knowledge Management</i> .....	8
II.1.1 Pengertian <i>Knowledge Management</i> .....	8
II.1.2 Alasan Menggunakan <i>Knowledge Management</i> .....	9
II.1.3 Manfaat <i>Knowledge Management</i> .....	9
II.1.4 Tujuan <i>Knowledge Management</i> .....	9
II.2 <i>Knowledge Management Capability</i> .....	10
II.3 <i>Knowledge Infrastructure Capability</i> .....	11
II.3.1 <i>Culture</i> .....	11
II.3.2 <i>Structure</i> .....	11
II.3.3 <i>Technology</i> .....	12
II.4 <i>Knowledge Process Capability</i> .....	12
II.4.1 <i>Knowledge Acquisition</i> .....	13
II.4.2 <i>Knowledge Conversion</i> .....	13
II.4.3 <i>Knowledge Application</i> .....	13
II.4.4 <i>Knowledge Protection</i> .....	14
II.5 <i>Organizational Effectiveness</i> .....	14
II.6 <i>Knowledge Management</i> di PT Telkom .....	14
II.6.1 Arsitektur KM di PT Telkom.....	15
II.6.2 Visi dan Misi PT Telkom.....	15
II.6.3 Penerapan KM di PT. Telkom .....	15
II.7 <i>State of the Art</i> .....	16

II.8	SEM .....	18
	II.8.1 Keunggulan SEM.....	18
	II.8.2 Langkah-langkah SEM .....	19
II.9	AMOS .....	23
<b>Bab III</b>	<b>Metodologi Penelitian .....</b>	<b>25</b>
III.1	Model Konseptual .....	25
III.2	Model Penelitian .....	28
III.3	Hipotesis Penelitian .....	30
III.4	Sistematika Pemecahan Masalah .....	33
	III.4.1 Tahap Identifikasi .....	35
	III.4.2 Tahap Pengumpulan dan Pengolahan Data.....	46
	III.4.3 Tahap Analisis .....	48
	III.4.4 Kesimpulan dan Saran .....	48
<b>Bab IV</b>	<b>Pengumpulan dan Pengolahan Data .....</b>	<b>50</b>
IV.1	Pengumpulan Data .....	50
	IV.1.1 Gambaran Umum Responden .....	50
	IV.1.2 Kuesioner Pendahuluan .....	53
	IV.1.3 Diagram Jalur .....	60
IV.2	Pengolahan Data .....	62
	IV.2.1 <i>Measurement Model</i> untuk Masing-Masing Dimensi .....	62
	IV.2.2 <i>Measurement Model</i> untuk Masing Konsep .....	84
	IV.2.3 <i>Overall Model Fit Test</i> .....	93
	IV.2.4 Pengujian Asumsi .....	94
	IV.2.5 <i>Goodness of Fit Overall Model</i> .....	97
	IV.2.6 Pengujian Validitas dan Reliabilitas .....	98
IV.3	Pengujian Hipotesis .....	101
IV.4	<i>Multiple Group Analysis</i> .....	110
<b>Bab V</b>	<b>Analisis dan Pembahasan.....</b>	<b>112</b>
V.1	Analisis Statistik Deskriptif .....	112
V.2	Analisis <i>Measurement Model</i> .....	115
V.3	Analisis Uji Hipotesis .....	116
V.4	Analisis <i>Knowledge Capability</i> .....	123
V.5	<i>Multiple Group Analysis</i> .....	124
V.6	Rekomendasi .....	127
<b>Bab VI</b>	<b>Kesimpulan dan Saran .....</b>	<b>129</b>
VI.1	Kesimpulan .....	129
VI.2	Saran .....	131
	<b>DAFTAR PUSTAKA .....</b>	<b>132</b>

## DAFTAR TABEL

Tabel II.1 Kriteria <i>Goodness of Fit Index</i> .....	20
Tabel III.1 Hubungan Antar Variabel .....	28
Tabel III.2 Operasionalisasi Variabel .....	36
Tabel III.3 Konsep, dimensi dan indikator .....	38
Tabel III.4 Penurunan Item Pernyataan .....	40
Tabel IV.1 Penetapan Jumlah Sampel Penelitian .....	51
Tabel IV.2 Uji Reliabilitas Kuesioner Pendahuluan .....	53
Tabel IV.3 Uji Reliabilitas dan Validitas Variabel <i>Culture</i> .....	54
Tabel IV.4 Uji Reliabilitas dan Validitas Variabel <i>Structure</i> .....	55
Tabel IV.5 Uji Reliabilitas dan Validitas Variabel <i>Technology</i> .....	55
Tabel IV.6 Uji Reliabilitas dan Validitas Variabel <i>Acquisition</i> .....	56
Tabel IV.7 Uji Reliabilitas dan Validitas Variabel <i>Conversion</i> .....	57
Tabel IV.8 Uji Reliabilitas dan Validitas Variabel <i>Application</i> .....	57
Tabel IV.9 Uji Reliabilitas dan Validitas Variabel <i>Protection</i> .....	58
Tabel IV.10 Uji Reliabilitas dan Validitas Variabel <i>Intrinsic</i> .....	59
Tabel IV.11 Uji Reliabilitas dan Validitas Variabel <i>Extrinsic</i> .....	59
Tabel IV.12 <i>Goodness-of-Fit</i> Dimensi <i>Culture</i> .....	63
Tabel IV.13 <i>Standardized Loading</i> Dimensi <i>Culture</i> .....	64
Tabel IV.14 <i>Convergent Validity</i> Dimensi <i>Culture</i> .....	65
Tabel IV.15 <i>Goodness-of-Fit</i> Dimensi <i>Structure</i> .....	66
Tabel IV.16 <i>Standardized Loading</i> Dimensi <i>Structure</i> .....	66
Tabel IV.17 <i>Convergent Validity</i> Dimensi <i>Structure</i> .....	67
Tabel IV.18 <i>Goodness-of-Fit</i> Dimensi <i>Technology</i> .....	68
Tabel IV.19 <i>Standardized Loading</i> Dimensi <i>Technology</i> .....	69
Tabel IV.20 <i>Convergent Validity</i> Dimensi <i>Technology</i> .....	70
Tabel IV.21 <i>Goodness-of-Fit</i> Dimensi <i>Acquisition</i> .....	71
Tabel IV.22 <i>Standardized Loading</i> Dimensi <i>Acquisition</i> .....	71
Tabel IV.23 <i>Convergent Validity</i> Dimensi <i>Acquisition</i> .....	72
Tabel IV.24 <i>Goodness-of-Fit</i> Dimensi <i>Conversion</i> .....	73
Tabel IV.25 <i>Standardized Loading</i> Dimensi <i>Conversion</i> .....	74
Tabel IV.26 <i>Convergent Validity</i> Dimensi <i>Conversion</i> .....	75
Tabel IV.27 <i>Goodness-of-Fit</i> Dimensi <i>Application</i> .....	76
Tabel IV.28 <i>Standardized Loading</i> Dimensi <i>Application</i> .....	76
Tabel IV.29 <i>Convergent Validity</i> Dimensi <i>Application</i> .....	77
Tabel IV.30 <i>Goodness-of-Fit</i> Dimensi <i>Protection</i> .....	78
Tabel IV.31 <i>Standardized Loading</i> Dimensi <i>Protection</i> .....	79
Tabel IV.32 <i>Convergent Validity</i> Dimensi <i>Protection</i> .....	80