

## **Review Artikel *Knowledge Management* Dalam Peningkatan Kompetensi Sumber Daya Manusia**

### ***Review of Knowledge Management in Improving Human Resources Competency***

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#### **Abstrak**

*Knowledge Management* (KM) telah banyak dibahas sebagai variabel penelitian dan dibahas di berbagai negara dengan melibatkan subyek dari latar belakang yang beragam. Penulis melakukan *review* artikel yang menggunakan *Knowledge Management* sebagai salah satu kata kuncinya. Karena jumlah penyedia literatur di internet yang cukup banyak, untuk membatasi pencarian ini penulis menggunakan pencarian dengan kata kunci di Judul artikel yaitu: "*Knowledge Management*" dan "*Review*" pada tiga situs pencari literatur yaitu Google Scholar, Wiley Online Library dan Science Direct dengan batasan tahun terbit antara 2015-2019. Dengan metode pencarian ini, telah diperoleh literatur *review* artikel yang kemudian dikelompokkan berdasarkan tahun terbitnya. Penulis menyarankan perlunya dilakukan pemetaan secara menyeluruh literatur terkait *Knowledge Management*, paling tidak antara 2015-2019 untuk memudahkan peneliti lainnya dalam melakukan penelitian dengan topik *Knowledge Management* untuk meningkatkan kompetensi sumber daya manusia.

Kata kunci: *knowledge management, review article*

#### **Abstract**

*Knowledge Management* (KM) has been widely discussed as a research variable and discussed in various countries involving various subjects and different backgrounds. The author reviews articles on *Knowledge Management* as one of the keywords. Since the number of providers of literature on the internet is quite large to limit its result, the authors use keywords in the title of the article: "*Knowledge Management*" and "*Review*" on three search engine: Google Scholar, Wiley Online Library and Science Direct with restrictions year publication between 2015-2019. With this search method, a number of literature reviews of articles have been obtained and then grouped by year of publication. The author suggests a mapping of those literature related to *Knowledge Management*, at least between 2015 - 2019 to facilitate other researchers in conducting research on the topic of *Knowledge Management* to enhance human resources competency.

Keyword: *knowledge management, review article*

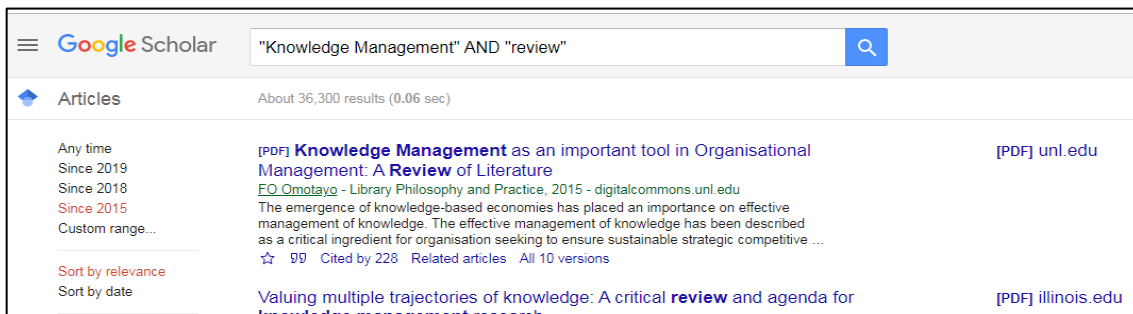
### **1. Pendahuluan**

*Knowledge management* mengacu pada proses meningkatkan kinerja perusahaan dengan merancang dan mengimplementasikan alat, proses, sistem, struktur, dan budaya untuk meningkatkan menciptakan, berbagi, dan menggunakan pengetahuan (Noe, 2017). *Knowledge Management* (KM) banyak dibahas dalam artikel ilmiah manajemen, baik di luar negeri maupun di Indonesia. Dengan menggunakan kata kunci *Knowledge Management* saja di Google Scholar, diperoleh 135.000 hasil kombinasi artikel dan buku diatas tahun 2015. Tanpa menggunakan

batasan tahun terbit, kata kunci *Knowledge Management* di *Google Scholar* menghasilkan artikel sebanyak 1,490,000 hasil kombinasi artikel dan buku. Pasher dan Ronen (2011) mendefinisikan *Knowledge Management* sebagai pengalaman dan keahlian yang jika digabungkan dengan data dan informasi dasar dapat memecahkan masalah dan menciptakan nilai. Selanjutnya dikatakan bahwa *Knowledge Management* bertujuan untuk meningkatkan aset berwujud organisasi dengan meningkatkan aset tidak berwujud atau yang disebut dengan modal intelektual (*the intellectual capital*).

## 2. Metode Penelitian dan Pembahasan

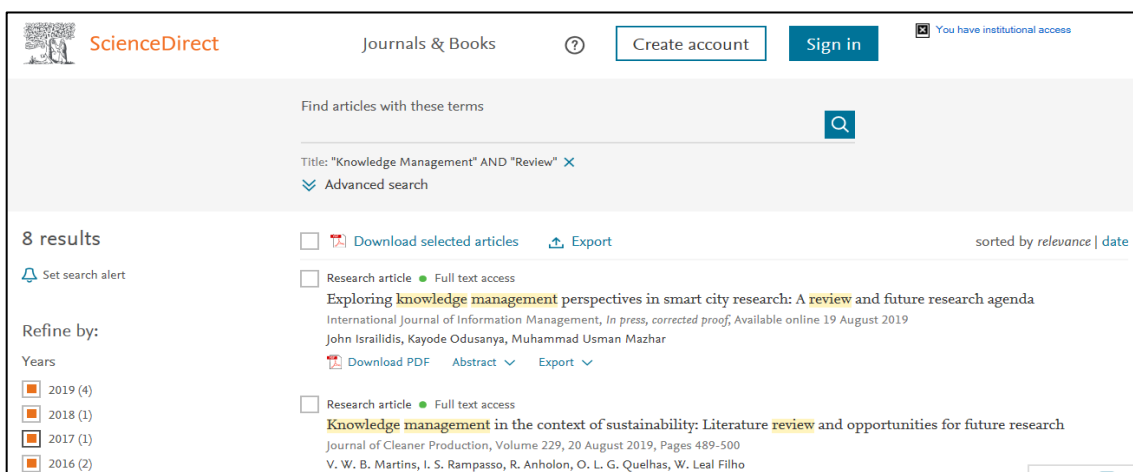
Pencarian menggunakan situs pencari *Google scholar*, kata kunci “*Knowledge Management*” dan “*Review*” dengan batasan tahun 2015 sampai dengan tahun 2019 penulis mendapatkan 36,300 hasil. Namun, hasil yang diperoleh merupakan kombinasi antara literatur berjudul *Knowledge Management* dan literatur yang berisi kata kata kunci ini di dalam pembahasannya.



Sumber: Penulis (2019)

Gambar 1. Tampilan Perolehan Literatur di Google Scholar

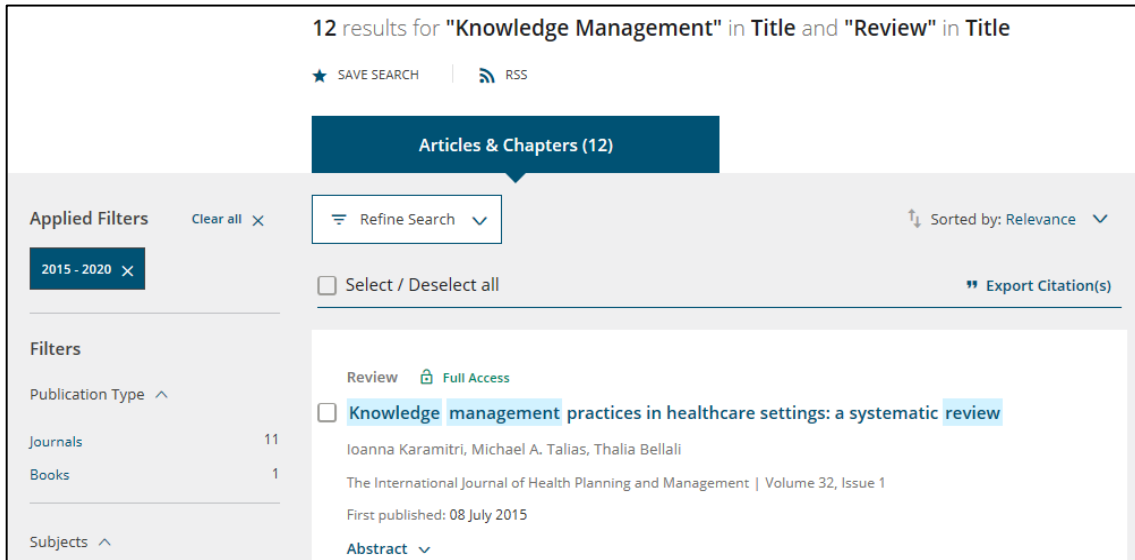
Dengan menggunakan situs pencari *Science Direct* dapat diperoleh hasil yang lebih spesifik karena situs ini menyediakan fitur *advance search* sehingga penulis dapat memilih kata kunci yang terdapat di judulnya saja. Fitur ini memungkinkan untuk lebih fokus dalam mendapatkan hasil pencarian literatur dan diperoleh 8 judul literatur dengan kata kunci “*Knowledge Management*” dan “*Review*” pada judul artikelnya dan batasan tahun terbit 2015-2019.



Sumber: Penulis (2019)

Gambar 1. Tampilan Perolehan Literatur di Science Direct

Situs pencari ketiga yang digunakan oleh penulis adalah Wiley Online Library, dimana situs ini menyediakan pilihan kata kunci yang terdapat di judul dan pembatasan tahun terbitnya. Dengan kata kunci judul “*Knowledge Management*” dan “*Review*” menggunakan batasan tahun 2015 sampai dengan 2020, diperoleh hasil 12 literatur. Perbandingan perolehan hasil dari ketiga situs pencari yang digunakan oleh penulis ada pada Tabel 1.



Sumber: Penulis (2019)

Gambar 1. Tampilan Perolehan Literatur di Science Direct

Tabel 1. Hasil Pencarian Review *Literatur Knowledge Management*

Tahun	Science Direct	Wiley Online Library	Google Scholar
2019	literatur: 4	literatur: 3	literatur: 2
	Honoré-Livernore (2019) Israilidis <i>et.al.</i> (2019) Martins <i>et.al.</i> (2019) Wang & Meng (2019)	Ouédraogo & Rinfret (2019) Schoelitz <i>et.al.</i> (2019) Yeng <i>et.al.</i> (2019)	Abbas <i>et.al.</i> (2019) Cuffa & Steil (2019)
2018	literatur: 1	literatur: 3	literatur: 5
	Al-Emran <i>et.al.</i> (2018)	Alotaibi <i>et.al.</i> (2018) Jennings <i>et.al.</i> (2018) Khosravi & Hussin (2018)	Chakraborty & Verma (2018) Khiste & Awate (2018) Kurniawati <i>et.al.</i> (2018) Shehab <i>et.al.</i> (2018) Zhuparova <i>et.al.</i> (2018)
2017	literatur: 1	literatur:4	literatur: 4
	Iskandar (2017)	Karamitri <i>et.al.</i> (2017) Kasasbeh <i>et.al.</i> (2017) Kurdi (2017) Lunden <i>et.al.</i> (2017)	Batista <i>et.al.</i> (2017) Haneem <i>et.al.</i> (2017) Mobaraki (2017) Nurrohmah <i>et.al.</i> (2017)
2016	literatur: 2	literatur: 2	literatur: 6
	Cerchione & Esposit (2016) Weinreich & Groher (2016)	Radaelli & Kent (2016) Røvik (2016)	Breznik (2016) Fteimi and Lehner (2016) Massaro <i>et.al.</i> (2016) Pires <i>et.al.</i> (2016)

Sumber: Penulis (2019)

Tabel 1. Hasil Pencarian Review Literatur Knowledge Management (lanjutan)

Tahun	Science Direct	Wiley Online Library	Google Scholar
2015			literatur: 5
			Abdalla <i>et.al.</i> (2015) Asiedu (2015) Bambe (2015) Ilvonen & Jussila (2015) Miri & Sahu (2015) Shirsavar (2015) Vaz <i>et.al.</i> (2015)
Total	literatur: 8	literatur: 11	literatur:23

Sumber: Penulis (2019)

*Knowledge Management* merupakan proses yang konstan, di mana proses menciptakan pengetahuan, berbagi pengetahuan, dan menangkap pengetahuan harus dilakukan secara terus menerus diulang kembali dan disegarkan kembali (Pasher dan Ronen, 2011).

Tabel 2. Jenis Literatur yang Tersedia untuk Knowledge Management 2008-2017

Jenis Konten	Literatur	Jenis Konten	Literatur
<i>Research Article</i>	9,173	<i>Discussion</i>	45
<i>Book Chapter</i>	1,029	<i>Mini Reviews</i>	23
<i>Other</i>	881	<i>News</i>	19
<i>Review Articles</i>	382	<i>Correspondence</i>	13
<i>Editorials</i>	312	<i>Conference Info</i>	10
<i>Short Communications</i>	99	<i>Errata</i>	6
<i>Encyclopedia</i>	98	<i>Case Reports</i>	4
<i>Book Reviews</i>	59	<i>Practice Guidelines</i>	4
<i>Conference Abstracts</i>	58	<i>Data Articles</i>	1
Total			12,216

Sumber: Khiste & Awate (2018)

Khiste dan Awate (2018) merangkum artikel dari tahun 2008-2017 mendapatkan 12,216 literatur *Knowledge Management* dengan berbagai jenis konten yang disajikan pada Tabel 2. Shehab *et.al.* (2018) menyimpulkan di dalam *review* yang dilakukan bahwa penelitiannya dapat membantu untuk menemukan faktor-faktor yang mempunyai pengaruh terkait dengan *Knowledge Sharing*, dan ditemukan pula bahwa beberapa faktor berulang-ulang dirujuk dalam penelitian.

Tabel 3. Kata Kunci dan Jumlah Literatur yang Diperoleh

Keywords	ISI	Scopus	Scielo
"Organizational Learning" AND "public organization"	15	43	17
"Organizational Learning" AND "public administration"	35	38	7
"Organizational Learning" AND "public sector"	83	108	10
"Organizational Learning" AND "public agency"	2	17	2
"Organizational Learning" AND "public management"	21	25	28
Total of Publications	156	231	64

Sumber: Cuffa & Steil (2019)

Beberapa kata kunci untuk melakukan menemukan literatur *Knowledge Management* diusulkan oleh Koç *et al.* (2019) yaitu: 1. *Knowledge Management*, 2. *Knowledge Sharing*, 3. *Knowledge Transfer*, 4. *Innovation*, 5. *Knowledge Creation*, 6. *Intellectual Capital*, 7. *Organizational Culture*, 8. *Social Capital*, 9. *Absorptive Capacity*, 10. *Case Studies*, 11. *Knowledge Management Systems*, 12. *Learning*, 13. *Open Innovation*, 14. *Tacit Knowledge*, 15.

*Social Networks*. Selanjutnya disimpulkan oleh Koç *et.al.* (2019) berdasarkan analisis kata kunci, proses terkait *Knowledge Management* dengan kata kunci 1. *Knowledge Management* menduduki *ranking* pertama (1<sup>st</sup>), diikuti oleh 2. *Knowledge Sharing* (2<sup>nd</sup>), 3. *Knowledge Transfer* (3<sup>rd</sup>) dan 4. *Knowledge Creation* (5<sup>th</sup>), kata-kata kunci inilah yang sering muncul seperti yang telah diperkirakan sebelumnya.

Lebih jauh lagi, Akhavan *et al.* (2016) menyarankan beberapa kata kunci untuk *Knowledge* yang berisi 49 variasi seperti: *knowledge management, tacit knowledge, explicit knowledge, knowledge sharing, knowledge retrieval, knowledge acquisition, knowledge elicitation, knowledge capture, knowledge engineering, knowledge organizing, knowledge process, knowledge creation, knowledge transfer, knowledge application, knowledge audit, knowledge base, knowledge methods, knowledge productivity, knowledge quality, knowledge foresight, knowledge repository, knowledge worker, knowledge active forgetting, knowledge asset, knowledge culture, knowledge society, knowledge market, knowledge broker, knowledge based organization, knowledge performance, knowledge education, knowledge network, knowledge strategy, knowledge map, knowledge model, and knowledge based system*). Dan beberapa kata kunci yang bisa dipakai diantaranya: *Learning organization, Organizational learning, Community of practice, After action review, Lessons learned, Story telling, Intellectual capital, Intangible asset, Intellectual property, Structural capital, Relational capital, Human capital, Elements of SECI model (Socialization–externalization–combination–Internalization)*. Hasil penelitian Akhavan *et al.* (2016) memperoleh *ranking* kata kunci seperti yang disajikan pada Tabel 4.

Tabel 4. Frekuensi Penggunaan dari Kata Kunci dari 500 Publikasi

<b>Kata Kunci</b>	<b>Frekuensi Penggunaan</b>
<i>Knowledge</i>	599
<i>Management</i>	433
<i>Organization</i>	100
<i>Learning</i>	47
<i>Systems</i>	64

Sumber: Akhavan *et al.* (2016)

Akhavan *et.al.* (2016) juga melakukan pengelompokan jurnal yang banyak dikutip oleh peneliti yang disajikan pada Tabel 5. *Journal of Knowledge Management* berada di peringkat paling atas dengan jumlah artikel tentang *Knowledge Management* yang paling banyak dikutip.

Tabel 5. Jumlah Artikel yang Banyak Dikutip oleh Peneliti Lainnya

<b>Journal</b>	<b>Jumlah Artikel</b>
<i>Journal of Knowledge Management</i>	50
<i>Information and Management</i>	25
<i>International Journal of Technology Management</i>	22
<i>Technovation</i>	21
<i>MIS Quarterly</i>	20

Sumber: Akhavan *et.al.* (2016)

Review artikel penelitian *Knowledge management* di dunia kesehatan, Karamitri *et.al.* (2017) yang dilakukan pada periode waktu antara 2004-2014 dengan melakukan review pada 20 artikel, mengemukakan 6 kriteria yaitu: 1. *Peer-reviewed English-language publications*, 2. *Original papers*, 3. *Participants of the studies were employees of the healthcare sector*, 4. *Qualitative, quantitative or mixed methodologies*, 5. *Articles focused on healthcare services improvement*, dan 6. *Potentially relevant to the research questions*.

### 3. Simpulan dan Saran

*Review* artikel yang diperoleh dari tiga situs pencari literatur yaitu Google Scholar, Wiley Online Library dan Science Direct telah diperoleh berbagai artikel dengan berbagai latar belakang *review*. Penggunaan Wiley Online Library maupun Science Direct lebih memudahkan peneliti dalam melakukan pencarian literatur, karena menyediakan fitur khusus seperti kata kunci yang terdapat di bagian judul saja, tahun terbit maupun nama peneliti. Penulis menyarankan perlunya dilakukan pemetaan secara menyeluruh literatur terkait *Knowledge Management*, paling tidak antara 2015-2019 untuk memudahkan peneliti lainnya dalam melakukan penelitian dengan topik *Knowledge Management*.

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