



TABLE OF CONTENT

	Page
TITLE PAGE	ii
APPROVAL PAGE	ii
DECLARATION	iii
PREFACE	iv
TABLE OF CONTENT	vii
LIST OF TABLES	x
LIST OF FIGURES	xii
LIST OF APPENDICES	xiii
ABSTRACT	xiv
CHAPTER 1 INTRODUCTION	
1.1. Background	1
1.2. Problem Formulation	5
1.3. Research Objectives	7
1.4. Authenticity of Research	7
1.5. Expected Benefits	8
CHAPTER 2 THEORETICAL BACKGROUND	
2.1. Knowledge	10
2.2. Knowledge and information	13
2.3. Knowledge management	14



2.4. Knowledge Sharing in organizations	16
2.5. Leadership	19
2.6. Technology	27
2.7. Demographics	31
2.8. Previous Research Findings	32
2.9. Theoretical Framework	34
2.10. Hypothesis	34
CHAPTER 3 RESEARCH METHODOLOGY	
3.1. Type of Research	36
3.2. Variables Identification	36
3.3. Research Design	37
3.4. Measurement of Variables	37
3.4.1. Operational Definition	37
3.4.2. Scales	38
3.5. Goodness of Measures	39
3.6. Data Collection Method	40
3.7. Sampling Design	43
3.8. Pretest Result	44
3.9. Data Analysis Method	49
CHAPTER 4 PROFILE OF DIVRE V JAWA TIMUR	
4.1. Profile of Divre V Jawa Timur	52
4.2. Knowledge Management Practices in Divre V Jawa Timur	53



4.3. Profile of Kandatel	58
CHAPTER 5 RESULT AND DISCUSSION	
5.1. Characteristic of Respondents	60
5.2. Descriptive Statistics	62
5.3. Assumption Test of Multivariate Analysis	65
5.4. Test of Hypotheses 1	68
5.5. Test of Hypotheses 2	78
5.6. Test of Hypotheses 3	81
5.7. Test of Hypotheses 4	83
5.8. Test of Hypotheses 5	85
CHAPTER 6 CONCLUSION AND RECOMMENDATION	
6.1. Conclusion	88
6.2. Recommendations	90
6.3. Limitations of Study	91
BIBLIOGRAPHY	92
APPENDICES	99



LIST OF TABLES

	Page
Table 3.1. Distribution of variable in questionnaire	43
Table 3.2. Validity and Reliability test of Role of Technology & Knowledge Sharing	46
Table 3.3. Result of Validity and Reliability test for Transformational Leadership	47
Table 3.4. Result of Validity and Reliability test for Transactional Leadership	48
Table 4.1. Data contributor and user of Knowledge Management System	57
Table 4.2. Profile of Kandatel in Divre V Jawa Timur	59
Table 5.1. Demographic Characteristic of Respondents	61
Table 5.2. Descriptive Statistics of Transformational Leadership	63
Table 5.3. Descriptive Statistics of Transactional Leadership	64
Table 5.4. Descriptive Statistics of Knowledge Sharing	65
Table 5.5. Descriptive Statistics of Role of Technology (RT)	65
Table 5.6. Normality Test	66
Table 5.7. Output of Enter Method of Multiple Regressions	69
Table 5.8. Output of Stepwise Method to find Regression Equation Model	72
Table 5.9. Comparison Result between Enter and Stepwise method	75
Table 5.10 t values and its significance between methods	75
Table 5.11. Output of Independent sample t Test for Hypothesis 2	80



Table 5.12. Output of Independent sample t Test for Hypothesis 3	82
Table 5.13. Output of test of Homogeneity of variances for Hypothesis 4	84
Table 5.14. Output of Kruskal Wallis H for hypotheses 4	84
Table 5.15. Output of One-way of ANOVA for Hypotheses 5	86



LIST OF FIGURES

	Page
Figure 2.1. Schematic Diagram for the theoretical framework of hypotheses 1	34
Figure 4.1. Service coverage of Divre V	53
Figure 4.2. Organization Structure of Divre V	54
Figure 4.3. Knowledge Management Website	55
Figure 4.4. Organization Structure in Kandatel	58
Figure 5.1. Homoscedasticity test	67



LIST OF APPENDICES

	Page
Appendix 1 Overview of PT Telkom	99
Appendix 2 License Letter and Research Questionnaire	108
Appendix 3 Respondents Data	130
Appendix 4 Validity and Reliability Test	147
Appendix 5 Descriptive Statistics	169
Appendix 6 Multivariate Assumption Test	170
Appendix 7 Correlations and Output of Hypotheses 1-5	174