The Influence of Knowledge Management and Self-Efficacy on Employee Performance at PT Cipta Nirmala (Semen Gresik Hospital)

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A B S T R A C T

Human resources are the main asset in a business entity so it is very necessary to manage and develop professionalism to be able to produce superior and maximum performance. This study aims to determine the effect of knowledge management and self efficacy on employee performance at PT Cipta Nirmala (Semen Gresik Hospital). The population taken in the study were employees at PT Cipta Nirmala (Semen Gresik Hospital) in the non-health section, totaling 112 employees. The sampling technique in this study used probability sampling and used the slovin technique so that the sample used amounted to 53 respondents. This research uses quantitative methods. This research analysis method uses Partial Least Square (PLS). The conclusion in the results of this study shows that knowledge management has a significant positive effect on the performance of employees of PT Cipta Nirmala (Semen Gresik Hospital) and self efficacy has a significant positive effect on the performance of employees of PT Cipta Nirmala (Semen Gresik Hospital).

INTRODUCTION

Business entities play an important role in encouraging and increasing economic growth in Indonesia. The economy in Indonesia does not only continue to depend on natural resources but must invest in an economic knowledge base, namely encouraging economic growth by trying to increase and develop the quality of human resources supported by technology and based on extensive knowledge in an organization. According to Hasbi et al. (2020), Human resources are the most important asset in the world of organizations so professionalism is needed in development and management to be able to achieve more efficient and effective company management. In developing human resources the starting point is where the company wants to develop and improve individual abilities, skills and knowledge according to current and future needs (Mohammad Thamri 2019). This has an impact on management scientists to create new ideas in managing knowledge so that it can be useful in the future, which is currently known as knowledge management (KM).

According to Ramadhani et al. (2020), Knowledge management is the most important thing for growth in an organization, especially for individuals who are in it each respective section, with knowledge management it will be easier for each individual to provide clear and precise information to one another's employees. other employees in an organization. KM development is carried out by managing all the knowledge that exists within a person in a company. According to Puryantini et al. (2017) that the level of success of an organization depends on knowledge management to achieve goals and face competition and environmental change.

In achieving the quality of human resources through the management of this knowledge, carrying out company activities must be based on a sense of trust and self-confidence (self-efficacy) in the abilities possessed by every employee in the company. High self-efficacy can encourage the ability to survive in difficult conditions and be able to overcome problems in achieving goals. Trilolita & Ardi (2017) revealed that self-efficacy is a belief that exists for every individual in a company because then there is a belief in the ability possessed in doing the work and the responsibilities given, the organization can run optimally. Self-efficacy is needed in various ways, one of which is self-readiness when someone will appear so that they can display satisfying results (Priska, Rahmawati, and Utomo 2020).

The object of this research was carried out by the author at PT Cipta Nirmala (Semen Gresik Hospital). The obstacle that is being faced by PT Cipta Nirmala (Semen Gresik Hospital) is the activity of employees in knowledge management which fluctuates or fluctuates. As a result, this has greatly affected the performance of PT Cipta Nirmala (Semen Gresik Hospital) employees who have not met the target, while business competition in the sector in the area is quite high so it will result in PT Cipta Nirmala (Semen Gresik Hospital) being able to threaten to be outdone by competitors. This phenomenon is proven by knowledge management data sourced from the company.

Based on this data, it shows the phenomena that occurred from 2020 to 2021. The data shows that in 2020 the percentage will be 36%, while in 2021 the percentage will decrease to 6%. Then in 2022, the number of presentations will again increase to 11%, which means that some of these percentages indicate that there are employees who are still not active in knowledge management activities. Based on information from the HR department there is no target point per year for each employee in knowledge management activities, but it depends on the activity of each employee. Active employees will be given points and get reward points according to the conditions, then they can be exchanged for merchandise. This activity, of course, will have a great influence on employee performance as measured through PT Cipta Nirmala's employee appraisal which is evident from the assessment data sourced from the company.

Based on these data, it shows that the average number in period 1 (March-August) and period 2 (September - February) continues to increase, but the average has still not reached the specified target, namely period 1 of 2021 has an average number of average 78.83, in period 2 of 2021 has an average number of 78.97, then there is an increase in period 1 of 2022 has an average number of 79.13 and in period 2 of 2022 the average number of employee performance appraisals at PT Cipta Nirmala (Semen Gresik Hospital) reached 79.37.

Some of the points contained in the data of which influence knowledge management. This point states that being able to take initiative and create new things that can be beneficial for the company. This is the impact of employees who are still lacking in creating new things and lack of sharing knowledge and expertise with employees who have experience in the same work unit within the company so that it can affect employee performance at PT Cipta Nirmala (Semen Hospital). Gresik). According to Sonatha et al. (2018) that knowledge, expertise or talent must be properly maintained, so that it can be updated, developed and used continuously. That way the company can easily deal with problems and can improve company performance.

The employee performance appraisal data also shows that there is also a large influence on self-efficacy, which states that being able to complete work is associated with the level of difficulty, time, quality, and volume of work. At this point, it has the same average as the knowledge management point, which is experiencing ups and downs. Based on information from one of the HR staff at PT Cipta Nirmala (Semen Gresik Hospital), there is still a lack of confidence in employees to complete tasks on time. Sometimes employees often get tasks from superiors that are more important to take precedence so that other tasks become hampered and pile up more and more. According to Priska et al. (2020) that an employee who has self-efficacy, the work results obtained will also increase because the employee will give all his effort and attention to the work that has been given so that he can achieve the goals and performance that have been determined.

Based on this background and phenomenon, the purpose of this study is to provide knowledge about whether the factors that can affect employee

performance are knowledge management and self-efficacy as outlined in the research title "The Influence of Knowledge Management and Self-Efficacy on Employee Performance at PT Cipta Nirmala (Rumah Semen Gresik Hospital).

THEORETICAL REVIEW

Knowledge Management

According to Prasetyo & Hasibuan (2019), knowledge management is an arrangement of activities within a company to create, explain, identify, share and apply knowledge to be known, learned, and reused to achieve goals within a company. Knowledge management is also useful for providing and adding a lot of knowledge about the field occupied so that it can be useful in an organization including that employees can get used to cultivating communication between individuals so that there is no lack of communication for each individual, providing learning opportunities, and can develop share knowledge with each other. According to Alvin Soleh in Putri Pratama (2020), 4 indicators measure knowledge management, namely identifying knowledge, creating knowledge, sharing knowledge, and using knowledge.

Self Efficacy

According to Ali & Wardoyo (2021) revealed, self-efficacy is a human belief in the possibility of being successful in achieving a goal. A similar opinion was expressed by Khaerana (2020), that self-efficacy is a belief by each individual regarding his chances of success in achieving the goals of a particular task. Self-efficacy focuses on an individual's assessment of his abilities. According to Khaerana (2020), there are 4 indicators of self-efficacy, namely belief in their ability to complete tasks, abilities that are superior to others, level of task difficulty, and satisfaction with the tasks given.

Employee Performance

According to Muizu et al. (2019), employee performance is an effort to achieve employees completing work that is charged based on experience, skills, sincerity and available time. Employee performance is the ability to fulfill responsibilities at work to achieve success on time or within a predetermined period so that work results can be run by organizational ethics (Ircham and Iryanti 2022). Performance is related to the level of achievement of employees or an organization against certain job requirements or standards. According to Robbins in Tjiong Fei Lie and Dr. Ir. Hotlan Siagian (2018) there are 5 (five) indicators in measuring individual employee performance, namely timeliness, quantity, quality of independence, and effectiveness.

The Relationship Between Knowledge Management on Employee Performance

According to Hasbi et al. (2020), knowledge management is a system that is used to create value that gives results to the organization to gain experience, new knowledge, and the creativity of employees to improve organizational performance. Knowledge management measures managing intangible assets

for employees in an organization to create useful value for the organization and create employee performance that has its innovative so that it can facilitate the company in achieving its goals. This is reinforced by the results of research by Sukarno & Kustini (2018), that there is a significant influence of knowledge management on employee performance. In achieving the performance of potential employees, the company must also have a good system, which includes rules and standards by the provisions of the company leadership and those with more authority regarding the quality of its human resources.

H1: It is suspected that knowledge management has a positive effect on employee performance at PT Cipta Nirmala (Semen Gresik Hospital).

The relationship between Self Efficacy on Employee Performance

Khaerana (2020) states, the more self-efficacy that exists in an employee, the quality of his performance will also increase, conversely if the lower the level of self-efficacy an employee has, the quality of his performance will decrease. Someone who has high self-efficacy will believe that they have the best ability to perform a particular task or responsibility. Conversely, someone who has a low level of self-efficacy tends to doubt his ability to carry out certain tasks. This is reinforced by the results of research by Syaifudin et al. (2021) revealed that Self-Efficacy has a positive and significant effect on employee performance. When an employee feels confident in their ability to carry out their duties, they will be able to facilitate and expedite their performance so that they can improve the quality of performance.

H2: It is suspected that Self Efficacy has a positive effect on employee performance at PT Cipta Nirmala (Semen Gresik Hospital).

Based on the theoretical review and previous research, a conceptual framework for this research can be compiled which is presented as follows.
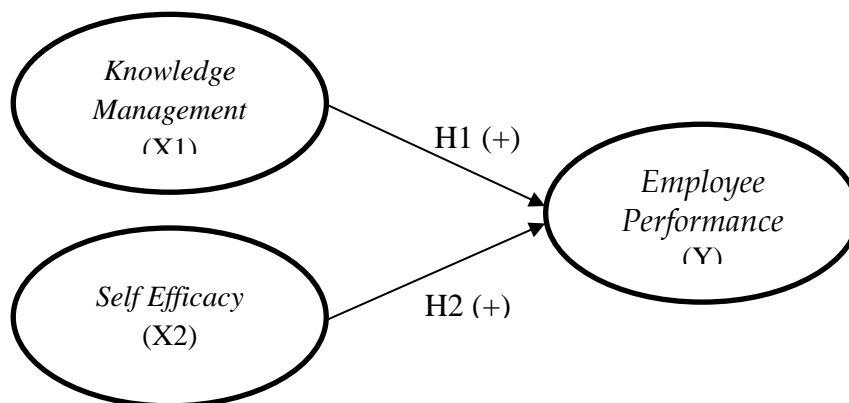

Figure 1. conceptual framework

METHODOLOGY

The data in this study uses quantitative data types. The population in this study was 112 non-health employees at PT Cipta Nirmala (Semen Gresik

Hospital). The sampling technique in this study used probability sampling. According to Sugiyono in Amin et al. (2023), probability sampling is a sampling technique to serve respondents with equal opportunities for each member to be used for samples in research. This study used simple random sampling, according to Sharma in a quote by Firmansyah & Dede (2022) simple random sampling is a technique for taking samples by doing it freely from the population without any particular choice.

The samples taken were 53 respondents who had been determined using the Slovin technique. The data collection method in this study was to distribute questionnaires to non-health employees, totaling 53 respondents. This study uses a questionnaire that has been prepared regularly and in good language so that it can measure indicators of the variables used, namely knowledge management (X1), self-efficacy (X2), and employee performance (Y). The data analysis technique used in this study uses Partial Least Square (PLS). The scale used to measure indicators in this research questionnaire is a Likert scale which shows information about the level ranging from strongly disagree to strongly agree.

RESULTS
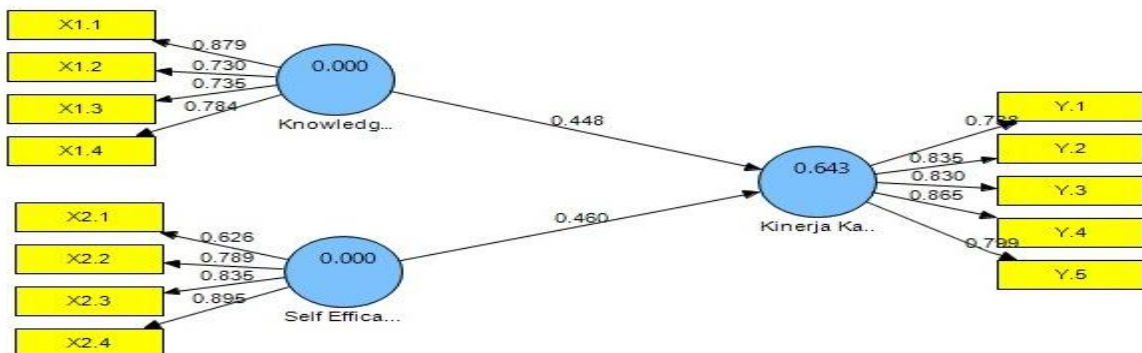
Figure 1. Outer Model with loading factor, R-Square, and Path Coefficient
(Source: Data processing on the SmartPLS Application, 2023)

Based on Figure 1, it can be seen that the values contained in factor loading can be seen in each indicator which is in a straight line with arrows located between the variables and the indicators, it can also be seen that the path coefficient values (path coefficients) are located in a straight line with arrows between exogenous variables and endogenous variable. Besides that, through the picture above, it can also be seen that the magnitude of the R-Square is right inside the circle on the endogenous variable (Employee Performance variable).

To find out the validity of the indicators in this study, it can be seen through the value of the factor loading on the outer loading. Factor loading has the function of providing clues to the correlation of each indicator with each variable, or it can be said that the validity of each indicator is sufficient if it is > 0.5 and or the T-Statistic value is > 1.96 (Z value at α = 0.05).

Table 1.
Outer Loadings

	Factor Loading (O)	Sample Mean (M)	Standard Deviation (STDEV)	Standard Error (STERR)	T Statistics (|O/STERR|)
X1.1	0.879296	0.882605	0.021909	0.021909	40.133853
X1.2	0.730426	0.731315	0.063990	0.063990	11.414673
X1.3	0.735240	0.736873	0.059840	0.059840	12.286738
X1.4	0.784295	0.790644	0.044219	0.044219	17.736754
X2.1	0.626163	0.626457	0.117724	0.117724	5.318895
X2.2	0.788612	0.791203	0.048887	0.048887	16.131247
X2.3	0.834791	0.831782	0.034931	0.034931	23.898590
X2.4	0.894693	0.899031	0.017058	0.017058	52.450882
Y.1	0.788072	0.792584	0.037298	0.037298	21.129208
Y.2	0.835394	0.835038	0.034377	0.034377	24.301005
Y.3	0.829904	0.831852	0.033223	0.033223	24.979546
Y.4	0.865336	0.869843	0.025591	0.025591	33.814007
Y.5	0.798593	0.803562	0.041473	0.041473	19.255515

(Source: Data processing on the SmartPLS Application, 2023)

Table 1 above states the value of each reflective indicator on the independent variable or knowledge management (X1) and self-efficacy (X2), as well as the dependent variable or employee performance (Y). It can be seen that the value contained in the factor loading column has a value greater than 0.50 and/or significant (the T-Statistic value is greater than 1.96) so that the predicted results are that each indicator contained in this study has been providing sufficient convergent validity or it can be said that the validity is good.

Table 2.
Average variance extracted (AVE)

	AVE
Knowledge Management	0.615595
Self Efficacy	0.627835
Employee Performance	0.678848

(Source: Data processing on the SmartPLS Application, 2023)

The next analysis is the Average Variance Extracted (AVE) model. Converging at an AVE value of greater than 0.5 can be stated that the latent variable has adequacy with good validity. Based on the table described above, it is known that the AVE value on the knowledge management independent variable is 0.615595, the self-efficacy independent variable is 0.627835 and the employee performance dependent variable is 0.678848. From these three variables, it can be explained that the values contained in the table AVE have a value greater than 0.5. So it can be concluded, that based on the results of the

model above, it is known that the variables used in this study have good validity.

Table 3.
Composite Reliability

	Composite Reliability
Knowledge Management	0.864286
Self Efficacy	0.869129
Employee Performance	0.913473

(Source: Data processing on the SmartPLS Application, 2023)

In a reliable model construct, if the composite reliability value is stated to be > 0.70, the indicator can be stated to be consistent in testing its latent variables. The test results on composite reliability stated that the knowledge management variable was 0.864286, the self-efficacy variable was 0.869129 and employee performance was 0.913473, of the three variables giving a composite reliability value of > 0.70 so it was stated that the variables contained in this study can be called reliable.

Table 4.
Latent Variable Correlations

	Employee Performance	Knowledge Management	Self Efficacy
Employee Performance	1.000000		
Knowledge Management	0.705147	1.000000	
Self Efficacy	0.710765	0.559709	1.000000

(Source: Data processing on the SmartPLS Application, 2023)

In the PLS analysis, there is a mutual correlation between the variables in the study and other variables, both exogenous and endogenous variables or exogenous and exogenous variables, as shown in the table of latent variable correlations. The relationship between one variable and another variable has a maximum correlation value of 1 (one), the closer the variable correlation is to the value of 1, the better the correlation.

Based on the table described above, between one variable and another variable, the average correlation value that lies within each variable has a value of more than 0.5. Among the employee performance variables with self-efficacy, there is the highest correlation value, which is equal to 0.710765. This can be explained that in the model of high or low employee performance, the existing phenomenon is more influenced by self-efficacy than knowledge management.

In this study, it is also necessary to test the structural model (inner model) contained in the table below by knowing the value on R-Square which is also a goodness-fit model test. The R-Square value proves how high the exogenous (independent/independent) variable is in a model that can interpret endogenous (dependent/dependent) variables. The coefficient value in the determination in this study starts from zero to one ($0 < R2 < 1$).

Table 5.
R- Square

	R-Square
Knowledge Management	
Self Efficacy	
Employee Performance	0.642722

(Source: Data processing on the SmartPLS Application, 2023)

The results of the R-Square model contained in the table above show that the R-Square value = 0.642722. This means that it can be stated that the R-Square model can explain the phenomenon that is owned by the dependent variable, namely employee performance which has the influence of the independent variables including knowledge management and self-efficacy with an R-Square value of 64.27%. While the remaining 35.73% is explained by other variables that are different from the variables in this study (besides knowledge management and self-efficacy).

Furthermore, in this study it is also necessary to test the hypothesis to provide proof of the hypothesis which is estimating whether the hypothesis is significantly positive or negative, this test can be known through the T-statistic value of the structural model column contained in the table below:

Table 6.
Path Coefficients

	Path Coefficients (O)	Sample Mean (M)	Standard Deviation (STDEV)	Standard Error (STERR)	T Statistics (|O/STERR|)
Knowledge Management -> Employee Performance	0.447522	0.441499	0.083189	0.083189	5.379576
Self Efficacy -> Employee Performance	0.460283	0.471153	0.081529	0.081529	5.645625

(Source: Data processing on the SmartPLS Application, 2023)

Based on the path coefficients table above, it can be concluded that the results contained in the path coefficients model are by the hypothesis in this study, namely, knowledge management has a positive effect on employee performance is acceptable, with a T-statistic value of 5.379576 greater than 1.96 or the value is more than T-table = 2.00575, then the hypothesis is accepted or significant (positive). Self-efficacy has a positive effect on employee performance is acceptable, with a T-statistic value of 5.645625 greater than 1.96 or a value greater than T-table = 2.00575, then the hypothesis is acceptable or significant (positive).

DISCUSSION

The Effect of Knowledge Management (X1) on Employee Performance (Y)

Based on the results of the research described above, knowledge management can have a significant positive influence on employee performance. So testing on hypothesis 1 can be accepted. It is interpreted that knowledge management which includes identifying knowledge, creating knowledge, sharing knowledge and using existing knowledge at PT Cipta Nirmala (Semen Gresik Hospital) can have a good impact and has met the criteria, seen from factor loading and composite reliability. This statement is by the results that have been researched by Harmen & Darma (2018) which state that knowledge management has a significant positive effect on employee performance where employees who are active in knowledge management activities are certainly very useful in gaining new experiences that are owned by each individual, as well as gaining a new understanding of SPO and a better understanding of the technology used and contained within the company so that it will affect employee performance. This statement is also by research by Tjusanto & Sukarno (2021) which states that there is a significant influence between knowledge management and employee performance, this means that the quality of good knowledge management in an organization will affect the quality of employee performance in that company.

The Effect of Self Efficacy (X2) on Employee Performance (Y)

From the results of the research described above, self-efficacy can have a significant influence on employee performance. So that testing on hypothesis 2 can be accepted. This explains that the higher the level of confidence of each employee in his abilities, the easier it will be to achieve work success. This statement is to the results of research by Yusrizal Aminullah & Kustini (2022) which explains that there is a significant relationship between self-efficacy and employee performance. The results of this study are also the results of research conducted by Arifin, et al. (2021) which revealed that self-efficacy has a significant positive effect on employee performance. Based on this, it can be interpreted that self-confidence in abilities has a contribution to achieving the performance of potential employees in a company. Reviewing the respondents' answers to all indicators of self-efficacy variables shows that employees can complete the assigned tasks and can provide solutions to the obstacles they face.

CONCLUSIONS AND RECOMMENDATIONS

From the results of the research above, it is concluded that knowledge management is going well and there is a positive contribution to employee performance at PT Cipta Nirmala (Semen Gresik Hospital). Based on the results of the research that has been done above, it is known that the highest percentage of values contained in the loading factor is found in the knowledge identification indicator. The higher the enthusiasm of employees in obtaining new knowledge will tend to increase the level of knowledge management,

employees have a lot of knowledge that can more easily achieve maximum work results so that later they can improve the performance of employees of PT Cipta Nirmala (Semen Gresik Hospital). In addition, self-efficacy can make a good contribution to employee performance at PT Cipta Nirmala (Semen Gresik Hospital). Based on the results of the study, it is known that the highest percentage of values contained in the loading factor is found in the indicator column of satisfaction with the task given. The higher the level of employee satisfaction in the success of completing tasks, employees tend to be more energetic in completing tasks promptly and can provide solutions to the obstacles they face, which will affect the increase in employee performance so that it is very profitable for PT Cipta Nirmala (Semen Gresik Hospital).

From the results of the research above, some suggestions useful for the company as material for consideration, namely it is hoped that PT Cipta Nirmala (Semen Gresik Hospital) will increase the knowledge and experience of each employee, such as providing seminars, training, etc., and maintaining efforts to gain knowledge. new knowledge or gain an understanding that can make a positive contribution to knowledge management and will affect employee performance. Then it is also hoped that PT Cipta Nirmala (Semen Gresik Hospital) will strengthen confidence or self-confidence in the ability of employees to complete assigned tasks and maintain satisfaction with assigned tasks and the ability to deal with obstacles each employee that can affect employee performance so that can lead the company to success.

FURTHER STUDY

Suggestions for researchers who will continue the same research are expected to add or use different variables not as used in this study, such as learning organization, organizational culture, leadership, and others that are closely related to employee performance and of course, can broaden the scope study.

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