

The Implementation of Knowledge Management in Improving Human Resource Quality at PT. Langgeng Jaya Makmur

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ABSTRACT

The purpose of this study is to understand the impact of knowledge management implementation on improving the quality of human resources at PT. Langgeng Jaya Makmur. The increasingly fierce competition in the workplace means that companies can no longer rely solely on employees' individual experience but must instead rely on the organization's ability to manage knowledge as a shared asset. Using qualitative methods, this study examines the steps taken by the company to develop a culture of knowledge sharing, organize internal information, and utilize technology in employee learning. The results indicate that effective knowledge management implementation can enhance employees' capabilities, work efficiency, and collaboration. Additionally, an organized knowledge-sharing system helps the company maintain knowledge continuity during employee turnover. Therefore, the implementation of knowledge management at PT. Langgeng Jaya Makmur has a positive impact on the development of human resource quality—specifically creativity and flexibility—enabling the workforce to adapt to business dynamics.

Keywords: *Knowledge Management, Human Resource Quality, PT. Langgeng Jaya Makmur*

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1. INTRODUCTION

In the current era of globalization and advancements in information systems, human resources have become a key indicator of an organization's success in achieving quality and competitive advantage. According to Rahmah et al. (2020), these functions include recruitment, assignment, and compensation, as well as skill-based career planning provisions. In a company, employees have an obligation not only to be operationally capable but also to possess the ability to manage knowledge. Generally, the objective of knowledge management is to generate a competitive advantage for the organization, achieved through innovation in products and services. This is achieved by leveraging an organization's existing insights and utilizing them effectively to meet objectives (Cahyaningsih et al., 2020). Rapid growth drives active change, intensifying competition, making it prone to shifts, and shaping diverse organizational structures. Wibowo et al. (2024) explain that some definitions view knowledge management as a process, while others describe it as a discipline in the form of a methodology for managing intellectual assets, to ensure the creation, capture, organization, access, and utilization of those assets. Knowledge management is a means of developing expertise to achieve maximum results in managing human resources to meet objectives in every business entity; the optimal utilization of knowledge can enhance operational success and provide benefits to an organization (Wibowo et al., 2019). Knowledge management is a critical priority in fostering competitiveness through intellectual value. In every possible scenario a business may face, additional knowledge is required to improve performance. This enables the establishment of guidelines and key

priorities that can influence the enhancement of digital value and competitive capabilities in all situations.

Korespondensi et al. (2016) state that knowledge management is an effort to enhance capabilities beneficial to an organization, encompassing the development of communication methods among individuals, learning opportunities, and the promotion of knowledge sharing. Knowledge management, when utilized to its fullest potential, can significantly impact workforce quality. Employees become more open to learning, adapt more quickly to changes, and are more productive in 3 Addressing workplace issues. When knowledge is shared equitably among employees, it improves the organization. There is no longer an excessive reliance on specific individuals, as knowledge has been documented and is accessible to all authorized parties (Thoyyibah & Mukhtar, 2024). Knowledge plays a fundamental role in driving innovation, productivity, and competitive value. The implementation of knowledge management can enhance job satisfaction, as employees feel valued when their opinions and contributions are properly recognized. They also have opportunities to explore new aspects of self-development. This includes strengthening trust and reducing employee turnover rates. To enhance human resource capabilities, organizations must manage knowledge effectively so that every employee can adapt to changes and drive innovation in their respective fields. PT Langgeng Jaya Makmur, a company committed to sustainable growth, has begun implementing a knowledge management system to improve employee capabilities and performance.

According to Maula et al. (2022), significant changes constantly reshape the organizational environment. Human resources are considered a vital asset for an organization, making the implementation of development strategies crucial for improving employee quality. Workforce management activities aim to optimize employees' work capabilities to achieve organizational productivity (Pramesrianto et al., 2020). Consequently, industries require training to broaden employees' perspectives and cultivate new skills, enabling them to keep pace with the increasingly advanced and diverse developments of the present era. This study is expected to facilitate the process of deepening understanding in the field of human resource management, particularly regarding knowledge management as a strategy for enhancing employee quality and productivity. This research is designed to contribute to strategic decision-making, especially in efforts to improve functional performance, foster a culture of knowledge sharing, and advance skill development at PT Langgeng Jaya Makmur.

2. METHODS

This study employs a qualitative method with a descriptive approach. Specifically, it prioritizes data collection from various sources to comprehensively explain the influence of knowledge management on improving employee operational quality. The analytical framework used in this study is qualitative, an approach that provides deep insight into aspects to understand issues that have been generally examined by the parties involved. According to (Muhammad Rizqi, 2022), the qualitative method was chosen because it has the potential to yield more in-depth and comprehensive findings regarding the research problem. Quantitative research is often used to answer general questions, but qualitative research can also be used to analyze more specific questions related to the research focus. 4 This qualitative research was conducted at PT. Langgeng Jaya Makmur; the selection of this location was based on its relevance as an object of observation regarding how the knowledge management process to improve worker quality is applied in daily work activities. The study was conducted over a one-month period, with the aim of ensuring a thorough data collection process. Data triangulation was performed across all activities during this month to ensure the accuracy of the data obtained. This data triangulation involved comparing information from multiple sources through in-depth interviews, direct observation, and document analysis; this approach provides research insights that truly

reflect the actual conditions within the company. Data triangulation was applied in this study by combining several techniques: in-depth interviews, direct observation, and document analysis. Interviews help the researcher understand experiences and information from various informants' perspectives, while observation provides a picture of actual activities regarding how knowledge management is applied to maximize employee performance in daily tasks, while document analysis can supplement field findings with the company's administrative data. Thus, by using these three methods, the researcher ensures that information is not derived from a single perspective. To strengthen the validity of the triangulated data, sources were explored by gathering information from various parties involved in the company. Data was obtained from supervisors who are aware of the implementation of knowledge management activities within the company, as well as from employees who directly carry out these activities in the management of knowledge to improve personal quality and internal training. Overall, the application of data triangulation can enhance the credibility of the results. By examining information from multiple sources and analyzing data using various analytical techniques, this study on the sustainability of knowledge management implementation in improving human resource quality at PT. Langgeng Jaya Makmur provides a description that can be objectively substantiated.

3. RESULTS AND DISCUSSION

This study focuses on knowledge management at PT. Langgeng Jaya Makmur in improving employee quality (human resources) through equitable implementation and training. PT. Langgeng Jaya Makmur is a manufacturing company that must ensure knowledge management is implemented in a structured manner to continuously improve human resource quality. The company has implemented a knowledge management system with the aim that every employee can strive to share, cultivate, and manage knowledge resources in performing their tasks to increase productivity and professionalism by utilizing available knowledge. 5 (Panuji et al., 2024) state that the more opportunities an individual has in the workplace, the more experience they gain, thereby enhancing competencies within an organization. The following is an overview of the application and development of knowledge management in enhancing human resources, presented in a table at PT. Langgeng Jaya Makmur.

a. Some key steps that can be taken to implement knowledge management in a planned and sustainable manner include:

- 1) Creating a culture of knowledge sharing is essential. Organizations must foster an open and collaborative work environment. Employees must be convinced that sharing knowledge is not merely an obligation but an integral part of collective efforts toward the organization's shared progress. This can be achieved through monitoring sessions, joint training, or collaborative discussion forums.
- 2) The use of information technology plays a crucial role in driving knowledge management. Digital intranet systems can streamline the process of archiving and disseminating data. Knowledge can be accessed at any time as needed.
- 3) Employee training and empowerment programs must be implemented on an ongoing basis. Employees need to be equipped with the materials and skills to manage information, think critically, and utilize supporting technologies. This ensures that the knowledge gained can be directly applied in their work.
- 4) Recognizing high-performing employees can foster a culture of knowledge sharing; companies can reward employees who actively share their knowledge. Such recognition can boost motivation and lead to more comprehensive contributions.
- 5) Ongoing evaluation of every knowledge management system requires periodic improvements to ensure its effectiveness. The results of the evaluation can serve as a reference for improving the system and formulating future strategies.

b. Implementation and Development of Knowledge Management in Improving Employee Quality

Table 1. Implementation and Development of Knowledge Management in Improving Worker

Aspect	Implementation of Knowledge Management	Development of Knowledge Management	Impact on Human Resources
Knowledge Creation	Facilitating employees to contribute new ideas and innovations through internal platforms or regular meeting agendas as a means of sharing	Designing a digital system (knowledge innovation platform) to gather and manage employee feedback	Performance competencies become more productive and progressive in problem-solving
Knowledge Sharing	Conducting regular training and monitoring together with employees	Developing collaborative platforms such as web portals and communities of practice	A more collaborative workforce with broader reach in knowledge sharing
Knowledge Utilization	Applying knowledgebased insights to improve performance and inform decisionmaking	Creating performance outcomes based on data and organizational knowledge	HR can effectively apply knowledge
Knowledge Evaluation	Conducting repeated evaluations of program effectiveness in delivering knowledge	Optimizing knowledge-based performance	HR is more aware of the importance of evaluation in enhancing datadriven excellence
Organizational Culture	Developing a culture of rewards and recognition	Building organizational values based on collaborative learning	HR personnel possess a positive attitude and are open to change

Source: Compiled by the Researchers (2025)

According to (Neka Fatyandri & Silvana Muchsinati, 2024), various methods are implemented in training and development programs within organizations to provide the skills and insights needed by both new and existing employees to perform their duties effectively within the company. The table above illustrates that PT. Langgeng Jaya Makmur has already implemented various training and development initiatives in an appropriate manner

c. The importance of implementing knowledge management in enhancing human resources (HR) is as follows:

1. Maximizing organizational knowledge management can build individual insights and capabilities through regular training programs. Within a work environment, employees are encouraged to share experiences and problem-solving strategies while working, thereby enhancing individual skills and knowledge.
2. Knowledge management can be applied to improve performance in operational activities. Relevant information makes work processes easier and more efficient. Decision-making becomes more accurate because it is supported by well-managed experience reports.
3. A knowledge system plays a role in fostering innovation; employees can more easily access diverse insights and experiences, enabling them to become more creative in developing new strategies. Consequently, employees can strengthen the company's competitiveness amid rapidly evolving market changes.

According to Hamka et al. (2016), workforce development is a process of preparing individuals to assume greater responsibilities related to their jobs and roles within an organization. Based on the findings of an analysis conducted at PT Langgeng Jaya Makmur, the implementation of knowledge management is believed to have a positive impact on maximizing the quality of individual capabilities. Through employee experience-sharing programs, based on procedures involving training activities and formal communication channels such as work discussions, employees' expertise and perspectives have seen significant improvement. Employees have become more productive in completing tasks, are better able to adapt to changes, and report increased productivity as well as a stronger sense of responsibility toward their work. The implementation of knowledge management in this company requires several key steps, such as knowledge mapping, data management within digital systems, and the comprehensive dissemination of information to the workforce. Observations indicate that a well-structured documentation system facilitates employees' ability to locate sources and solutions to work-related issues. These factors help optimize systematic productivity and foster long-term learning values within the company. Furthermore, the role of management in supporting the continuity of knowledge management is crucial; progressive governance that encourages the sharing of experiences and provides opportunities for professional development makes employees feel valued and motivated to grow.

4. CONCLUSION

Based on the research and analysis conducted, it has been concluded that the implementation of knowledge management has a significant impact on improving work quality within a company. By implementing a well-planned knowledge management system, a progressive learning-based structure can be established, where both organizational and individual knowledge can be organized, communicated, and utilized to the fullest to achieve the company's primary objectives. Through the stages of identifying, organizing, and disseminating knowledge, employees have the opportunity to improve their performance and develop their expertise. The impact on human resource development is that workers become more responsive, creative, and competitive in the face of changes in their work environment.

Success in knowledge management is largely determined by various supporting factors, namely management commitment, organizational values that support knowledge communication, and the appropriate use of information technology. These three components form the foundation for enhancing the competitive advantage of a collaborative and innovative organizational environment.

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