



The Influence of Knowledge Management and Motivation on Job Satisfaction and Employee Performance in the Population and Civil Registration Office of DKI Jakarta Province

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Abstract. This study aims to analyze the influence of Knowledge Management (KM) and motivation on employee job satisfaction and performance at the Population and Civil Registration Office of DKI Jakarta Province. The analytical method used is Partial Least Squares (PLS), a statistical approach capable of handling complex structural models with relatively small samples. Data collection method through a survey of 150 employees randomly selected from various work units at the Population and Civil Registration Office of DKI Jakarta Province. Using the Partial Least Squares (PLS) approach to test the relationships between variables, the survey instrument used has been validated and its reliability tested before distribution. The results of the analysis indicate that there is a positive and significant influence of Knowledge Management (KM) on employee motivation. Additionally, motivation also has a positive and significant effect on employee job satisfaction and performance. However, the direct influence of Knowledge Management (KM) on job satisfaction is not significant. The analysis also shows that there is a positive and significant indirect influence of Knowledge Management (KM) on employee performance through motivation. These findings provide practical implications for management at the Population and Civil Registration Office of DKI Jakarta Province in managing Knowledge Management (KM) and motivating employees to enhance their job satisfaction and performance. This study also contributes to the literature in the field of human resource management and Knowledge Management.

Keywords: Knowledge Management, Motivation, Job Satisfaction, Employee Performance, Population and Civil Registration Office, DKI Jakarta.

INTRODUCTION

Improving organizational performance is highly desirable for both public and private entities. In the context of the public service sector such as the Population and Civil Registration Office of DKI Jakarta Province, optimal performance is key to providing effective and quality services to the public. However, in managing an organization, it is important to consider internal factors that can influence employee performance. In recent decades, the concept of Knowledge Management (KM) has become a primary focus in efforts to enhance organizational performance. KM involves effectively managing and utilizing the knowledge possessed by an organization to achieve its strategic objectives (Syahputra, 2020). On the other hand, employee motivation is also recognized as one of the key factors that can influence their performance.

The dynamics of managing human resources in local government contexts such as the Population and Civil Registration Office of DKI Jakarta Province present unique challenges. Jakarta, as the capital of Indonesia, with its population complexity and high demands for public services, positions the Population and Civil Registration Office strategically to ensure that the administrative needs of the population are adequately met. However, in the face of changing

environments and evolving societal demands, the Office is confronted with increasingly complex challenges. Technological advancements, regulatory changes, and social dynamics necessitate adjustments and enhancements in human resource management, including the optimization of Knowledge Management and employee motivation (Widhianingrum, 2017).

Previous studies have highlighted the importance of Knowledge Management and motivation in organizational contexts, but their implementation often remains suboptimal, especially in bureaucratic environments such as the Population and Civil Registration Office. Lack of understanding of employee needs and expectations, as well as ineffective knowledge management, can hinder the achievement of organizational goals as a whole. Therefore, research investigating the influence of Knowledge Management and motivation on employee job satisfaction and performance becomes crucial (Nurchahyo, 2020). With a deeper understanding of the factors influencing job satisfaction and performance, management at the Population and Civil Registration Office can design more effective strategies to enhance organizational efficiency and effectiveness.

In the context of government agencies such as the Population and Civil Registration Office of DKI Jakarta Province, the challenges faced extend beyond the effectiveness of serving the public to ensuring that employees are satisfied with their work and achieve optimal performance. However, there is a lack of understanding of how Knowledge Management and motivation influence employee job satisfaction and performance in the Population and Civil Registration Office of DKI Jakarta Province. While some previous studies have highlighted the significant role of KM and motivation in organizational contexts, there is still room to better understand the dynamics of this relationship at the local level, particularly within the context of government agencies.

By deepening our understanding of the relationship between Knowledge Management, motivation, job satisfaction, and employee performance, we can identify more effective strategies to enhance organizational performance and employee well-being. Therefore, in-depth research on this issue at the Population and Civil Registration Office of DKI Jakarta Province is relevant and important to undertake. Through this research, it is hoped that new insights will emerge that can contribute to the development of human resource management and public services at both the local and national levels. In the Population and Civil Registration Office of DKI Jakarta Province, where demands for accuracy, speed, and quality of service are high, the presence of skilled, motivated, and satisfied employees is crucial (Laliasa, 2018). However, the reality in the field often shows that not all employees are satisfied

with their work environment, and organizational performance does not always meet expected standards.

In this context, research examining the influence of Knowledge Management and motivation on employee job satisfaction and performance becomes increasingly relevant. Effective knowledge management can help disseminate the necessary information to perform tasks well, while high motivation can serve as a driver for employees to perform optimally. However, while the relationship between Knowledge Management, motivation, job satisfaction, and employee performance has been discussed in the literature, there is still a need to examine the dynamics of this relationship more deeply in the specific context of the Population and Civil Registration Office of DKI Jakarta Province. Through this research, it is hoped that unique patterns and specific factors will be uncovered to aid in designing more targeted interventions and policies.

THEORETICAL REVIEW

Knowledge Management

Knowledge Management (KM) is a concept and practice that focuses on managing knowledge and information within an organization with the aim of improving performance and achieving the organization's overall goals. Essentially, Knowledge Management refers to the process of identifying, sharing, storing, and utilizing knowledge held by individuals, groups, or organizations. Amidst the complexity of the business environment and increasingly fierce competition, knowledge becomes one of the most important assets for an organization (Bangalino, 2018). This knowledge encompasses not only information and data but also experiences, skills, and insights possessed by members of the organization. Knowledge Management aims to manage these assets in a systematic and directed manner. One crucial aspect of Knowledge Management is the process of gathering and storing knowledge. This involves the creation of databases, documents, and information systems that enable individuals and teams to access the required information easily and quickly (Nurcahyo, 2020). Furthermore, Knowledge Management also involves the process of sharing knowledge among members of the organization, either through direct collaboration or through supporting platforms and technologies (Andayani, 2019).

In addition to managing existing knowledge, Knowledge Management also encourages the creation of new knowledge through innovation and organizational learning. This involves creating an environment that supports experimentation, reflection, and the exchange of new ideas that can lead to creative solutions and breakthroughs in addressing organizational

challenges. By effectively implementing the concept of Knowledge Management, organizations can enhance operational efficiency, reduce duplication of work, accelerate decision-making processes, and respond to market changes more quickly (Monsow, 2018). Furthermore, Knowledge Management also helps build an organizational culture that is open, collaborative, and innovative, where knowledge is seen as a shared asset that must be managed and utilized optimally for collective success.

Work Motivation

Work motivation is the internal force that drives individuals to achieve goals and behave in certain ways in the work environment. The concept of work motivation is a fundamental cornerstone in industrial and organizational psychology because it influences employees' behavior, performance, and job satisfaction. Work motivation encompasses various factors that affect the level of energy, commitment, and perseverance individuals put into performing their job tasks. Essentially, work motivation stems from individuals' needs and drives to achieve personal satisfaction, both materially and emotionally (Liu, 2007). These drives may arise from the desire to achieve success, gain recognition, or receive rewards for good performance. In this context, each individual has unique motivation based on their values, interests, and personal goals.

Challenges and growth experiences also serve as strong drivers of work motivation. Individuals tend to be motivated when faced with challenging tasks and have the opportunity to develop skills and achieve their full potential. When individuals feel that their work provides opportunities for learning and growth, their work motivation tends to increase. The influence of the work environment also plays a significant role in shaping individual work motivation. A supportive, inclusive, and socially supportive work environment can enhance employee engagement and motivation. Conversely, an environment filled with uncertainty, conflict, or injustice can reduce work motivation and employee psychological well-being (Malhotra, 2001).

Furthermore, the goals and vision of the organization also play a crucial role in influencing work motivation. When individuals feel connected to the mission and values of the organization, they tend to have high intrinsic motivation to contribute to the success of the organization. A clear understanding of the organization's goals can provide direction and additional motivation for employees to achieve desired outcomes. In human resource management, it is important for management to identify and understand the factors that influence employee work motivation (Syahputra, 2020). By considering the needs and preferences of individuals, as well as creating a supportive work environment that fosters

growth and satisfaction, organizations can maintain high levels of work motivation among employees and achieve optimal organizational performance.

Job Satisfaction

Job satisfaction refers to the level of satisfaction and well-being experienced by individuals regarding the work they do. This includes positive feelings about the work environment, job tasks, compensation, relationships with colleagues, and recognition for contributions made. Job satisfaction encompasses not only material aspects but also psychological and emotional aspects that influence an individual's work experience. Feelings of job satisfaction are often related to the extent to which the job meets individual expectations, needs, and values. When individuals feel that their job aligns with their interests, skills, and aspirations, they tend to feel satisfied and fulfilled with their work (Shofa, 2013). Job satisfaction can also be influenced by the level of autonomy, responsibility, and opportunities for development in the workplace.

Social interaction and relationships among colleagues also play a crucial role in determining an individual's level of job satisfaction. A supportive, collaborative, and respectful work environment tends to create a more satisfying work experience for individuals. Positive relationships with supervisors and colleagues can also enhance engagement and job satisfaction. It is important to remember that job satisfaction is subjective and can vary from individual to individual. Differences in expectations, values, and preferences can influence their perception of job satisfaction. Therefore, management needs to pay attention to individual needs and preferences and create a work environment that supports optimal job satisfaction.

Job satisfaction has a significant impact on individual performance and organizational productivity as a whole. Individuals who are satisfied with their jobs tend to be more motivated, perform better, and have lower levels of absenteeism. Conversely, low job satisfaction can lead to decreased motivation, increased stress, and reduced performance (Ghani, 2009). By considering the factors that influence job satisfaction, organizations can identify areas that need improvement and design strategies to enhance employee well-being and satisfaction. Through a holistic and sustainable approach to human resource management, organizations can create a work environment that promotes high and sustainable job satisfaction, as well as improves their long-term performance and success.

Employee Performance

Employee performance is an evaluation of the extent to which an individual or group successfully achieves the goals set by the organization. This includes goal achievement, productivity, competencies, and contributions made by employees in performing their job

tasks. Employee performance is a critical indicator in assessing organizational effectiveness and success in achieving its strategic objectives (Shofa, 2013). Factors influencing employee performance include competencies, motivation, job satisfaction, work environment, as well as support and recognition from supervisors and colleagues. Employees with relevant skills and knowledge for their job tasks tend to achieve better performance. High motivation also plays a crucial role in enhancing performance, as motivated individuals are more focused and strive to achieve optimal results (Nurcahyo, 2020).

It is important to establish clear and measurable goals as part of performance management to help guide and evaluate employee performance. Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) goals provide clear direction on what is expected from each individual or team within the organization. Regular performance evaluations also provide valuable feedback to employees to help them identify areas for improvement and develop action plans to enhance their performance in the future.

Moreover, a supportive and collaborative work environment also plays a crucial role in enhancing employee performance. Open communication, support from supervisors, and cooperation among colleagues create a work atmosphere that enables individuals to work effectively and achieve desired outcomes. Recognition of contributions and achievements can also serve as strong incentives to enhance employee motivation and performance (Noerchoidah, 2019).

Effective performance management involves developing personal and professional development plans to help employees acquire the skills and competencies needed to achieve better performance. Training and development, promotion opportunities, as well as recognition and incentive programs can be effective strategies to enhance performance and motivate employees. By considering the factors that influence employee performance and implementing effective performance management practices, organizations can create a work environment that enables employees to reach their full potential and make meaningful contributions to the overall success of the organization. This, in turn, can help organizations remain competitive, innovative, and responsive to changes in the dynamic business environment (Nurcahyo, 2020).

HYPOTHESIS DEVELOPMENT

Developing hypotheses to explore the influence of Knowledge Management and motivation on employee job satisfaction and performance is an important step in research design. First, based on theory and previous research, it can be hypothesized that effective knowledge management, or Knowledge Management, will have a positive impact on employee

motivation. This hypothesis is based on the understanding that good access to knowledge, information, and organizational resources can enhance feelings of competence and autonomy, factors that intrinsically support motivation. The second hypothesis is that employee motivation positively influences job satisfaction. Based on motivation theory, individuals who feel motivated tend to find satisfaction in their work because they have strong internal drives to achieve goals, pursue challenges, and experience personal fulfillment.

Next, the third hypothesis is that job satisfaction is positively related to employee performance. Previous theory and research indicate that employees who are satisfied with their jobs tend to be more motivated to work hard, contribute maximally, and achieve desired outcomes. Lastly, the fourth hypothesis is that Knowledge Management indirectly influences employee performance positively through motivation. It is assumed that good access to knowledge and information, obtained through Knowledge Management practices, can enhance employee motivation, which in turn affects their performance (Montani, 2021). Thus, the narrative of hypothesis development implies relationships between Knowledge Management, motivation, job satisfaction, and employee performance. Through testing these hypotheses, the research is expected to provide deeper insights into these dynamics in the workplace of the Population and Civil Registration Agency of DKI Jakarta Province and contribute to the development of more effective and sustainable human resource management practices. In developing hypotheses to explore the relationship between Knowledge Management, work motivation, job satisfaction, and employee performance, the following are five hypotheses that can be proposed:

1. First Hypothesis (H1): Knowledge Management significantly influences employee job satisfaction. The basis of this hypothesis lies in the belief that effective knowledge management can enhance employees' access to the information, skills, and resources needed to perform their job tasks well, which in turn can increase their job satisfaction.
2. Second Hypothesis (H2): Work motivation significantly influences employee job satisfaction. The theory of work motivation suggests that individuals who are motivated tend to find satisfaction in their work due to their internal drive to achieve goals, pursue challenges, and experience personal accomplishment.
3. Third Hypothesis (H3): Knowledge Management significantly influences employee performance. The basis of this hypothesis is the assumption that effective Knowledge Management practices can provide better access to the knowledge, information, and resources needed to achieve optimal performance in the workplace.

4. Fourth Hypothesis (H4): Work motivation significantly influences employee performance. Motivation theory suggests that motivated individuals tend to exhibit higher levels of performance because they have strong internal drives to achieve goals and high standards in performing their job tasks.
5. Fifth Hypothesis (H5): Job satisfaction significantly influences employee performance. The basis of this hypothesis is the belief that employees who are satisfied with their jobs tend to exhibit better performance because they are more motivated, committed, and positively contribute to organizational goals.

By formulating these hypotheses, the research aims to investigate and examine the complex relationships among Knowledge Management, work motivation, job satisfaction, and employee performance, as well as provide valuable insights for management in developing effective strategies to enhance employee performance and job satisfaction at the Population and Civil Registration Office of DKI Jakarta Province.

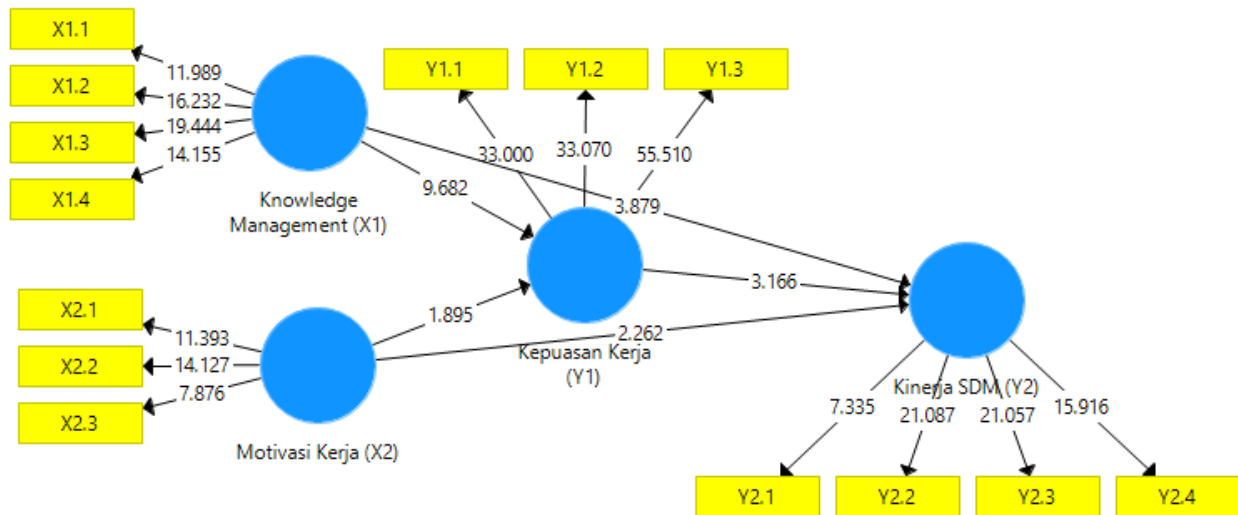
METHOD

This research aims to investigate the influence of Knowledge Management and Motivation on Job Satisfaction and Employee Performance at the Population and Civil Registration Office of DKI Jakarta Province. This study employs a quantitative approach with the Structural Equation Modeling Partial Least Squares (SEM-PLS) analysis tool to analyze the relationships among variables. The population of this study comprises all employees working at the Population and Civil Registration Office of DKI Jakarta Province, totaling approximately 300 individuals. The sample for this study is taken through a census, hence the entire population of employees, which amounts to 150 individuals, will be respondents in this research. Data for this study are collected through questionnaires distributed to all respondents (Sugiyono, 2012). The questionnaire is designed to measure the level of Knowledge Management, Motivation, Job Satisfaction, and Employee Performance. The questions in the questionnaire are developed based on the conceptual framework that has been prepared beforehand. The analysis results will be interpreted to understand the influence of Knowledge Management and Motivation on Job Satisfaction and Employee Performance. Findings will be compared with the previously formulated conceptual framework and with relevant literature in the field of human resource management.

Therefore, through this methodology, it is expected that this research can provide deeper insights into the factors influencing job satisfaction and employee performance at the

Population and Civil Registration Office of DKI Jakarta Province, and contribute valuable insights for the development of more effective human resource management practices.

RESULTS AND DISCUSSION



Hypothesis Testing Table

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistic (O/STDEV)	P Values (Sig.)	Conclusion
KM – KP	0.456	0.466	0.120	9.862	0.000	Positive Significant
MK – KP	0.627	0.624	0.066	1.895	0.000	
KM – KSDM	0.171	0.176	0.077	3.879	0.013	
MK – KSDM	0.162	0.169	0.088	2.262	0.033	
KK – KSDM	0.309	0.294	0.097	3.166	0.001	

The Influence of Knowledge Management on Job Satisfaction

From the test results with T-value of 9.862 and a p-value of 0.000, which is less than the significance level of 0.05, it is declared positive and significant. The importance of Knowledge Management in enhancing employee job satisfaction can be explained from several perspectives. Firstly, when employees have good access to the knowledge, information, and resources they need, they tend to feel more competent in performing their job tasks. This can increase their confidence and personal satisfaction in the work they do.

Additionally, Knowledge Management can facilitate collaboration and knowledge exchange among coworkers, which in turn can enhance engagement and interpersonal

connections in the workplace. When employees feel that the organization supports teamwork and collaboration, they tend to feel more satisfied with their work environment.

Furthermore, Knowledge Management can also expedite decision-making processes and minimize uncertainty in the workplace. By having quick and easy access to relevant information, employees can feel more efficient and effective in carrying out their tasks, which in turn can enhance their job satisfaction.

Therefore, overall, Knowledge Management plays a crucial role in creating a supportive work environment, facilitating professional growth, and enhancing employees' psychological well-being (Muhammed, 2020). Through continuous efforts to improve Knowledge Management practices, organizations can create a work environment that promotes job satisfaction and positive employee contributions towards the overall organizational goals.

The Influence of Work Motivation on Job Satisfaction

From the test results with a T-value of 1.895 and a p-value of 0.000, which is less than the significance level of 0.05, it is declared positive and significant. The influence of work motivation on job satisfaction is an important aspect in the study of human resource management and organizational psychology. Work motivation refers to the drive, desire, and energy that propel individuals to achieve goals and fulfill needs in the context of their work. On the other hand, job satisfaction is the subjective evaluation of individuals regarding their work, including positive or negative feelings about the work environment, job responsibilities, compensation, and recognition for their contributions. Firstly, high work motivation tends to contribute to higher levels of job satisfaction. Individuals who feel motivated have strong intrinsic or extrinsic drives to achieve their goals in the workplace. They perceive that the work they do has meaning and value, and this can enhance their satisfaction with their work. (Momeni, 2014).

Furthermore, high work motivation can also influence individuals' perceptions of their work environment. Motivated individuals tend to be more enthusiastic and energetic in completing their tasks. They may see challenges as opportunities for growth and development rather than obstacles, which can enhance feelings of satisfaction and accomplishment in the workplace. Work motivation can also affect the level of individuals' engagement in their work. Motivated individuals are more likely to be actively involved in their tasks, collaborate with colleagues, and seek ways to improve the quality of their work. This can lead to a greater sense of achievement and satisfaction in the work they do.

Furthermore, high work motivation can also influence individuals' attitudes towards challenges and difficulties in the workplace. Motivated individuals tend to be more optimistic

and proactive in facing problems. They may seek creative and innovative solutions, which can enhance their job satisfaction. Thus, overall, work motivation significantly impacts individual job satisfaction in the workplace (Shofa, 2013). It is important for organizations to understand the factors influencing employees' work motivation and develop effective strategies to enhance their motivation and job satisfaction. Through these efforts, organizations can create a supportive, productive, and satisfying work environment for all team members.

The Influence of Knowledge Management on Employee Performance

From the test results of T 3.879 and a p-value of 0.013 which is less than the standard significance level of 0.05, it is declared positive and significant. In human resource management and organizational development, Knowledge Management refers to the process of identifying, managing, and utilizing knowledge and information within an organization to achieve desired business goals. First and foremost, Knowledge Management plays a crucial role in enhancing employee performance by ensuring better access to relevant knowledge and information. By having easier access to well-documented information resources and knowledge, employees can make better-informed decisions, which in turn can enhance their work efficiency and effectiveness.

Furthermore, Knowledge Management also facilitates the process of continuous organizational learning. By documenting and sharing knowledge and best practices among employees, organizations can create an environment where innovation, problem-solving, and continuous quality improvement are encouraged (Nurcahyo, 2020). This enables employees to continuously develop their skills and knowledge, which ultimately can enhance both individual and collective performance.

Furthermore, Knowledge Management also facilitates collaboration and knowledge exchange among departments and teams within the organization. When employees can easily share information and collaborate on joint projects, it can enhance coordination, communication, and teamwork effectiveness. This strong and supportive collaboration can improve overall team performance. Moreover, Knowledge Management enables organizations to identify and manage critical and strategic knowledge. By prioritizing the most valuable and relevant knowledge for the organization's business goals, organizations can allocate resources more efficiently and focus their efforts on areas that can have the greatest impact on organizational performance and outcomes (Lui, 2007).

The Influence of Work Motivation on Employee Performance

From the test results of T 2.262 and a p-value of 0.033 which is less than the standard significance level of 0.05, it is declared positive and significant. The influence of work

motivation on employee performance is a key aspect in the fields of human resource management and organizational psychology. Work motivation reflects the level of drive, desire, and commitment of individuals to achieve goals and perform job tasks effectively and efficiently. Firstly, high work motivation often leads to improved employee performance. Motivated individuals tend to exhibit more proactive, dedicated, and focused behaviors in carrying out their tasks. They have strong intrinsic or extrinsic motivations to achieve good results, which can enhance their productivity and work effectiveness.

Furthermore, high work motivation can also affect the level of employee engagement in their work. Motivated employees are more likely to be actively involved in their tasks, seeking opportunities for growth, and achieving higher levels of performance. They have a high sense of responsibility towards their work and strive to make maximum contributions to the organization (Andayani, 2019). Work motivation can also influence employees' attitudes and behaviors towards challenges and difficulties in the workplace. Individuals who feel motivated tend to be more optimistic and resilient in facing obstacles, seeking creative solutions, and pursuing their goals even in difficult situations. This can enhance employees' mental resilience and adaptability to changes in the work environment (Liu, 2007).

Furthermore, high work motivation can also have a positive impact on interpersonal relationships in the workplace. Employees who feel motivated tend to be more cooperative, build good relationships with colleagues, and work collaboratively towards common goals. This can create a positive and supportive work environment, which in turn can enhance overall team performance.

The Influence of Job Satisfaction on Employee Performance

From the test results of $T = 3.166$ and a p -value of 0.001 which is less than the standard significance level of 0.05 , it is declared positive and significant. The influence of job satisfaction on employee performance is one of the important relationships in the context of human resource management and organizational psychology. Job satisfaction reflects individuals' subjective evaluations of various aspects of their work, including the work environment, compensation, development opportunities, relationships with colleagues, and recognition for their contributions (Laliasa, 2018). Firstly, high job satisfaction tends to have a positive impact on employee performance. Individuals who are satisfied with their jobs tend to exhibit high motivation, greater engagement, and strong commitment to the organization. They are more likely to make extra efforts, collaborate with colleagues, and strive to achieve organizational goals.

Furthermore, high job satisfaction can also enhance employee productivity. Individuals who are satisfied with their jobs tend to be more focused and enthusiastic in completing their tasks. They are more likely to achieve set targets and demonstrate better overall performance. Job satisfaction also plays a role in influencing employee retention rates. Individuals who are satisfied with their jobs are more motivated to stay within the organization. They feel that their needs and expectations are being met, which makes them less likely to seek employment opportunities elsewhere (Bangalino, 2018). Additionally, high job satisfaction can also affect the quality of interpersonal relationships in the workplace. Individuals who are satisfied with their jobs tend to be more cooperative, supportive, and friendly towards their colleagues. This creates a positive and supportive work environment, which in turn can enhance overall team performance.

CONCLUSION

Based on the proposed hypotheses, it can be concluded that:

1. Knowledge Management has a significant influence on employee job satisfaction. This is reinforced by the understanding that effective knowledge management can enhance employees' access to necessary information and resources, thus increasing their job satisfaction.
2. Work motivation significantly affects employee job satisfaction. Motivation theories indicate that individuals' internal drive to achieve goals and experience personal fulfillment can lead to job satisfaction.
3. Knowledge Management significantly influences employee performance. Effective Knowledge Management practices are believed to provide better access to knowledge and information, contributing to optimal performance in the workplace.
4. Work motivation also significantly affects employee performance. Motivated individuals tend to demonstrate higher levels of performance due to their internal drive to achieve goals and high standards in their work.
5. Job satisfaction significantly influences employee performance. Job satisfaction is believed to motivate employees to be more committed and positively contribute to organizational goals, thereby enhancing their performance.

Overall, testing these hypotheses will provide valuable insights into the relationships between Knowledge Management, work motivation, job satisfaction, and employee performance. The implications of the findings from this research can assist organizations in

developing more effective management strategies to enhance job satisfaction and employee performance, as well as achieve organizational goals more effectively.

SUGGESTIONS/IMPLICATIONS

Based on the influence of Knowledge Management and work motivation on job satisfaction and employee performance at the Department of Population and Civil Registration of DKI Jakarta Province, here are some suggested implications to consider:

1. **Enhancement of Knowledge Management System:** The Department of Population and Civil Registration needs to strengthen their Knowledge Management system. This can be achieved by developing a platform for sharing knowledge and information that is easily accessible to all employees. Regular training and workshops are also necessary to help employees understand and effectively use the system.
2. **Development of Knowledge Sharing Culture:** It is important to promote a culture of knowledge sharing among employees. Initiatives such as team meetings, discussion forums, and mentoring programs can help facilitate the exchange of ideas and experiences among employees. Recognition and appreciation for contributions to knowledge sharing can also encourage participation.
3. **Strengthening Work Motivation Programs:** The department can design work motivation programs tailored to the needs and desires of employees. This may include recognition of achievements, career development opportunities, work flexibility, and financial incentives. Understanding individual motivations and providing appropriate support will help increase employee engagement and commitment.
4. **Routine Measurement and Feedback:** Regular measurement related to job satisfaction and employee performance is necessary. Periodic job satisfaction surveys and performance evaluations can help monitor trends and identify areas in need of improvement. Furthermore, providing open and constructive feedback to employees can help them in their personal and professional development.
5. **Development of Soft Skills:** In addition to technical knowledge, it is important to develop employees' soft skills. These include communication, leadership, collaboration, and problem-solving skills. These skill development programs can help improve overall productivity and effectiveness at work.
6. **Encouraging a Culture of Openness and Collaboration:** The department needs to create a work environment that supports openness, collaboration, and teamwork. Initiatives such as regular team meetings, brainstorming sessions, and collaborative

projects can help strengthen bonds among employees and facilitate the exchange of innovative ideas and solutions.

By implementing these suggestions, the Department of Population and Civil Registration of DKI Jakarta Province can enhance job satisfaction and employee performance overall, which will in turn have a positive impact on the efficiency, effectiveness, and reputation of the organization.

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