

THE DEVELOPMENT OF KNOWLEDGE MANAGEMENT CAPABILITY MATURITY MODEL WITH CAPABILITY KNOWLEDGE MANAGEMENT PERFORMANCE EVALUATION FRAMEWORK IN ALIGNMENT WITH BALANCED SCORECARD

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ABSTRACT

This research presents the development of *Knowledge Management Capability Maturity Model (KMCMM)* by using *Capability Knowledge Management Performance Evaluation Framework (CKMPEF)* to help organization assisting the strength of knowledge management support against critical knowledge for business goal. The strength of support to the object knowledge is represented as *maturity level*. *Knowledge Management Capability Maturity Model (KMCMM)* is build trough synchronization phase using Balanced Scorecard framework to discover the sort of the object knowledge. While synchronizing with the *Balanced scorecard* the sort of the object knowledge is identified from the *strategic objectives* and the *strategic initiatives of BSC* to recognize the critical level. In *Dynamic Capability View* context, the focus of knowledge management is to extend the ability of knowledge management trough conducive knowledge governance mechanism to facilitate of knowledge process in order to yield a superior business performance. This research employe a survey research and adopt test-hypothesis approach to extend the *Capability Knowledge Management Performance Evaluation Framework (CKMPEF)* ability based which support the *Dynamic Capability View (DCV)*. From eleven indicators of knowledge obtained in this research, eleven is critical with the total score of real maturity is 73,78%. The test indicates that *Knowledge Management Capability Maturity Model* can be well implemented in the organization and have the ability of giving path for knowledge management development gradually and synchronized with business goal.

Key Word : Knowledge Management, dynamic capability, maturity model, Knowledge Management Maturity Model, balanced scorecard