

## **The Influence of Knowledge Management on Employee Performance With Work-Life Balance as A Moderating Variable**

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### **ABSTRACT.**

*Researchers believe that the Management Knowledge variable can have a positive relationship and a significant influence on employee performance because the resulting activities can be structured and systematic so that targets achieved can be achieved easily and ultimately this can improve employee performance. Therefore, this research aims to analyze the influence of knowledge management on employee performance. In contrast to previous research, this research adds the Work-Life Balance variable as a moderating variable due to external factors from Knowledge Management which produce planned, systematic and structured activities if supported by a balanced lifestyle of employees which is believed to be able to further improve employee performance. This research is quantitative research with an explanatory approach. The data used in this research is primary data that researchers obtained from the method of distributing questionnaires to 300 Bank BTN Syari'ah employees spread throughout Indonesia. These data were analyzed using the Samrt PLS 4.0 tool analysis. The result in this research show the influence of the Knowledge Management variable which is positive and significant on employee performance because the P-Values value has a value less than the significance level of 0.05, namely 0.005. Apart from that, the Work-Life Balance variable is able to moderate the influence of the Knowledge Management variable on employee performance because the P-Values value of 0.000 is below the significance level of 0.05. Thus, the first and second hypotheses in this research can be accepted.*

**Keywords:** Knowledge Manegement, Employee Performance, Work-Life Balance

### **INTRODUCTION**

The definition of performance is the quality and quantity of work results achieved by an employee in carrying out his functions in accordance with the responsibilities given to him. Basically, performance is an individual thing, because each employee has a different level of ability. Apart from that, employee performance is also influenced by the level of education, initiative, work experience and employee motivation. According to Mondy in (Choirina, 2014), the most common performance criteria (standards) are certain employee traits such as attitude, appearance and initiative which are the basis for several evaluations.

Employee Performance is a work result achieved by each employee in carrying out work tasks based on predetermined measures and time in order to realize organizational goals. Employee performance in an organization is said to be of quality

and success in achieving goals and can be influenced by factors originating from within the organization such as education and training, work discipline, employee competency in accordance with the employee's ability to complete their tasks and responsibilities, thereby producing quality output. . Maximum performance from an employee can be obtained if the organization is able to direct and develop the potential of its employees so they can work optimally. This statement is reinforced by (Sedarmayanti, 2009)"performance is the result that can be achieved by a person or group of people in an organization, in accordance with their respective authority and responsibilities in order to achieve organizational goals concerned in accordance with morals and ethics." What can help an employee to improve his performance and achieve organizational goals is to increase employee management knowledge.

There are several factors that can influence employee performance, including Knowledge Management. Knowledge Management is a series of activities used by organizations, both agencies and companies, to identify, create and explain the application of knowledge for reuse, so that it can be known and studied so as to achieve organizational goals. To obtain maximum knowledge management, it is not only enough to manage organizational knowledge, but also to develop the knowledge possessed by each individual within the organization. (Nata, 2013) believes that knowledge management is an effective process related to exploration, exploitation and sharing of human knowledge that uses appropriate technology and a cultural environment to increase intellectual capital and employee performance.

The Village Fund Smart Book explains that village expenditure is all expenditure which is a village obligation in one budget year for which the village will not receive repayment and the budget is used to administer village authority. In accordance with Government Regulation Number 43 Article 100 of 2014, Village Expenditures stipulated in the Village APB are used with the following provisions: Knowledge Management is a series of activities used by organizations, whether institutions or companies, to identify, create, explain and apply knowledge for reused, known, and studied so as to achieve organizational goals. To obtain maximum knowledge management, it is not only enough to manage organizational knowledge, but also to develop the knowledge possessed by each individual within the organization. (Nata, 2013) believes that knowledge management is an effective process related to exploration, exploitation and sharing of human knowledge that uses appropriate technology and a cultural environment to increase intellectual capital and employee performance (Idris, 2015). From this definition it can be concluded that knowledge management is a process of exploration, exploitation and sharing of knowledge between people in using technology and work in accordance with their respective fields and to improve intellectuals so that good performance results can be created for government agencies, companies and organizations.

Before this research was conducted, there had been previous research related to knowledge management using quantitative exploratory research methods. The research from (Nata, 2013) regarding the Influence of Knowledge Management on Employee Performance: Case Study of the Front Office Department of Surabaya Hotel Plaza has similarities in this research with the previous one, namely indicators. used are people, process and technology, however there are differences in the location of this research which is not a private sector but rather a government agency office. The results of this research have a good or significant positive influence on hotel employees. The most dominant factor influencing employee performance is technology. However (Nurpratama, 2016) said that the influence of knowledge management on performance resulted in the conclusion that the direct influence of people, process and technology did not have a significant effect on employee performance. However, the indirect influence of personal knowledge and job procedures has a significant effect on employee performance. Previous research findings prove that high human resource capacity can improve employee performance (Amin, 2018). Similar to these findings, the higher the competency of the accounting technical apparatus, the higher the quality of the reporting they produce (Sitepu, 2017). The difference between this research and previous research is the concepts used, namely job procedures, personal knowledge and technology and research location.

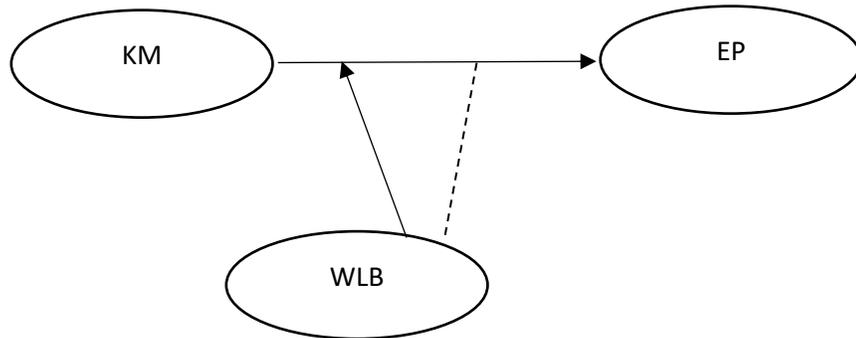
In line with this research, research results (Fransiska Ekobelawati, 2018); (Wijayanti & Sundiman, 2017); (Khaerana, 2022) & (Amri et al., 2022) show a positive relationship and a significant influence on employee performance. Different from the studies above, this study adds the Work-Life Balance variable which researchers believe can strengthen the influence of the Knowledge Management variable on employee performance.

## **RESEARCH METHODS**

Researchers believe that the Management Knowledge variable can have a positive relationship and a significant influence on employee performance because the resulting activities can be structured and systematic so that targets achieved can be achieved easily and ultimately this can improve employee performance (Jonathan Sarwono, 2016). Therefore, this research aims to analyze the influence of knowledge management on employee performance. In contrast to previous research, this research adds the Work-Life Balance variable as a moderating variable due to external factors from Knowledge Management which produce planned, systematic and structured activities if supported by a balanced lifestyle of employees which is believed to be able to further improve employee performance (Lestari & Ghaby, 2018). This research is quantitative research with an explanatory approach. The data used in this research is primary data that researchers obtained from the method of distributing questionnaires to 300 Bank BTN

Syari'ah employees spread throughout Indonesia (Hair, 2010). These data were analyzed using the Samrt PLS 4.0 tool analysis (Andre & Hermanto, 2021) :

**Figure 1**  
Model



**Noted:**

KM : Knowledge Management

EP: Employee Performance

WLB: Work Life Balance

**Hypothesis:**

H1: The Influence of Knowledge Management on Employee Performance

H2: Brand Love Can Moderates The Influence of Live-Steamer Interaction on Purchase Intention.

**RESULT AND DISCUSSION**

**Result**

**Validity Test**

The 300 BTN Syari'ah employees who the researchers used as objects of distribution as well as being the population and sample in this research have answered the 14 questionnaires submitted consisting of 6 question items for the Knowledge Management variable, 4 question items for the Employee Performance variable, and 4 question items for the Work-Life Balance variable. a validity test must be carried out with the following results (Gujarati, 2013):

**Table 1**  
Validity Test

Validity	Question Item	Loading Factor
	Knowledge Management can make activities more structured	0.821

Knowledge Management (X1)	Knowledge Management can make activities more systematic	0.815
	Knowledge Management can make activities more systematic	0.821
	Knowledge can make company targets easier to achieve	0.819
	Knowledge can make company targets easier to achieve	0.811
	Knowledge Management can improve employee performance	0.825
Employee Performance (Y)	Employee performance can be achieved from a well-planned program	0.863
	Employee performance can be achieved from increasingly achieving targets	0.879
	Employee performance can be influenced by Work-Life Balance	0.877
	Employee performance can be influenced by Knowledge Management	0.887
Work-Life Balance (Z)	Work-Life Balance can make targets easier to achieve	0.921
	Work-Life Balance can improve company performance	0.919
	Work Life Blame can affect employee performance	0.945

	Knowledhe Management is stronger on employee performance	0.956
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Valid > 0.70

### Realibility Test

14 question items consisting of 6 question items for the Knowledge Management variable, 4 question items for the Employee Performance variable, and 4 question items for the Work-Life Balance variable which have been answered by 300 BTN Syari'ah bank employees have been tested for validity and the results are valid. The next stage is the test reliability with the following results (Sarstedt et al., 2014):

**Table 2**  
Reliability Test

Variable	Composite Realibility	Cronbach Alfa
Knowledge Management	0.875	0.825
Employee Performance	0.889	0.848
Work-Life Balance	0.936	0.895

Reliable > 0.70

### Path Coefisien

14 question items consisting of 6 question items for the Knowledge Management variable, 4 question items for the Employee Performance variable, and 4 question items for the Work-Life Balance variable have been tested for validity and reliability which shows that each question item used is valid because the loading factor value is above 0.70 and the Composite Reliability and Cronbach Alfa values also have the same results. Thus, the data has met the prerequisites for taking the Path Coefficient stage with the following results (Ghozali, 2016):

**Table 3**  
Path Coefisien

	Variable	P-Values	Noted
<b>Direct Influence</b>	KM->EP	0.005	Accepted
<b>Indirect Infelence</b>	WLB* KM->EP	0.000	Accepted

Significant Level < 0.05

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to previous research, this research adds the Work-Life Balance variable as a moderating variable due to external factors from Knowledge Management which produce planned, systematic and structured activities if supported by a balanced lifestyle of employees which is believed to be able to further improve employee performance. In line with this statement, the results of the third table of first row path coefficients show the same thing, namely the influence of the Knowledge Management variable which is positive and significant on employee performance because the P-Values value has a value less than the significance level of 0.05, namely 0.005. These results are in line with research (Fransiska Ekobelawati, 2018); (Wijayanti & Sundiman, 2017); (Khaerana, 2022) & (Amri et al., 2022). Apart from that, the Work-Life Balance variable is able to moderate the influence of the Knowledge Management variable on employee performance because the P-Values value of 0.000 is below the significance level of 0.05. Thus, the first and second hypotheses in this research can be accepted.

## **CONCLUSION**

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