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Assessment of Performance Based on Knowledge Management Scorecard to Increase Quality and Independence of Bkad in East Java

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ABSTRACT

Knowledge is one of forms of intangible assets that has very significant role to play in the development of organization. When an organization makes great investment in intellectual asset, the organization has to be capable of measuring the effect of knowledge management (KM) on the organization and is in accordance with the organization's vision and mission. The objective of the research is to bring about model of development of (KM) knowledge-management-scorecard-based performance and to formulate program for developing BKAD based on the intellectual asset. Target to be achieved is the formalized profile of knowledge management carried out by BKAD and design of developmental model of knowledge-management-scorecard-based performance and formulation of BKAD development. To achieve the objective, the research is carried out with the approach of participant observation. The result indicates that the assessment of KM scorecard in general provides adequately fine results when they are seen from four perspectives, those are intellectual, social, structural and humanity. The activities of human resource development (PSDM), natural resource development (PSDA), and economic resource development (PSDE) have resulted in economic increase, knowledge and skill increase, and have opened job opportunities and foster entrepreneurship opportunity. Seen from business development of real sector, BKAD has succeeded to develop business of real sector based on areal resources which is in accordance with its regional potency.

Keywords: knowledge-management-scorecard, human resource development, natural resource development, economic resource development

INTRODUCTION

New concept in economy, i.e. "knowledge based economy", says that tangible asset is no longer dominant variable in boosting the competitiveness, but knowledge is. The knowledge which exists in SDM and organization, is one of forms of intangible assets is no less valuable than other intangible assets, it is the most valuable element of intangible asset, since human variable is in fact as a decisive one of other intangible assets.

Knowledge that is connected to intellectual capacity encourages creativity in increasing productivity, drives to realize competitive world of business, and more efficient and state-of-the-art ways of production (McElroy, 2003). The conclusion is based on findings about organizational performance, especially knowledge-intensive organizations (Bounfour and Edvinsson 2005; Lonnqvist and Mettanan).

The vital position of knowledge is also said by Alfred Marshall that knowledge is the most powerful machine of production (in Bontis 2005). Economy characterized with knowledge has four key characteristics; those are 1) research and education, 2) relation with growth, 3)

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