The Effect of Knowledge Management on Work Achievement PT. MDA Travel Manado

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Abstract---This study used a survey method by researching the Travel staff of MDA Travel Manado. The method of describing, analyzing, and explaining the relationship between each variable. The proof was done statistically using SPSS 24.00 00 where the results obtained were Y = 63.756 + 0.361x. This means that each increase of one score or the addition of numbers in variable X, namely Knowledge Management, will have an effect on variable Y, namely Work Performance of 0.361x. The result of the correlation coefficient is 0.448, meaning that variable X (Knowledge Management) has a significant correlation with variable Y (Job Performance). The determinant coefficient is 0.201. It can be concluded that Knowledge Management has an effect of 20.0% on MDA Travel Manado's Travel staff Work Performance, while 80% is influenced by other variables. Through calculations for hypothesis testing based on $t_{count} > t_{table}$ value where 3.179 ≥ 2.021. This means that H_0 is rejected and h1 is accepted, or in other words, it proves that variable X or Knowledge Management affects variable Y or MDA Travel Manado Travel Staff Job Performance.
Keywords---job performance, knowledge management, work achievement.

Introduction

Organizations formed to reach objectives together; however, to reach objectives effectively needs management. Good and Correct management Good can resolve activity company efficiently and effectively. Efficiency shows the relationship between input and output with cost source Power minimum, whereas compelling shows meaning achievement objective which has been established. Which goal It is hoped that this is the starting point in planning organizational performance. One important thing is that the success of various activities within the company in achieving goals depends not only on technological excellence, funds available operations, facilities, and infrastructure owned but also on resource man. Human resources provide the company with energy, mind, talent, creativity, and effort.

Every company makes an effort to get employees once involved in organizational or company activities to contribute to the achievement of targets set by the company. According to Dharma (2018), work performance results from coordination work, or something is done so that achievement success exceeds the standard. Performance Work employee is something that the company must know in order to be able to evaluate how much significant work performance/results which succeed achieved in one period. Quantity of work results, quality of work results, efficiency in carrying out tasks, work behavior, and personal characteristics of employees that have something to do with work is an employee performance that needs to be maintained and improved by management. In general, the factors that can affect the work performance of employees, namely: Motivation, Job Satisfaction, Stress Levels, Physical Conditions of Work, System Compensation, Design Work, Means Work, Promotion Position and Ability, Training, Competence, Skill, and Experience Work which include in Knowledge Management, where the company can form filtering Knowledge. The company screens prospective employees based on the employee's formal education level, work experience, and training employee. The company builds communication and organizational culture, which refers to sharing Knowledge, namely how employees utilize and apply the Knowledge obtained from the company in completing work (Taniguchi et al., 2014; Kawiana et al., 2018; Pant & Yadav, 2016).

PT. MDA Travel Manado, which has been established since 1999 and is trusted as wrong One the most prominent travel agent in Indonesia. Breadth network MDA Travel Manado is superior to MDA Travel Manado in

competition industry bureau journey tour. MDA Travel Manado has a target that must achieve every year. To achieve this target. Phenomena at the MDA Travel Manado also happen, From the problem Performance Work That happened in MDA Travel Manado, the researcher identified the factors that influence the problem suspected as the factor Knowledge Management applied in MDA Travel Manado. Implementing company Knowledge Management can help employees work optimally and increase performance Work from para employee That Alone This Also will be a profitable company in the achieving target company. King (2009), suggests that Knowledge Management in organizations includes factors: processes that influence process operations directly and output direct affect performance organization between other in matter revenue, profit, share, and market growth. Mangkunegara (2011), stated that: "factors that influence the attainment of work performance/achievement are factors ability (ability) and motivation factors (motivation), "which formulated that factor ability (abilities) covers knowledge (Knowledge) and ability employee (skills).

According to Source: Budihardjo (2016), Building Knowledge, Maintain Knowledge, Grouping Knowledge, and Applying Knowledge, namely as in Table 1.

Table 1
Knowledge Management Cycle Wiig

Build	• Acquire, analyze, synthesize, codify, model, organize
Hold	• remember, accumulate, associate embed), save
Pool	• coordinate, assemble, synthesize, access, reinvent
Apply	• tasks perform, survey, explain, select, observe, analyze, synthesize, evaluate, decide, implement

Based on the above studies, this research is directed to determine the effect of knowledge management on work performance PT. MDA Travel Manado.

Research Method

The method used in the study This is a method survey. In the implementation of research using survey research methods, then researchers used a questionnaire tool to be used as a collecting tool data through research. The steps for carrying out the research are described as follows following:

1) Purposive random process sampling, following framework sampling, Which is available, obtained from MDA Travel Manado
2) Formulate research instruments that will be used to collect data for each variable study. Matter this is done because they still need to provide instrument standards regarding research variables.
3) Doing data screening from data sources determined based on framework sampling.
4) Do tabulation data.
5) Analyze data based on the techniques specified to answer the hypothesis study.
6) Interesting conclusion results analysis data.

In the study, there is One variable free, which is called variable exogenous, that is, Knowledge management, and variable bound, which is called endogenous, i.e., Performance Work. The model connection between variables is depicted as follows:
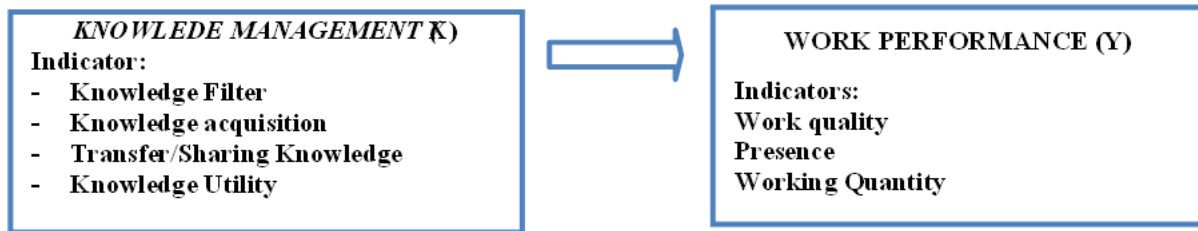
Figure 1. Connection between variable

Method of collecting data

The unit analysis study is MDA Travel Manado, and the respondent is the MDA Travel Manado Travel staff. Data was collected through instruments that include two variable studies: (1) Knowledge Management and (2) Work Quality. Instrument study arranged for each variable in scale Likert. Statement Which field has five possible answers expected to be chosen by respondents according to the conditions felt by each respondent? Researchers do not make questions in the form of negative sentences. Only positive statements, each answer choice: Strongly agree is given a score of 5, Agree was given a score of 4, Doubtful was given a score of 3, Disagree was given a score of 2, Strongly Disagree Agree given a score of 1.

Test instrument data

1) In this case, it is necessary to distinguish between valid and reliable research results with an instrument Which valid and reliable. Results study Which valid when there are similarities between data collected with data Which indeed happened on which object researched.

2) Testing validity Instrument
Validity is a measure that shows the level of reliability of a tool measuring. Measuring a less valid instrument means it has low validity. To test the validity of the measuring instrument, first look for the value of the correlation between the parts of the tool measure as a whole by correlating each measuring instrument with a score total which is the sum of each item score, with the formula person product moment Which symbolized by r arithmetic on testing validity, as follows:

$$r_{hitung}/r_b = \frac{n\left(\sum xy\right) - \left(\sum x\right)\left(\sum y\right)}{\sqrt{n\sum_x 2 - \left(\sum x\right)^2 + n\sum_y 2 - \left(\sum y\right)^2}}$$

Where:
r $_{count}$ = Coefficient correlation
$\sum x$ = Number of item scores
$\sum y$ = Sum of total scores (all items)
n = Number of respondents

Furthermore, counted with a t-test with the formula:

$$t_{hitung}\ \frac{r\sqrt{n-2}}{\sqrt{(1-2)}}$$

Where:
t = t value $_{count}$
r = The correlation coefficient of the results of r $_{is\ calculated}$
n = Amount respondent

Distribution (table t) For $\alpha = 0.05$ And degrees freedom (dc = n -2) rules decision: If t $_{count}$ > t $_{table}$, means valid. otherwise, if t $_{count}$ < t $_{table}$ means invalid. If instrument No i s valid, so seen from t h e criteria interpretation aboutindex the correlation (r) as follows:

Between 0.800 until with 1,000: very tall
Between 0.600 until with 0.799: tall
Between 0.400 and 0.599: quite high
Between 0200 to with 0.399: low
Between 0.000 to 0.199: very low (invalid)

1) Testing Reliability Instrument
   Reliability is something size that shows the level of truth in a measuring instrument. A measuring instrument that is less reliable means it has low reliability. For test reliability tool measuring, especially formerly searching for price correlation between the parts of the measuring instrument as a whole using correlating each measuring instrument with a total score which is the sum of each item score, with Pearson product-moment formula, which is symbolized by rb, as in the test validity. After that, to look for reliability, whole test used the formula Spearman-Brown, as follows:

$$r_i = \frac{2r_b}{1 + r_b}$$

Where:
r_i = coefficient reliability internal whole items
r_b = product-moment correlation

r_{table} for $\alpha = 0.05$ And degrees freedom (dc = n-3), decision rule: If $r_i > r_{table}$ means reliable. On the contrary If $r_{11} < r_{table}$ means not reliable.

Technique analysis data

Data analysis techniques were used by the authors in this study to test influence, determine direction, and form strength connection, contribution, And the significance of the variable coefficient between variable X (knowledge management) and variable Y (employee performance). The technique analysis data used is as follows:

1) Regression linear Simple
   Linear regression was carried out to find out whether there is an effect or not between variable X incentives and variable Y employee motivation (Arikunto, 2019). As for the formula simple regression analysis form: Y= a + bx. Formula For look for a and b are:

$$a = \frac{(\sum y)(\sum x^2) - (\sum x)(\sum xy)}{n(\sum x^2)(\sum x)^2}$$
$$b = \frac{n \sum xy - \sum x \sum y}{n(\sum x^2)(\sum x)^2}$$

Information:
a = constant
b = coefficient regression
n = amount observed by the researcher
X = incentive variable
Y = variable motivation Work Employee
Source: (Kusmayadi, 2004)

2) Coefficient Correlation Simple
   Analysis which used for determine direction and form strength connection between two variables. which formula used that is:

$$r = \frac{n (\sum xy) - (\sum x)(\sum y)}{\sqrt{n \sum_x 2 - (\sum x)^2} \; \sqrt{n \sum_y 2 - (\sum y)^2}}$$

Results from r can conclude as follows:

1) If r = 0 or approach 0, so influence between variable X and Y is very weak or not exist same influence very.
2) If r = +1 or approach = 1, so influence between variables X and Y is positive and very strong.
3) If r = - 1 or approaching – 1, so influence between variables X and Y is verystrong but negative.

According to Kusmayadi (2004), the value coefficient correlation (KK) varied of -1 to 1 that is:

1) KK = 0 it means no There is a correlation
2) $0 < KK \leq 0.20$ It means the correlation very weak
3) $0.20 < KK \leq 0.40$ means correlation low/weak but Certain
4) $0.40 < KK \leq 0.70$ meaning correlation quite meaningful
5) $0.70 < KK \leq 0.90$ meaning the correlation very tall, strong
6) $0.90 < KK \leq 1.00$ it means a lot tall, strong very
7) KK = 1 meaning correlation Which perfect.

3) Coefficient determinant
The coefficient determinant is Wrong One form of analysis for now contributes variable X to Y.
$r^2 = r^2 \ x \ 100\%$

Hypothesis statistics

The statistical hypothesis is formulated as follows:
H0 : $\beta y \leq 0$
H1 : $\beta y \geq 0$

Information:
H0   =Hypothesis zero
H1   =Hypothesis alternative
βy =Parameters Influence Coefficient X against Y

Test hypothesis

Hypothesis testing is a procedure that allows decisions to be made. Testing hypothesis for study 2 variable done with method compares between t $_{count}$ as well as test hypothesis whether rejected or accepted. If t $_{count}$ < t $_{table,}$ so H $_0$ accepted. It means Knowledge Management influences Performance Work. If t $_{count}$ > t $_{table,}$ so H $_1$ is accepted. It means Knowledge Management No effect on achievement Work.

$$t_{hitung} = \frac{r\sqrt{n-2}}{\sqrt{(1-r^2)}}$$
$$t_{tabel} = db.a$$

Degrees free (db) the formula:

db = n – 2 (amount respondent reduced amount variable). Significant level or level accuracy (α) α = 5% or 0.05

Result and Discussion

This research was conducted at the MDA Travel Manado with a population taken from the number of Travel staff who have worked for more than 1-year Work as much 42 people. Based on data obtained, so following is a description general respondent study and response respondent. Respondents amount 42 travel staff there is a number of composition respondents based on length of work at MDA Travel Manado and responses respondents about Variable X and 22 staff who rate traveler staff (who filled out the X Variable questionnaire) and their

assessment of Variable Y. The data obtained is from the process taking a questionnaire containing 40 questions divided into 10 questions for variable X (Knowledge Management) and 10 questions for variable Y (Performance Work) Which was shared to a 42-person respondent Which is PT. MDA Travel Manado.

Table 2
Circumstances respondents based on year work

		frequency	percent	Valid percent	cumulative percent
Valid	2	9	21.4	21.4	21.4
	3	10	23.8	23.8	45.2
	4	10	23.8	23.8	69.0
	5	6	14.3	14.3	83.3
	6	5	11.9	11.9	95.2
	7	1	2.4	2.4	97.6
	11	1	2.4	2.4	100.0
	Total	42	100.0	100.0	

Source: Results SPSS outputs 24.00, 2022

Based on table 2 it can be seen that the research respondent is MDA Travel Manado Travel staff have mostly worked for 3 and 4 years with the frequency of each is 10 travel staffs with a total percentage of each 23.8%. While travel staffs who work for 7 and 11 years is the lowest with a frequency of 1 each and the number of presentations 2.4%.

Test validity instrument

Before data is processed more carry on, so done especially formerly test data instruments with using validity test, the goal is to find out level of validity of the instrument (questionnaire) used in the collection data, and to find out whether the items presented in the questionnaire are correct and capable disclose with Certain What Which will researched. Testing the validity of the instrument in this study uses calculations with formulas Pearson's Product moments (r_{count}), Then compared to with formula t-test (t_{count}). Thus the results of the calculation of the validity of the instrument are obtained as follows:

Testing the validity of knowledge management variables (X)

Table 3
Test data instruments for the validity X variable

Items	Coefficient Correlation r count	Value r table	Information
1	0.537	0.29	Valid
2	0.533	0.29	Valid
3	0.397	0.29	Valid
4	0.443	0.29	Valid
5	0.668	0.29	Valid
6	0.748	0.29	Valid
7	0.621	0.29	Valid
8	0.590	0.29	Valid
9	0.447	0.29	Valid
10	0.797	0.29	Valid
11	0.749	0.29	Valid
12	0.511	0.29	Valid
13	0.599	0.29	Valid
14	0.590	0.29	Valid
15	0.609	0.29	Valid
16	0.743	0.29	Valid
17	0.409	0.29	Valid

	0.493	0.29	Valid
18	0.493	0.29	Valid
19	0.498	0.29	Valid
20	0.591	0.29	Valid

Source: Results Processing Data By Writer, 2022

The table above shows the level of validity for the price variable (X) for all question items declared valid, because r $_{count}$ > r $_{table}$ with value 0.29. The most valid question item on *Knowledge Management* is score of question no 10 of 0.798 then followed by question no 11 of 0.793, question no 6 as big 0.738, question no 16 as big 0.733, question no 5 as big 0.658, question no 7 as big 0.611, question no 15 as big 0.609, question no 13 as big 0.599, question no 20 as big 0.581, question no 8 of 0.580, question no 14 as big 0.580, question no 1 as big 0.527, question no 2 as big 0.523, question no 12 as big 0.501, question no 19 of 0.498, question no 18 as big 0.483, question no 9 as big 0.437, question no 4 of 0.433, question no 17 of 0.408, question no 3 of 0.396. From the description above, it can be concluded that 20 questions for *the Knowledge Management* (X) variable which was proposed to 42 respondents stated valid and worth for used as a tool measure research variable.

Testing the validity of work performance variables (Y)

Table 4
Instrument test data for validity variable Y

Items	Correlation coefficient r count	Value r $_{table}$	Information
1	0.348	0.29	Valid
2	0.600	0.29	Valid
3	0.435	0.29	Valid
4	0.340	0.29	Valid
5	0.344	0.29	Valid
6	0.462	0.29	Valid
7	0.764	0.29	Valid
8	0.587	0.29	Valid
9	0.456	0.29	Valid
10	0.737	0.29	Valid
11	0.783	0.29	Valid
12	0.586	0.29	Valid
13	0.746	0.29	Valid
14	0.627	0.29	Valid
15	0.647	0.29	Valid
16	0.648	0.29	Valid
17	0.572	0.29	Valid
18	0.597	0.29	Valid
19	0.697	0.29	Valid
20	0.647	0.29	Valid

Source: Results Processing Data by Writer, 2022

The table above shows the level of validity for the price variable (X) for all question items declared valid, because r $_{count}$ > r $_{table}$ with value 0.29. The most valid question item on Job Performance is question score no 11 as big 0.783, score question no 7 as big 0.764, score question no 12 of 0.746, question score no 10 of 0.737, question score no 19 of 0.697, score question no 16 as big 0.648, score question no 15 as big 0.647, score question no 20 as big 0.647, score question no 14 as big 0.627, question score no 2 as big 0.600, score question no 18 as big 0.597, question number 8 score of 0.587, score question no 12 as big 0.596, score question no 17 as big 0.572, score question no 6 as big 0.461, question score no 9 as big 0.456, score question no 3 as big 0.435, question score no 1 of 0.348, question score no 5 of 0.344 and a score question no 4 of 0.340. From the description above, it is concluded that the tenth grain question for variable performance Work (Y) Which filed to 42 respondents stated valid and worthy for made tool measuring variable study (Țuțu & Constantin, 2012; Avery et al., 2015; Locke, 1969; Dunnette et al., 1967).

Test reliability instrument

An instrument reliability test was conducted to determine the reliability coefficient (Cronbach's Alpha) so data was processed through testing reliability instruments. In this study, testing the reliability using the alpha Cronbach method will produce an alpha value on a scale of 0-1, i.e. will be grouped in five classes. Mark each class and level its reliability is as follows:

- 0.00 – 0.20: Not enough Reliable
- 0.21 – 0.40: Somewhat Reliable
- 0.41 – 0.60: Enough Reliable
- 0.61 – 0.80: Reliable
- 0.81 – 1.00: Very Reliable

With thereby obtained results calculation reliability instruments:

Testing reliability variable knowledge management (X)

Table Ratability Statistics show that coefficient correlation reliability for variable *Knowledge Management* For 20 items question as big 0.872. The result range between 0.81 – 1.00, so variable *knowledge management* stated very reliable and worthy for made variablemeasurement in this research.

Testing reliability variable performance work (Y)

Table Ratability Statistics show that the coefficient correlation reliability for the Job Performance variable for the 20 question items of 0.893. The result ranged from 0.81 to 1.00, so that the performance variable was stated as highly reliable and worthy for made variable inside the measurement study This. From the results of the sum of the data obtained through taking a questionnaire to Travel staff MDA Travel Manado as many as 42 employees, it can be obtained results summation of Knowledge questions Management (X) and decisions Performance Work (Y). The hypothesis in this study "It is suspected that Knowledge Management is influential on Achievement Travel work MDA Travel Manado". Through analysis regression simple linear, equation is obtained following: Y =a + bx

Where:
a   = Constant
X = Knowledge Management
b   = Coefficient
Y = Work performance

The results of the analysis between Knowledge Management (X) and Achievement variables Work (Y) using the SPSS 24.00 program. From the *Coefficients table* column *Unstandardized Coefficients* B, it can be seen regression equation between Knowledge Management variable (X) on Achievement Work (Y), namely: Y = 63.756+0.361x. Can analyzed that Knowledge Management Travel staffs affect employee performance. The constant value (a) indicates that if the independent variable (X) has a value (0), then the value of the dependent variable (Y) of 63.756. Work Performance coefficient value of 0.361. This means that every increase in Knowledge Management, then the Job Performance variable (Y) will up 0.361 assuming that the other independent variables from the regression model is fixed. Conversely, if Knowledge Management decreases by one unit then will reduce work performance by 0.361. The results obtained from the analysis regression simple For Knowledge Management (X) And Performance Work (Y) stated to have a positive linear relationship where every time there is a change in Knowledge Management so will influence Performance Work Travel staff MDA Travel Manado.

Coefficient correlation

The correlation coefficient is an analysis to determine the direction and type of strength the relationship between variable X and variable Y. In this case, it will measure strong weak relationship between Knowledge Management (X) and Work Performance (Y), the result is r = 0.44. These results indicate that the variable X (Knowledge

Management) own connection Enough means variable Y (Achievements Work), or with say other Knowledge Management own influence Enough meaning to achievement Work PT. MDA Travel Manado.

Coefficient determinant (R $^{2)}$

The coefficient determinant is analysis for know how much big contribution or contribution of variable X to variable Y. Coefficient value 0-1, if the result is closer to 0, it means that the effect of all is smaller variable independent to mark variable dependent. On the contrary, if the closer to 1, the greater the influence of all independent variables to the dependent variable. In this study, analysis of the correlation coefficient determinant (R $^{2)}$ use help program SPSS 24.00. Results Which obtained from data analysis obtained results r ^{2} = 20%. Based on the *Models* table *Summary* on Attachment, Coefficient Determination (R $^{2)}$ variable Knowledge Management (X) to Performance Work (Y) that is as big 0.201. Can concluded that Knowledge Management influential as big 20.0% to Performance Work Travel staff MDA Travel Manado, whereas 80% influenced by variables other Which No researched.

Test hypothesis

Test hypothesis is method for analyze and test hypothesis with compare between mark t_{count} with mark $t_{table.}$ It means testing This aim for see is hypothesis Which put forward accepted or rejected. Through calculation for testing hypothesis based on mark t_{count} obtained results t_{count} = 3,169 And mark t_{table} Which got in t_{table} level significant α = 0.05 and degrees of freedom (db = n − 2) t_{table} = 2,021.

Table 5
Table test hypothesis coefficients [a]

Mode		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	63.756	9.619		6.628	.000
	Knowledge Management	.361	.114	.448	3.169	.003

a. Dependent Variables: Performance Work

Based on these calculations, it is known that the value of t_{count} > the value of t_{table} where is 3.179 ≥ 2.021. This decision was taken at a significant level of 0.05 means the probability of error is 5%. By looking at the results of t_{count} and t_{table}, you can conclude that the value of t_{count} ≥ $t_{table.}$ This means that H_0 is rejected and H_1 is accepted or in other words prove that the hypothesis put forward in the study this is true and proven statistically. This indicates that variable X or *Knowledge Management* influential to variable Y or Performance Work Travel staff MDA Travel Manado.

Based on research results from facts obtained in the field, namely at the MDA Travel Manado, with population is the number of Travel staffs as many 42 Travels staff, so the whole population made the research sample. From the data obtained, several compositions are described, namely the composition of respondents can; see in Table 1 that Respondents or samples in this study came of MDA Travel Manado with a total of 42 Travel staffs. The research was conducted at the MDA Travel Manado with the number of respondents as many as 42 employees; from the number of respondents, the answers will be broken down for each variable. The data obtained is the process of taking the questionnaire, which contains 40 questions shared in 20 questions for variable X (Knowledge Management) and ten questions for variable Y (Work Achievement). Results testing validity to detail question: Which of the 40 questions are valid and feasible to be used as a variable measuring tool? Travel staff's response regarding variable X (Knowledge Management) and Supervisor/Manager's assessment of the variable Y (Work Achievement) of each Travel staff, as well as the results of data analysis carried out by the author, shows the relationship, influence, and contribution between variables X, i.e., Knowledge Management with variable Y Performance Work on MDA Travel Manado. The proof is done statistically through a calculation using SPSS 24.00 program assistance (Hunter, 1986; Allen & Griffeth, 1999; Kahya, 2007; Shi et al., 2012).

Where are the results obtained from the equation Y = a + bx = 63.756 + 0.361x? This shows that every increase of one score or additional points on variable X, Knowledge Management, will affect variable Y, namely work

performance of 0.361x. With existing knowledge management and continues to increase, the work performance of the MDA Travel Manado staff will also stay awake. Knowledge Management (variable X) with work performance (variable Y) have a strong relationship with each other with a value of 0.361x. From the analysis results, the correlation coefficient is r = 0.448; this shows that knowledge management (variable X) which is increased, will also increase work performance (variable Y) from the Travel staff MDA Travel Manado. Find out the amount of contribution or contribution of variable X namely knowledge management, on variable Y, namely work performance, is determined by results coefficient determinant (r 2) with results r 2 = 20%. Matter: Knowledge Management influences 20% of Travel staff work performance, while 80% is influenced by other factors not examined by researchers. Better Knowledge Management on MDA Travel Manado than Travel staff work performance MDA Travel Manado Also will be affected.

Hypothesis testing is proof of the analysis results to prove the hypothesis filed. Testing hypothesis Which done got the results, namely t count 3.179 and t table results 2.021. This decision was taken on a significant level of 0.05 means a 5% probability of error. By looking at the results of the value of t count and t table, it can be concluded that the value of t count ≥ t table means that H 0 is rejected and H 1 is accepted, meaning that the proposed hypothesis is statistically proven accepted. This shows that variable X, or knowledge management, influences on variable Y, or the work performance of Travel staff MDA Travel Manado.

Knowledge management (Variable X)
Filtering knowledge

From the results, response respondent for indicator Variable X is Knowledge screening as much as 54.8% of respondents answered strongly agree and agree as much as 40.5% in total become, 95.3% agree that background behind education Travel staffs enriches the knowledge of Travel staffs in the field of Tours & Travel. Respondents also give responses agree as much 54.8% And very agree 42.9% so in total become, 97.7% of respondents agree that the work experience possessed by the Travel staff enriches their knowledge of Work Travel staffs. There were 47.6% of respondents agreed, and 26.2% strongly, so, 73.8% of respondents agreed that experienced employees tend to work more professionally. 64.3% of respondents, 40.5% agreed, and 23.8% strongly agreed that respondents had a ticketing training certificate before working at MDA Travel Manado r. Based on the responses of these respondents, it shows that MDA Travel Manado conducts Knowledge screening, including background from the Travel staff, work experience of the Travel staff, and training certificates owned by the Travel staff, which provide benefits and convenience in working and influence the work performance of the Travel staff. This follows what was stated by King, who stated in the Knowledge Management process that screening includes standardization activities. Moreover, experience is tacit knowledge. As stated by Nystrom, tacit knowledge develops as a result of long experience, which is visible to the naked eye as an activity based on a particular skill. Based on the observations of researchers on MDA Travel Manado in hiring employees, especially Travel staffs, it requires several criteria, namely: Tourism educational background, min 1-2 years' work experience in a travel agent, ability to operate Domestic and International ticket reservation systems, can speak English and is willing to provide services best to customers. In the future, MDA Travel Manado can continue to maintain employee acceptance standards, especially Travel staffs, which will affect the Travel staff's Work Performance (Ismail Al-Alawi et al., 2007; Sugiyono, 2010; Swanson et al., 2020).

Earnings knowledge

Respondent Response for indicator Variable X that is acquisition *Knowledge,* as much 92.8% respondents agreed that the Travel staff has received product training on *Airlines Update* during Work in MDA Travel Manado, as much 92.9% respondent agree that Travel staff has received *Tour product training* while working MDA Travel Manado,as much 90.4% respondent agree that para Travel staffs Once get product training about Accommodation during Work in MDA Travel Manado.

As many as 95.2% of respondents agreed that the Travel staffs had attended *the Airlines Product & Information Update* seminar which was held directly by *airlines,* 66.6% respondent agree that para Travel staffs Once attend training related to work independently outside companies, as much as 97.6% of respondents agree that Travel staffs can access information Which they need with easy through portals MDA Travel Manado, as much 97.7% respondent agree that Travel staffs Can get information latest through E-mail, as much 95.2% respondent agree that the Travel staff can ask other with easy through WhatsApp. This is in accordance with what was stated by King who

stated in the process *Knowledge management,* that creation and acquisition that is covers *sourcing* activity and *searching* (search).

MDA Travel Manado is in the processcreation and acquisition knowledge use technology as *sourcing* or source of knowledge, the technology used is in the form of *e-mail* and *backoffice system* that is: portals MDA Travel Manado. Matter This in accordance with Which put forward Carrillo, *explicit knowledge* characteristic formal And systematic Which easy For communicated And shared. Whole employee MDA Travel Manado specifically travel staff can do *searching* or search knowledge through source Which has provided the. Besides That, the knowledge and information needed can also be obtained by a travel staff by asking directly to the Division concerned as well as to the travel staff other. In the future, MDA Travel Manado can continue to develop creation receptacle source knowledge Which needed by employee specifically Travel staff Which load knowledge explicit or tacit.

Sharing knowledge

From the results of respondents' responses to the variable X indicator, namely *sharing knowledge,* as much 100% respondent (52.4% very agree & 47.6% agree), agree that the Travel staff discusses directly with colleagues. As many as 61.9% of respondents agreed and 38.1% of respondents strongly agreed a total of 100% respondent agree that para travel staff always inform the knowledge they obtained, there were 54.8% agreed and 45.2% strongly agreed a total of 100% of respondents agree that travel staffs always share knowledge to Friend office in Work. As much 97.6% respondent agree thatMDA Travel Manado always try add outlook and knowledge para his employees. As much 95.2% agree that in Work travel staff demanded to think innovatively.

This is in accordance with the definition of *knowledge sharing* by Bock et al. (2010), as the process of transfer and dissemination *of knowledge* that occurs voluntarily, from one individual to another individual, which occurs within one organization [62.] Supported by culture the organization. According to Gupta et al, in Tobing (2011), culture organization covers six categories main, that is: system information, HR, process, leadership, reward system, and structure organization. Based on observation researcher on MDA Travel Manado, culture organization Which support sharing knowledge in MDA Travel Manado between other: 1. System Information, Alawites explain that system information Which support implementation *knowledge sharing* is: a. *existence of knowledge sharing technologies* b. *Effectiveness (usefulness) of knowledge sharing tools* c. *Comfort while using knowledge sharing technologies ,* its implementation in MDA Travel Manado before explained in the variable X indicator, namely acquisition of company *knowledge* as *sourcing* (source) and 2. The category *of people* in organizational culture is humans who have three things related to knowledge sharing, three matter these are: Trust (*Trust*), Motivation and Communication.

MDA Travel Manado staff has trust in MDA Travel Manado and fellow travel staffs who encourage them to voluntarily share information and the knowledge they have. The relationship between employees is good among travellersstaff, between travel staffs and superiors, as well as with other divisions too have good communication, this relationship makes it easy for travel staffs do knowledge sharing activities.

Utilization knowledge

Respondent response for indicator Variable X that is utilization of *knowledge,* as many as 97.6% of respondents chose to agree and strongly agree that in working the travel staffs use the knowledge that they have For make it easy work, As much 80.9% respondentselect agree and strongly agree that each invocation who are travel staffs create always applied in Work. As much 88.1% respondent choose to agree and strongly agree that the travel staffs always apply the same knowledge new, they have at work. Matter This in accordance with step to four in cycle *Knowledge Management* Which put forward by Wiig in Budihardjo (2016), that is utilization or apply knowledge is something application Knowledge refers to the act of using knowledge for various purposes objective Which between other: operate task daily, do survey And describe a situation. From observation and interview on travel staff MDA Travel Manado, travel staffs easily get the job done by utilizing knowledge he has both from training and experience ever passed. The experience of other people also helps travel staffs. When facing the same case, the travel staff can ask the travel staff who Once experience it.

Performance work (Y-variable)
Quality work

Respondents responses to the indicator Variable Y, namely quality work: as much as 100% of respondents agreed that the Travel staff who was assessed could operate system ticketing, 83.3% respondent agree that Travel staffs who are assessed to be able to operate the ticketing system, 97.6% of respondents agree that the Travel staff is considered able to operate system ticketing. As much 97.6% respondent agree.

Travel staffs Which rated can give information Which appropriate on customers, Respondents agree to evaluation Travel staffs fulfil criteria standard service customers in lift phone as much:lift telephone No more from ring to 3 as big 97.7%, *Greetings* by 100%, asking and mentioning the name of the guest min. 3 times of 85.7% and doing *cross selling* as much as 92.8%. 100% of respondents voted agree that the travel staff who is assessed can make guest ticket reservations carefully, as many as 97.6% of respondents chose to agree that travel staffs Which rated can check file Visa visitor with thorough, as much 97.7% respondent choose agree that travel staff Which rated succeed in motivating team at work. This is in accordance with the responses put forward by Flippo (2005), on the quality of work is something results Which can be measured with effectiveness and efficiency something works performed by human resources or other resources in achievement of goals or objectives company listen well and Empower To use.

Based on analysis and interview Which done by writer, onbasically employee MDA Travel Manado own quality Work Which Good And in accordance standard. This is supported by the information and knowledge needed employees are easily accessible repeatedly and already in writing. However, sometimes travel staff Still do error in Work matter the canhappen Because problem personal in self travel staff for example travel staff currently No focus impact not enough thorough in Work, or Rarely do travel staffs handle certain cases causing travel staffs to forget how to solve these problems, as well as the number of tasks and responsibilities answer Which must done by travel staff sometimes make travel staff at a loss finish his job on time. Expected in the future travel staffs can maintain the good quality of their work,and prepare self before Work as well as more focus so that No happen mistakes that can harm customers or travel staffs them.

Quantity work

Respondents' responses to the variable Y indicator, namely quantity work, 100% of respondents agreed that the travel staff who was considered successful reach sales target per Quarter, amounting to 95.3% of respondents agreed that travel staff which are considered to be able to collect guest databases potential per month and 100% of respondents agreed that the travel staff who rated give service best fit with ability Which owned.

This is in accordance with the responses of Ranupandojo (2012), quantity work is the amount of work in accordance with the available working time, which is necessary Pay attention not to routine results but how quickly the work can be completed. According to analysis and interview Which done writer, travel staff MDA Travel Manado succeeded in achieving the quantity of work such as sales targets anddatabases visitor. Will but matter This No apply for employee new, due to travel staff new Not yet own visitor subscriber And customer usually they will contact a travel staff they already know or who have Once handle they. Matter This prove that experience Work somebody can help they in finish his job. Travel Experienced staff also find it easy to find new customers because tend more proficient explain questions and guest requests.

Presence

Respondents responses to the Y Variable indicators, namely attendance,97.6% of respondents chose to agree with the travel staff who was judged to have come to office on time according to schedule, 100% of respondents chose to agree that Travel staffs Which rated use O'clock Rest in accordance rule Which applicable, 95.2% of respondents chose to agree with the Travel staff being assessed meet the minimum working hours per week, namely 45 working hours/week, amounting to 95.3% respondent choose agree Travel staffs Which rated can enter work on holidays when they get *weekend shifts,* 100% of respondents choose agree Travel staffs Which rated can Work overtime moment needed especially during the Travel Fair and 100% of respondents chose to agree with Travel staff Which home graded office on time as scheduled.

This is in accordance with the responses of Ranupandojo (2012), presence is existence employee in place Work for Work in accordance with specified working time/hours. According to the analysis and interviews done writer, travel staff MDA Travel Manado own level presence the good one. If travel staff No can come to office appropriate

time, travel staff will report to manager and request permission reason the delay, the travel staff who will go home earlier than working hours must seek approval from the manager.

Audits knowledge

Based on observation, this study Also is an audit of knowledge in MDA Travel Manado. According to Frappaolo (2003), audits knowledge. This is for now, where effective organization and opportunity to apply knowledge exist. Dimensions Diagnosed knowledge includes structure, Culture, Process, Practice *Knowledge Management*, Strategy Team, Communication, Innovation, and Technology.

Structure organization

Based on the writer's observation, the organizational structure in MDA Travel Manado is mechanical. Mechanistic structures, namely organizational activities, are divided into specialized tasks and centralized decision-making at the top of the hierarchy. Each employee has a specific role that has been determined, and decisions must be based on approval from the office center. For example, in the office, Travel staffs are only on duty to serve requests and complain customers and sell products provided by the office center.

Culture organization

Based on the author's observation of the type of organizational culture MDA Travel Manado, the market culture that characterizes this culture is its focus outside the organization and its tendency to strive for stability and control. The values of this culture are productivity and competitiveness. This organizational culture emphasizes the task and goal of working together to achieve the goal. Priority mainly is competition and performance so as that obtain a superior market. To achieve achievements that are the main priority of the market culture, MDA Travel Manado also implements an organizational culture that supports learning employees. MDA Travel Manado continues to improve paramedic employees' knowledge and skills through training and source knowledge so that travel staffs can serve customers well. Because with knowledge Which appropriate employee can Work with Good and achievement Which become superior MDA Travel Manado in winning the competition.

Process

Process Work MDA Travel Manado is the centralization. It means centering all authority to several small managers or at the top position in an organizational structure. Centralization has a weakness where the center generates all policies and decisions, so time is needed to decide something to be extended. For example, when a guest asks to make a private tour package or as you wish, a travel staff must only record all requested visitors, like objective, duration, number of participants, date, and guest budget. Then forward the request to head office, request tours those privates Finally, time-consuming Enough, about 2-4 days long. This certainly impacts purchasing decisions for guests, where sometimes guests feel that the information they need has been received for a long time and choose trips from another agent That more quickly delivers the offers.

Practice knowledge management

King put forward that Knowledge Management in the organization includes factors: Knowledge Management process, related to the knowledge that includes activity creation, gain, filtering, storage, transfer, sharing, and reuse 73. Following the theory and the observations of done researcher, MDA Travel Manado has operated processes of knowledge management between other: do filtering employees' work based on appropriate educational background and work experience his job, providing receptacle knowledge Which easy accessed by employees.

Team strategy

Handoko (2016), delegating authority is a process in which managers allocate authority downward to those reporting to them. This team strategy with task delegation is found in several MDA Travel Manado. For example, in the MDA Travel Manado, Manager divides tasks among each travel staff to be in charge of monthly reports for every

corporate, which cooperates with MDA Travel Manado. The manager also requests a travel staff to look for a corporate candidate, which can invite cooperation by providing contact information to visitors who come.

Communication

Communication on MDA Travel Manado based on observation researcher is communication horizontal, that is, Genre communication, which shows that information exchange is sideways and flows according to functional principles between people, which is the same in something organization. The benefit of Horizontal Communication, according to Nathania, is task coordination, problem-solving, sharing information, and resolve of conflict. For example, communication horizontally is communication with fellow travel staffs. Others exchange information and discuss work in a manner direct or via telephone, email, or group chat.

Innovation

Freeman considered innovation as an effort from the company through technology and information to develop, produce, and market new products to the industry. In other words, innovation is a modification or invention idea for repair in a manner continuously as well as development to meet customer needs.

MDA Travel Manado is a company that values change and strives to continue to innovate. Major company innovations usually emerge from the office center, which helps make settlement work easy and makes it easy for customers to contact MDA Travel Manado. For example, MDA Travel Manado innovates made something back office system Which can be used by travel staffs to access tour package product information such as itineraries, schedules departures every month, prices, airlines used, and how many customers have deposited the tour. After making observations, the writer found that MDA Travel Manado innovation was not found in several travel agent competitors and is superior to MDA Travel Manado. For can give information as fast as possible to the customer. Without waiting for confirmation center, a travel staff can answer the visitor's question regarding the itinerary, departure schedule, prices, airlines used, and how many customers have deposited the tour.

These innovations are obtained from employees' tacit knowledge; for example, travel staffs need help processing customer tickets because the travel staff must remove all booking details from the airline's website into the MDA Travel Manado back office system manually. This causes the process of issuing tickets takes a long time. From the travel staff's complaint, the office of the center innovated to create a system where every booking made travel staff on the airline's website can be automatically moved to the back office of the MDA Travel Manado system and speed up the issued process ticket.

Technology

Technology is something means or system which functions to give comfort as well as convenience for man. Technology can simplify work, enrich knowledge and facilitate communication. One of the rapidly growing technologies is information technology. MDA Travel Manado utilizes technology and innovates on technology information to give the best service to the customer. MDA Travel Manado Also uses email as a tool to share knowledge. Utilization of technology information Which There is in MDA Travel Manado supports process learning in accordance with Alawites, which explains that information systems that support the implementation of knowledge sharing are: the existence of knowledge-sharing technologies. Effectiveness (usefulness) of knowledge-sharing tools, Comfort while using knowledge-sharing technologies.

Conclusion

Based on the results of research and discussion as an answer to the formulation problems and research objectives, then the conclusions in this study are as follows:

1) The results of the research show that knowledge management affects the work performance of the MDA Travel Manado travel staff; this is measured from indicators variable X which is filtering knowledge (background educational background, work experience, training certificate), acquisition knowledge (internal training, external training, independent training, system information as sourcing), knowledge sharing (an organizational culture that covers HR And system information), utilization knowledge (use knowledge in Work). At the same time, variable Y is quality Work (mastery of product And Skills, quantity Work

(achievement target and customer), and presence (accuracy time and amount of presence). Matter: This is proven by calculation regression linear simple: $Y = 63.756+0.361x$. This matter shows an increase in one score on variable X or knowledge management so that it will affect variable Y or work performance.

2) Calculation of the correlation coefficient formula results obtained $r = 0.44$. those results show that variable X's (Knowledge Management) connection is entirely meaningful with the Y variable (Work performance).

3) The coefficient determinant obtained results that are $r2 = 20\%$. It means contribution variable X (knowledge management) to variable Y (performance Work) by 20% while the remaining 80% are contributions or donations from other variables not examined. So contribution X (knowledge management) to Y (work performance) is as much as 20%.

4) Calculation of hypothesis testing based on the calculated T value and obtained T table the result of the calculated T value = 3.179 and the T table value = 2.021. By looking at the results of t count and t table, it can be concluded that the value of t count ≥ t table. It means that H 0 is rejected and H 1 is accepted or with, say, other proof that the hypothesis filed in the study This Correct And proven in a manner statistic. Matter this show that variable X or Knowledge Management influences the Y variable, or Travel Work Achievement staff of MDA Travel Manado.

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