

# The Role of Knowledge Sharing to Improve the Quality of Human Resources

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**Abstract** : This study aims to determine the role of knowledge sharing in order to improve the quality of human resources. The research method used is a qualitative method with a descriptive explorative approach. From the results of the research conducted, the results show that the quality of human resources can be increased not only through formal education but can also be done through knowledge sharing among fellow employees and also received support from management, especially related to motivation, appreciation, and career path. With the sharing of knowledge, it will increase innovation and creativity of employees so that production can be improved and have high competitiveness so that it affects consumers' interest in buying woven products produced by craftsmen in Majalaya, Bandung Regency.

**Keyword** : Human Resources; Sharing Knowledge; Work Motivation.

## I. Introduction

Micro, Small and Medium Enterprises and the creative economy are the foundation for economic growth in Indonesia. This shows, that the creative industry has good prospects for development and competitiveness and competitive advantage if managed properly. The creative industry also contributes significantly to the economy of local communities and local governments and contributes to the creation of jobs. Therefore, the development of the quality of human resources must be the top priority that must be carried out by the management of the organization in order to survive and develop in accordance with the objectives of the organization [1]; [2]; [3]. In addition, knowledge management also needs to be improved in order to improve the quality of employee performance so that production competitiveness can be realized [4-7].

The limited quality of education possessed by employees must be addressed by management by sharing knowledge. This greatly helps the company to produce quality human resources that have competitiveness and improve the operational performance of the organization [8]; [9]. Sharing knowledge about the limitations of employees at the education level can be overcome and will increase innovation and work motivation of employees in improving the quality of production. By increasing yield and quality of production results will have an impact on organizational growth and improve employee welfare [10-14]. Once the importance of knowledge sharing for business organizations amid the limited level of education possessed by Indonesian human resources, the authors are interested in examining it further in relation to the extent of the role of knowledge sharing to improve the quality of Indonesian human resources in creativity and innovation to have high competitiveness.

## II. Review of Literature

### 2.1. Human Resources

Human resources in a business organization are invaluable assets. The development of science must be the concern of management so that the ability and quality of its resources can be improved according to needs. This is done so that employees have adequate knowledge and competence as a competitive advantage for the continuity and progress of the company

[15]; [16]. Given the importance of human resources for organizations, it can be concluded that employees or human resources are at the heart of the knowledge management philosophy [17]; [18].

The results of research conducted by Currie & Kerrin [19], Collins & Smith [20], Minbaeva (a) [21], Minbaeva (b) [22], DeLong & Fahey [23], Nayir & Uzuncarsili [24] can be concluded that human resources are the best resources owned by business organizations whose continuity must be fostered both through formal and informal education to achieve the expected goals.

## 2.2. Sharing Knowledge

The progress of business organizations depends on the available resources, especially the human resources they have. This is done so that the quality of production has a high competitiveness, especially after the entry into force of the ASEAN free market at the end of 2015. However, the obstacles faced by the Indonesian nation to improve the quality of human resources are at the level of education. junior high school level. Ipe [25] and Pervaiz et al. [26] states, that an organization will develop and success must equip its employees with knowledge. Such knowledge is intellectual capital that can be obtained either through formal education, non-formal education or providing mutual experience among its employees [27].

Therefore, giving mutual knowledge among fellow employees besides being able to improve the quality of employee work will also be able to increase employee confidence which in turn can increase the quantity and quality of production [28]; [29]. The results of the study conducted by Arthur & Huntley [30], Cummings [31], Hansen [32], Magnus & DeChurch [33] can be concluded that knowledge sharing has a positive impact on business organizations specifically related to finance, innovation and creativity production, and improve employee performance.

## 2.3. Work motivation

In business organizations, the skills and expertise of employees are highly demanded to support the tasks or jobs assigned to them. In addition, the company must also be able to increase employee motivation and conduct work evaluations in order to create optimal organizational performance [34]; [35]; [39]. By having a high work motivation, it is expected that employees can get rewards from companies that have an impact on improving welfare. This is in line with the opinion of Deci & Ryan [40] which states that motivation is the power of supporting employees to carry out an activity or work effectively and focus to achieve the expected goals. From the results of research conducted by Bakar [36], Achmad [37], and Aima, Adam & Ali [38] it can be concluded that increasing employee performance is influenced by several factors including competency, motivation, knowledge, and job satisfaction.

## III. Research Methods

The research was conducted from July to December 2018 in the weaving industry that produces sarong fabric in Majalaya, Bandung Regency. The method used is a qualitative method with a descriptive explorative approach. The type of data collected is primary data obtained through in-depth interviews with information sources (informants). In conducting surveys, researchers use a personal approach (unstructured questionnaire) to obtain

information related to the bag industry business. Data analysis techniques in this study used a descriptive qualitative interactive model in the form of data collection, data reduction, display data, and conclusions / interpretative verification.

#### IV. Results and Discussion

Sentral tenun Majalaya Bandung Regency is one of the centers of the textile industry in West Java that produces *batik*, woven and *songket* fabrics which are in great demand by consumers both from domestic and abroad. Most of the Majalaya weaving industry centers still use Non-Machine Weaving Tools (ATBM), whose work still prioritizes human power as its main resource. The existence of a monetary crisis that hit almost all countries in the world had an impact on the reduction of Majalaya weaving craftsmen. If before the crisis in 1998 the number of craftsmen was 250 craftsmen, now in 2018 the number of craftsmen is only 59 craftsmen. This certainly has an impact on the increase in unemployment coupled with a low level of education which makes it difficult for them to move to work.

The production results are produced by the Majalaya weaving small-scale industry (IKM) which received support from the government of West Java Province through the Department of Industry and Trade even though they still use ATBM but the quality cannot be used again. This can be seen in the following picture:



Figure 1. ATBM Majalaya Weaving Results [41]



Picture. 1 [42]

Picture. 2 [43]

Figure 2. ATBM engine

From figure 1, it can be explained that the quality of Majalaya's weaving in the form of sarong and *songket* is of reliable quality and can compete with similar goods from other countries. While in figure 2, although the looms used by craftsmen mostly still use Non-Machine Weaving Tools (ATBM), thanks to the skills possessed by workers, they can produce quality woven fabrics.

This is certainly in accordance with the opinion expressed by Bakar [28] and Ahmad [29] that skills and knowledge can be obtained not only through formal channels but through exchanging experiences among employees is the right way to improve the quality of human resources amid high costs education. This opinion was confirmed by Holste & Fields [34], Hassan et al. [35], and Kuvaas et al. [39] that the support provided by company management

in the form of work motivation can improve organizational performance both work productivity and production quality.

The two opinions above are supported by the results of research conducted by Arthur & Huntley [30], Cummings [31], Hansen [32], Magnus & DeChurch [33] which states that improving the quality of human resources (employees) in addition to formal education can also be obtained from knowledge sharing among employees in an effort to improve innovation and creativity. Besides the results of research conducted by Bakar [36], Achmad [37], and Aima, Adam & Ali [38] which states that the quality of human resources to be able to increase and develop especially for the advancement of business organizations is also influenced by encouragement and motivation from management mainly deals with awards and career paths.

Thus we can understand that to improve the quality of human resources in business organizations is not only obtained through formal and structured education, but can be done through various ways such as sharing knowledge between fellow employees and support from management to employees for the development and progress of the company.

## V. Conclusion

From the description above, it can be seen that the role of knowledge sharing in business organizations plays a major role in improving the quality of human resources. The limitations of formal education possessed by employees in order to have competitiveness with regard to the quality of production can be overcome by the support of management and cooperation among employees to improve the welfare and development of business organizations.

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