PERSONAL INFORMATION MANAGEMENT MOTIVATION TOWARDS KNOWLEDGE SYSTEM COMMITMENT: A PILOT STUDY

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Abstract - Knowledge management system provide an individual to be able to capture, manage, store and process the data and information so they can be used to improve personal quality. Several previous researches has been developed the research regarding knowledge system management from the organization perspective. To explain knowledge system management from organization research, we need to explore more about the individual that uses knowledge system. A pilot study was conducted in 24 respondents in Bandung to know their motivation towards the commitment of using knowledge management system. The result found that the high motivation in the use of personal information management is not determine the commitment of people using the system.

Keywords - Personal knowledge management; knowledge system commitment; personal information management.

I. INTRODUCTION

One of the most important contributions that management should make in the 21st century is the increased productivity of knowledge worker (Drucker, 1999). Hwang et al., (2015) explain that knowledge workers should have the ability to manage their documents, files, emails and other forms through the personal information knowledge systems. To maximize the utility of the knowledge system of the respondent. The advancement of technology should be followed by the competency of the user. The competence of the user will enhance if they have the motivation to start and learn the system. That is why the research try to examine the personal side rather than the organization. Because the motivation to use the system is starting from the individual level. Also, individuals are the primary sources of the knowledge itself (Hwang, 2018)

The use of knowledge system in to support daily working tasks become very important. As we know, most of the functions in the organization are supported by the system a technological itself. It becomes routines of our daily life to check email every morning, arrange schedule electronically, gather the data using technical support also and other activities that supported by the electronic system. The system in the organization and even our daily life indeed makes some of the tasks more manageable. In addition to the system and other technical factors, the motivation of the individual and the practices of personal information management are aligning with the critical success of knowledge management system in the organization (Hwang, 2018). This research will focus on how personal factor in knowledge management specifically in motivation will be affected to the commitment on how people use the knowledge system to support the assignment in the organization. The purpose of this research is to find what is the impact of knowledge motivation to knowledge system commitment.

II. LITERATURE REVIEW

2.1. Personal information management motivation

Personal information management mention as the activities that related to how people acquisition, usage, and maintenance the information (Hwang et al., 2015). As explained before, the user information management is very depended on the individual itself. That is why the independent construct of this research starts from the personal information management and focus on the motivation.

Most of the past research talk about motivation from the intrinsic and extrinsic point of view. Instead of using those perspectives, this research will use personal information management as the point of view in explaining motivation on the individual in managing information and knowledge. Specifically, there will be three dimensions of motivation, named it information proactiveness, transparency and formality.

2. 2 Information proactiveness

Information proactiveness is when an individual recognizes and willing to use information for their job (Hwang, Kettinger, & Yi, 2013; Kettinger, & Mun, 2015; Hwang, 2018). Proactiveness also means that the individual is controlling the knowledge that they will be used instead of just responding to the knowledge that has been shared. Individual who has proactive behavior tend to seek out information regarding the system and respond to new information. Better information proactiveness also lead to more

effective information management practices because the individual will be more understanding about what kind of information that they do to execute their job.

2 .3 Information transparency

Information transparency is when a person willing to open about their negative past job experiences so the other people in the organization can learn from the mistakes (Hwang, 2013,2015, 2018). Transparency need trust so the that the informant and the receiver can exchange information without feeling guilty or shame. Transparency also needs openness both from different sided, so both of the sides can learn about the other previous experiences. Transparent information is used to obtain information appropriate skills and role behaviour in order to gain awareness in the organizational procedures (Morrios, 1993; Reichers, 1987; Hwang, 2018).

2.4 Information formality

Information formality is when a person prefers to use the source official information rather than informal sources. The knowledge worker uses official information sources and also systems to assure the efficiency of their jobs. Providing official information and knowledge sources will increase individual willingness to use information efficiently (Rogers and Agarwala, 1976).

2.5 Knowledge management commitment

Knowledge system commitment in Hwang et al., (2018) model used as one of the antecedent factors of implementation in using knowledge system. Previous study findings are shown that the success of knowledge management depends on the individual participation (He and Wei, 2009; Lin, 2007). Without individuals who are committed to learn and use the system, the system cannot be run efficiently. Commitment is the state or quality of being dedicated to activities.

In this research, the author applied three dimensions of commitment that has been developed by Allen and Meyer (1990). The components of dimensions are useful, calculative and normative. Those three components of commitment have been applied in some research and being tested in the various context of the research (e.g., Lin, 2007; Bansal et al., 2004; Hwang et al., 2018).

Affective commitment is individual's emotional attachment to, identification with and involvement with the knowledge management system (Hwang et al., 2018). An individual will only share knowledge through the system if only the person desires to shares. Calculative is individual's "need" component because some individual weights the perceived gains and losses od using a knowledge management system. The individual will only use the system if only the person is willing to use the system to enhance working performance. Normative is the internalized pressure or feeling of the individual that obligated to continue using the knowledge management system. The individual will use the system if they are required to use the system by the organization or have internal willingness to continue using the system.

H1: Knowledge motivation will positively impact knowledge system commitment.

III. METHODOLOGY

3.1 Data collection and samples characteristics

The model has been tested in the article by Hwang et al., (2018) which discuss in the knowledge system implementation. In the previous article, the object of the research is the accountants. The accountants were chosen because the accounting professionals are usually engaged in knowledge investigation and solving the problem of the clients' tasks (Hwang, 2018). This research will be different because this was the pilot test for the model that was the purpose in the research, the sample is taken from the different background as the comparison between the individual in one industry with other.

Data were collected for one week. The survey was distributed using online survey platforms. Table 1 provides the summary of the respondent' demographic information. Half of the respondents are male with the percentage of 54,17%. Since the pilot study are distributed randomly with average age between 20-25.

3.2 Survey development

The author developed the survey instruments using the previous research to enhance the validity of the items in the questionnaires. All items were measured using a seven-point Likert-type scale ranging from 1 (strongly disagree) to 7 (strongly agree). Table I is the descriptive result of the survey. Total of the respondents are 24 from different industries as the pilot for their research. Items for the survey was adopted from Hwang (2015, 2018); Li et al. (2006); Meyer and Parfyonova (2010); He and Wei (2009). Consists of 17 statement items.

Table 1. Respondents' Characteristics

	Categories	Frequency	Percentage
Gender	Male	13	54,17%
	Female	10	41,67%
Age group	20 - 25	15	63%
	26 - 30	6	25%
	31 - 35	3	13%
	36 - 40	0	0%
	> 41	0	0%
Education	D4	3	13%
	S1	20	83%

	S2	0	0%
	Mining	1	4%
	Creative	1	4%
	Infrascture	2	8%
	Financial	3	13%
Working industries	Service	1	4%
	Education	4	17%
	Entrepreneur	1	4%
	Technology	2	8%
	Freelancer	2	8%
	Others	7	29%

3.3 Data analysis and result

Measuring validation and model testing were conducted using Partial Least Square method because the objective of the PLS-SEM is to maximize the explained variance of the endogenous latent construct (dependent variables) (Heir et al., 2014). PLS-SEM is primarily used to develop theories in exploratory research or predicting purpose in a study (Ramayah et al., 2016). PLS path modelling latent variable (LV) scores are estimated as specific linear combinations of their associated manifest variables (MVs) and treats them as error-free substitutes for the manifest variables (Monecke and Leisch, 2013). Reflective models were chosen because indicators serve as the representative of the latent variables (Ramayah et al., 2016). PLS does not impose sample size and distribution restrictions (Chin et al. 2003). The structural model was analyzed to examine the associations hypothesized in the present research model. Two criteria are applied to assess the convergent and discriminant validity (the square root of the average variance extracted (AVE) by contract should be at least 0.707 (i.e., AVE > 0.50). In the model the personal information management construct is under criteria with the amount of 0.365 and knowledge system commitment is under the criteria because the AVE is below 0.707 but above 0.50 with the exact number of 0.549. The PLS structural model and hypotheses were assessed by examining path coefficients and their significance levels, following Chin (1998). Bootstrapping was performed on the model to obtain estimates standard errors for testing the statistical significance of path coefficient. The result shown that hypothesis of the research is supported by R square of personal management motivation was 0.341.

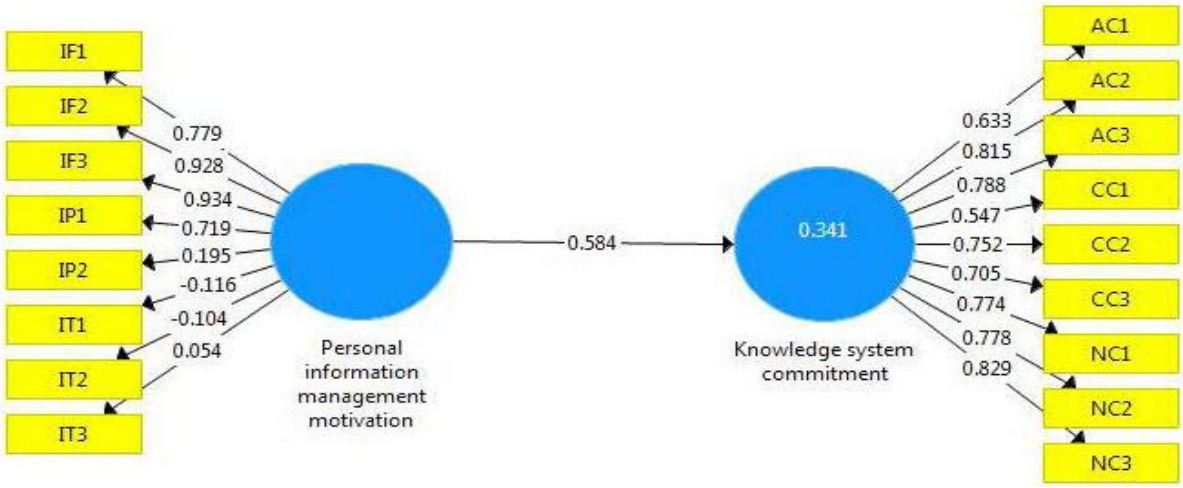


Fig. 1. Data analysis result

IV. DISCUSSION

Based on the pilot study, the author finds that there is some indicator that cannot be the measure to personal information management motivation because it was indicated from the model that the correlation is negative which is items IT1 and IT2. Most of the indicator that explains knowledge system commitment is quite good. All of the is above 0.50 which are categorized as good. Several indicators in personal information management motivation still need further research. Because most of the score is below 0.50.

CONCLUSION

Further research still needed because there is some score that now meets the requirement for processing the model. Also, further research can be comparing different industries on how the perception towards knowledge system in their organization. As organization implements the knowledge system, the organization should consider the individual of the user before implement or advance the systems. Furthermore, this research has been identified the critical KMS picture from motivation and commitment perspective.

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