

Systematic Literature Review: Implementation of Knowledge Sharing by Information Organizations In Indonesia

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Received Date: 30 August 2022

Accepted Date: 21 September 2022

Published Date: 1 November 2022

Abstract. Along with the development of information technology, the concept and implementation of knowledge sharing began to be discussed in various organizations at various scales. In the 21st century, the success of organizations is very dependent on the knowledge they have and how to utilize the existing knowledge. The purpose of this study is to determine the implementation of knowledge sharing by information organizations in Indonesia. The method used in this research is Systematic Literature Review (SLR) to journal articles published in 2018-2021. There are four Research Question (RQ) determined in this study. The final result obtained from this research is that qualitative research methods are widely used to discuss the process of implementing knowledge sharing by information organizations in Indonesia. The process of implementing knowledge sharing can be done through discussions, learning presentations, lectures, joint studies or FGDs, online talk shows, making videos, and others.

Keywords: Knowledge sharing; information organizations; systematic literature review, information management, library management.

1 Introduction

Along with the development of information technology, the concept and implementation of knowledge sharing began to be discussed in various organizations at various scales. Kikoski & Kikoski, 2004 (in Rodin) said that in the 21st century the

success of organizations is very dependent on the knowledge they have and how to utilize existing knowledge. The knowledge possessed by each individual is different from one another, and more knowledge is stored in each individual's head. According to Tobing (2007:9) knowledge sharing is the stage of spreading and providing knowledge at the right time for employees who need it. The principle is that most knowledge is in the human head in the form of tacit knowledge, not in sophisticated information systems (Tobing, 2007). Knowledge sharing is considered as a fundamental way to achieve organizational competitive advantage that can be achieved (Jackson, 2006). Organizations must be able to take advantage of strengths and opportunities and understand weaknesses and threats in order to survive in the competition. To utilize and develop knowledge, it is necessary to manage it with activities knowledge sharing. The purpose of this study is to determine the implementation of knowledge sharing in information organizations in Indonesia by using the method Systematic Literature Review. This method is used to re-review previous research so that it can be a reference for information organization in the process of knowledge sharing that suits your needs.

2 Literature Review

According to Nonaka and Takeuchi (1995), knowledge can be created through the experience of a synergistic relationship between tacit knowledge and explicit knowledge. Tacit knowledge is inferred knowledge or thought knowledge. Tacit knowledge is knowledge that resides in the human mind in the form of intuition, judgment, skills, values, beliefs. While what is meant by explicit knowledge is systematic, formal, and documented knowledge, which allows it to be clearly distributed, shared, and communicated. Explicit knowledge is expressed and recorded as words, codes, mathematical numbers, and scientific procedures. It can be found on the internet, in books, documents, email and other resources, both verbal and visual. Knowledge sharing is a collaborative activity carried out to improve knowledge and skills in order to achieve individual and organizational goals. Knowledge sharing is a social interaction that involves knowledge, experience and skills between employees to improve their competencies (Pramono and Susanty, 2015). According to Triana et al (2016) sharing knowledge is a systematic process in delivering messages between individuals and organizations through various media. Each individual has the right to determine what media they will use to share knowledge; the most important thing is that the recipient of the message is able to understand what has been conveyed.

Furthermore, Nonaka and Takeuchi (1995) proposed 4 models of knowledge conversion known as the SECI Model, which can be explained as follows:

- 1) Socialization (Tacit to Tacit) Occurs when an individual shares tacit knowledge directly with others, such as discussions, seminars, conversations.

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2) Externalization (Tacit to Explicit) Occurs when tacit knowledge is articulated in the form of written works such as books, research reports, articles.

3) Combination (Explicit to Explicit) Occurs when an individual combines different explicit knowledge into a new circle of explicit knowledge through analysis, grouping, and rearrangement

4) Internalization (Explicit to Tacit) Occurs when explicit knowledge is shared through organizations and information networks to extend and develop tacit knowledge.

According to Hoof (2004: 118) the knowledge sharing process consists of knowledge donating and knowledge collecting. Knowledge donating is the process of distributing or disseminating knowledge or intellectual capital to others involving communication between individuals, while knowledge collecting is the process of seeking and collecting knowledge or intellectual capital by consulting with other people.

3 Methodology

This research uses an approach System Literature Review (SLR) with a qualitative approach which is an approach to synthesize (summarize) the results of research that is descriptive qualitative. This method of synthesizing (summarizing) the results of qualitative research is called "metasynthesis". As for the stages of compiling this research itself, it was carried out using the method (Torres-Carrion et al., 2018):

- Planning is the initial stage of conducting SLR by identifying research questions and limitations
- Conducting is the implementation stage of the SLR by tracing and identifying references that are in accordance with research, extracting and synthesizing data
- Reporting is the last stage of this method, namely the SLR writing stage by translating it into article form

3.1 Research Question

This research was conducted and compiled from December 12, 2021 to December 15, 2021. In identifying research questions and limitations, the researcher used the PICOC approach (Population, Intervention, Comparison, Outcomes, and Context) from Petticrew (2006).

Table 1: Research Question

Criteria	Broad of Scope
Population	Research on implementation of knowledge sharing by information organizations in Indonesia
Intervention	Limitations on models and processes knowledge sharing in Indonesia
Comparison	Not applied
Outcomes	Implementation of knowledge sharing by information organizations in Indonesia
Context	Research on information organizations, research in Indonesia

Based on the scope of the research questions above, the research questions (RQ) are set as follows:

- RQ1: How many research methods or journal articles regarding the implementation of knowledge sharing by information organizations in Indonesia?
- RQ2: What is the knowledge sharing model applied by information organizations in Indonesia? RQ3: How is the knowledge sharing process carried out by information organizations in Indonesia?

3.2 Searching Strategy

In the execution stage, the search strategy is carried out by entering the search term formula, literature sources from online databases, inclusion and exclusion criteria and assessment of search quality.

3.2.1 Searching Strategy

This research conducted a search through Google Scholar. To sharpen the research, the researcher developed several formulas for formulating inclusion and exclusion criteria and assessing the quality of research. The search itself is carried out using the Boolean search method using the "AND" function. This function aims so that the search results generated are a combination of two or more keyword elements related to the research topic. In addition, researchers also use the "OR" function to expand the search results. Researchers compiled a search formula by searching for the keyword's "implementation" AND "knowledge sharing" AND "library" OR "ARCHIVES" by setting the search time range from 2018 to 2021 on Google Scholar.

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3.2.2 Literature Source

This study uses a database that is Google Scholar to do an article search. This portal was chosen because it has wide coverage and is open access, making it easier to conduct searches related to research topics, namely implementation knowledge sharing information organizations in Indonesia. The citation limits used in the study are publications from 2018 to 2021.

3.2.3 Inclusion and Exclusion Criteria

Inclusion and exclusion criteria were used to select appropriate scientific papers to answer this research question. The inclusion and exclusion criteria in the study can be seen in the following table:

Table 2: Research Inclusion and Exclusion

Criteria	
Inclusion	Exclusion
All scientific papers published in Indonesian	Scientific works that are not in accordance with the scope of the research topic: organizing knowledge
All scientific papers published in the last 3 years starting from 2018-2021	Scientific papers published before 2011-2021
Scientific works focused on research topics	Scientific works that are not in accordance with the scope of the research topic
All open-access scientific papers are available in full-text	Scientific works other than open-access and not available in full-text
All scientific papers published in Indonesian	Scientific papers published in other than Indonesian language

3.3 Quality Assessment

In researchSystematic Literature Review, the data used will be evaluated based on the quality assessment criteria orQuality Assessment (QA) as follows. This formula pattern has three answer choices; Yes with 1 point; Indecisive by 0.5 points; Not with 0 points.

Table 3: Search Results Quality Assessment

Quality Code	Question	Answer	Type
QA1	Is there a clear describe of the purpose of this research?	Yes	1
		Indecisive	0,5
		Not	0
QA2	Is this research based on a case inIndonesia?	Yes	1
		Indecisive	0,5
		Not	0
QA3	Does this research Describe the process knowledge sharing implemented by the organization information in Indonesia.	Yes	1
		Indecisive	0,5
		Not	0

4 Findings

Based on the results of searches conducted through Google Scholar With a span of 3 years, starting from 2018 to 2021, we found 134 articles related to search keywords. The next stage is to select the search results articles based on the inclusion and exclusion criteria of the study. The results of this selection resulted in 9 articles that were included in the inclusion criteria and were considered relevant to the research focus, namely on implementation knowledge sharing by information organizations in Indonesia.

Based on the time span, the articles used in this study were published from 2018-2021. There were 2 articles published in 2018, 2 articles published in 2019, and 4 articles published in 2021. The information obtained was then grouped into several types of journals. The following are the types of journals that have been successfully obtained:

Table 4.: Number of Journal Article Findings

N	Title	Year	Amount
1	Jurnal Pustaka Ilmiah	2018	1
2	Jurnal Ilmu Perpustakaan	2018	1
3	Jurnal Ilmu Perpustakaan	2019	2
4	Jurnal Ilmu Perpustakaan dan Informasi	2021	1
5	Jurnal Manajemen Pendidikan	2021	1
6	Journal of Library and Information Science	2021	2
7	Jurnal Teknologi Informasi dan Ilmu Komputer	2021	1

5 Discussion

In this section, the researcher discusses in detail and presents the results related to the research question.

5.1 How many research methods or journal articles regarding the implementation of knowledge sharing by information organizations in Indonesia? (RQ1)

Based on the results of the search and the selection process carried out, it was found 9 articles related to implementation knowledge sharing by information organizations in Indonesia. A total of 8 articles using qualitative research methods, namely articles A1,A2,A3,A4,A6,A7,A8,A9 and as many as 1 article using quantitative research methods, namely article A5.

Table 5: Method and Objectives of Journal Articles

Code	Title	Author	Method	Objectives
A1	Implementasi Knowledge Sharing (Berbagi Pengetahuan) Di Kalangan Pustakawan	Noorika Retno Widuri	Qualitative	To provide insight for librarians, especially about the importance of sharing knowledge, as well as what activities can be done to share knowledge.
A2	Knowledge Sharing Dalam Forum Online: Studi Kasus Grup Facebook Inlis-Lite Untuk Perpustakaan Indonesia	Ulul Faiqoh and Jazimatul Husna	Qualitative	To find out how the implementation of knowledge sharing activities and the individual factors that affect the occurrence of knowledge sharing in the INLIS-Lite facebook group for the Indonesian Library.
A3	Analisis Knowledge Sharing Pada Kelas Bahasa Arab Di Perpustakaan Multimedia Masjid Imam Asy Syafi'i Pekalongan	Amma Qosiaha dan Ary Setyadi	Qualitative	To find out how the description of the knowledge sharing process that occurs in Arabic classes is carried out by offline learning (class meetings) and online (via whatsapp) as well as the process of forming Arabic classes at the Multimedia Library of the Imam Asy Syafi'i Mosque.
A4	Implementasi Sigelis Melalui Model Psbb (Promosi, Share Knowledge information, Budaya Baca) Sebagai Aktualisasi Pengembangan Perpustakaan Sekolah	Ernawati S.Sos.,M.A	Qualitative	To find out what activities can be done to share knowledge.

A5	Perencanaan Implementasi Manajemen Pengetahuan Di Perpustakaan Perguruan Tinggi Berbasis Teknologi Informasi Dan Komunikasi (TIK)	Maryati, Wasli man, Mudrikah, and Sauri	Qualitative	To get an overview and analyze about Knowledge Management Implementation (knowledge management) Technology-based College Libraries Information and Communication in terms of Excellent Service for Library Staff IPDN Jatiningor Sumedang West Java Library
A6	Knowledge Management Sebagai Upaya Menjaga Pengetahuan Organisasi Arsip Di Pengadilan Negeri Ungaran	Muslich Nur Azizah and Yanuar Yoga Prasetyawan	Qualitative	To find out how knowledge implementation management as an effort to maintain knowledge of archive organization in the Ungaran District Court.
A7	Penerapan knowledge sharing dengan media Portal BINUS di Bina Nusantara University	Syifa Naufal Qisty	Qualitative	To find out how to manage documents as an implementation of knowledge sharing in the Binus University environment
A8	Hubungan knowledge sharing dengan inovasi pengelola taman baca masyarakat di Jawa Barat	Yoshua Gilang Pratama, Sukasih, dan Samson	Quantitative	To know the role Knowledge Sharing and how much it has to do with the innovation of TBM managers.
A9	Perancangan Aplikasi Knowledge Management Di Instansi Kearsipan Berbasis Model Choo-Sense Making	Eko Nur Hermansyah, Danny Manongga, and Ade Iriani	Qualitative	To collect, manage, and disseminate the knowledge possessed, so that the knowledge possessed by the archival agency can be used for the progress of the agency and is not lost, the knowledge possessed by the agency is still stored in the cupboard or computer of each employee.

5.2 What is the knowledge sharing model applied by information organizations in Indonesia? (RQ2)

After conducting the selection by applying the inclusion and exclusion research, it can be concluded that there are three models applied in 9 implementation articles knowledge sharing by information organizations in Indonesia. Most of the articles found apply the SECI model in the implementation process knowledge sharing in his organization. Although every organization does not apply the 4 methods from the SECI model (Socialization, Externalization, Combination, and Internalization) but in its implementation, each organization has its own steps and methods in determining which method is most appropriate to be applied in their respective organizations according to their needs and orientation. Articles that use the SECI model include articles coded A1, A2, A3, A4, A5, A6, and A7. Meanwhile, each of the other 2 articles

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prefers to apply the Knowledge Sharing Process model and the Choo-Sense Making Model. The articles are, among others, coded A8 and A9.

Table 6: Knowledge Sharing Model

Code	Title	Model
A1	Implementasi Knowledge Sharing (Berbagi Pengetahuan) Di Kalangan Pustakawan	SECI models:
A2	Knowledge Sharing Dalam Forum Online: Studi Kasus Grup Facebook Inlis- Lite Untuk Perpustakaan Indonesia	Socialization (Tacit to Tacit), Externalization (Tacit to Explicit), Combination (Explicit to Explicit, and Internalization (explicit to tacit) SECI models: Socialization (Tacit to Tacit), Externalization (Tacit to Explicit), Combination (Explicit to Explicit, and Internalization (explicit to tacit)
A3	Analisis Knowledge Sharing Pada Kelas Bahasa Arab Di Perpustakaan Multimedia Masjid Imam Asy Syafi'i Pekalongan	SECI models: Socialization (Tacit to Tacit), Externalization (Tacit to Explicit), Combination (Explicit to Explicit, and Internalization (explicit to tacit)
A4	Implementasi Sigelis Melalui Model Psbb (Promosi, Share Knowledge, Informasi, Budaya Baca) Sebagai Aktualisasi Pengembangan Perpustakaan Sekolah	SECI models: Socialization (Tacit to Tacit), Externalization (Tacit to Explicit)
A5	Perencanaan Implementasi Manajemen Pengetahuan Di Perpustakaan Perguruan Tinggi Berbasis Teknologi Informasi Dan Komunikasi (TIK)	SECI models: Socialization (Tacit to Tacit), Externalization (Tacit to Explicit)
A6	Knowledge Management Sebagai Upaya Menjaga Pengetahuan Organisasi Arsip Di Pengadilan Negeri Ungaran	SECI models: Externalization (Tacit to Explicit)
A7	Penerapan knowledge sharing dengan media Portal BINUS di Bina Nusantara University	SECI models: Externalization (Tacit to Explicit)
A8	Hubungan knowledge sharing dengan inovasi pengelola taman baca masyarakat di Jawa Barat	Knowledge Sharing Process (Hooff and De Ridder, 2004) namely Knowledge Donating and Knowledge Collecting
A9	Perancangan Aplikasi Knowledge Management Di Instansi Kearsipan Berbasis Model Choo-Sense Making	Choo-Sense Making Model

5.3 How is the knowledge sharing process carried out by information organizations in Indonesia? (RQ3)

Based on the results of the analysis of several articles that have been selected, in the process of implementing articles knowledge sharing by information organizations in Indonesia, it is known that each information organization has its own process in accordance with the goals and needs of the organization such as socialization, FGD, book review, publishing journals, and so on. The organization of information in this study itself is divided into 7 libraries and 3 archives.

Table 7: List of Knowledge Sharing Processes in Selected Articles

Code	IMPLEMENTATION PROCESS KNOWLEDGE SHARING	Type of Information Organization
A1	<ul style="list-style-type: none"> The socialization process is carried out through library discussions through WAG. The externalization process is carried out by documenting the minutes of the meeting, the results of the discussion both in printed and electronic form which can then be published to those who are interested. The combination process is carried out by changing the minutes of the meeting into announcements that can be read by all employees. The internalization process is carried out by learning carried out by all members of the organization on the explicit knowledge that is distributed 	Library
A2	The knowledge sharing process is carried out by discussing the installation of INLIS-Lite through face-to-face meetings or sharing on Facebook groups.	Library
A3	<ul style="list-style-type: none"> The socialization process carried out in the Arabic language study activity of the Imam Asy Syaifi Pekalongan Mosque is with regular classes once a doing class. Knowledge sharing in progress externalization is done by recording classroom learning managed by the group admin, then distributed to the "KBA Inmsya 3" group 	Library
A4	Carrying out Guidance Activities Pemustaka (User Education) and morning Circle By Teacher	Library
A5	Socialization, book review, publishing journals outside the IPDN campus, and open access for knowledge seekers from outside IPDN library.	Library
A6	The application of externalization by means of debriefing, the output produced is in the form of a video using steps in the form of observation, reflection, action, and evaluation stages.	Archives
A7	The externalization process is carried out by writing down the ideas, innovations, and knowledge they have through the submenus on the Binus Portal.	Archives
A8	Online talk shows, sharing photos and descriptions of activities carried out at TBM, and so on	Library
A9	The knowledge possessed by archival institutions that have been documentation is changed in the form of softfiles then uploaded into space to facilitate storage and	Archives

5.4 Data Analysis Results

Based on the results of data analysis that has been carried out on each Research Question or RQ, obtained information about how much the number and research methods knowledge sharing, model knowledge sharing, process knowledge sharing, and what types of information organizations apply knowledge sharing in Indonesia with a time span of 2018 to 2021.

Table 8: Data Analysis Results

Aspect	Data Analysis Results
The large number and research methods	8 qualitative, 1 quantitative
Model knowledge sharing	SECI models, Knowledge Sharing Process, and Model Choo-Sense Making
Process knowledge sharing	Discussions, learning presentations, lectures, joint studies or FGDs, Online talk shows, video creation, and more.
Organization Type	6 Libraries, 3 Archives

6 Conclusion

Based on the results of the research that has been done, it can be concluded that based on the results of Systematic Literature Review or SLR, qualitative research

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methods are widely used to discuss the implementation process knowledge sharing by information organizations in Indonesia. The models used in this process include SECI models, knowledge sharing processes, and choosense making models. Implementation process knowledge sharing. This can be done through discussions, learning presentations, lectures, joint studies or FGDs, online talk shows, making videos, and others.

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