

The Influence of Knowledge Management and Leadership on  
Performance of Employees: Case Study in Celco Coffee Shop

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Revision after the Thesis Defense on 10 July 2023

**STATEMENT BY THE AUTHOR**

I hereby declare that this submission is my work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgment is made in the thesis.

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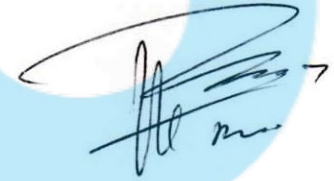
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## ABSTRACT

### THE INFLUENCE OF KNOWLEDGE MANAGEMENT AND LEADERSHIP ON PERFORMANCE OF EMPLOYEE: CASE STUDY IN CELCO COFFEE SHOP

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Celco Coffee Shop is a coffee shop located in Gading Serpong. The problems faced by the coffee shop are when the deliverance of the information is not implemented completely and lack of leadership. The situation can affect the coffee shop's productivity negatively. The knowledge management system can ensure that the knowledge can maintain to train a new employee or to develop the current employee to become a multi-skilled workforce and to develop oneself to be an inspiring leader. this thesis research focuses on developing knowledge management and leadership style. based on the result taken from 34 respondents, it is found that 61.8% are male with the range of age 20 - 24 and last education background of SMA/SMK. the finding shows that the independent variables have a 54.9% impacted on the dependent variable. based on the result, this study has found the key for the company to develop their knowledge management transfer process together with the leadership training as a recommendation to the owner of Celco Coffee Shop.

Keywords: *Knowledge Management, Leadership, Performance of Employees, Training.*

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## **DEDICATION**

I dedicate this thesis for my parents,  
My beloved older brother, older sister, my friends,  
Myself, and future me.



## ACKNOWLEDGEMENT

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## Table of Content

Contents	3
ABSTRACT .....	3
DEDICATION .....	5
ACKNOWLEDGEMENT .....	6
Table of Content .....	7
List of Table .....	10
List of Figure .....	11
Chapter 1 – Introduction .....	12
<b>1.1. Background</b> .....	12
<b>1.2. Research Problem</b> .....	15
<b>1.3. Research Questions</b> .....	17
<b>1.4. Research Objectives</b> .....	17
<b>1.5. Scope and Limitation</b> .....	17
<b>1.6. Significance of Study</b> .....	17
Chapter 2 – Literature Review .....	18
<b>2.1. Framework of Thinking</b> .....	18
<b>2.2. Knowledge Management</b> .....	19
<b>2.2.1. Indicators of Knowledge Management</b> .....	20
<b>2.2.1.1. Socialization</b> .....	20
<b>2.2.1.2. Ability</b> .....	21
<b>2.2.1.3. Relationship</b> .....	21
<b>2.3. Leadership</b> .....	21
<b>2.3.1. Indicators of Leadership</b> .....	23
<b>2.3.1.1. Inspire</b> .....	23
<b>2.3.1.2. Decision</b> .....	23
<b>2.3.1.3. Responsible</b> .....	23
<b>2.4. Performance of Employee</b> .....	24
<b>2.4.1. Indicators of Performance of Employee</b> .....	25
<b>2.4.1.1. Cooperation</b> .....	25
<b>2.4.1.2. Job Knowledge</b> .....	25
<b>2.4.1.3. Discipline</b> .....	26
<b>2.5. Previous Research</b> .....	27

2.6. Study Difference .....	45
2.7. Research Model .....	46
2.8. Hypothesis.....	46
Chapter 3 – Research Methodology.....	47
3.1. Type of Study.....	47
3.2. Unit of Analysis .....	47
3.3. Sampling Design .....	47
3.3.1. Population and Sampling.....	47
3.3.2. Sample Size .....	48
3.3.3. Sampling Method .....	48
3.4. Type of Data and Collection Method .....	49
3.4.1. Primary Data Collection .....	49
3.4.3. Data Collection Method .....	50
3.5. Questionnaire Structure .....	50
3.6. Time Frame of Study .....	52
3.7. Variable Operationalization .....	53
3.8. Data Processing Procedure.....	57
3.8.1. Validity and Reliability Test.....	57
3.8.1.1 Validity Test.....	57
3.8.1.2. Reliability test .....	58
3.8.2. Post-Test.....	59
3.8.3. Descriptive and Inferential Data Analysis .....	59
3.8.3.1. Descriptive Data Analysis .....	59
3.8.3.2. Inferential Data Analysis .....	60
3.8.4. Classical Assumption Test .....	60
3.8.4.1. Normality Test.....	60
3.8.4.2. Heteroscedasticity Test .....	61
3.8.4.3. Multicollinearity Test.....	62
3.8.5. Multiple Linear Regression Analysis .....	62
Chapter 4 – Result and Discussion .....	64
4.1 Company Profile.....	64
4.2 Respondents Profile .....	64
4.3. Post Test Results.....	67



<b>4.3.1 Validity Post-Test Result</b> .....	67
<b>4.3.2. Reliability Post-Test Result</b> .....	68
<b>4.4 Descriptive and Inferential Data Analysis</b> .....	70
<b>4.4.1 Descriptive Data Analysis</b> .....	70
<b>4.5.1. Normality Test</b> .....	73
<b>4.5.2. Heteroscedasticity Test</b> .....	76
<b>4.5.3. Multicollinearity Test</b> .....	77
<b>4.6. Multiple Linear Regression Test</b> .....	78
<b>4.6.1. F-Test</b> .....	78
<b>4.6.2. T-Test</b> .....	79
<b>4.6.3. Model Summary</b> .....	80
<b>4.7. Hypothesis Result and Discussion</b> .....	81
<b>4.7.1. First Hypothesis</b> .....	81
<b>4.7.2 Second Hypothesis</b> .....	81
Chapter 5 – Conclusions and Recommendations .....	83
<b>5.1. Conclusion</b> .....	83
<b>5.2. Recommendation</b> .....	84
<b>5.3. Recommendations for Future Research</b> .....	85
Glossary .....	86
References .....	87
Appendix.....	93
<b>Appendix 1: Questionnaire</b> .....	93
Curriculum Vitae .....	105

### List of Table

TABLE 1. KPI DATA EMPLOYEE FROM CELCO COFFEE IN 2021 BY THE CELCO COFFEE SHOP OWNER .....	16
TABLE 2. PREVIOUS STUDIES .....	27
TABLE 3. STUDY DIFFERENCE.....	45
TABLE 4. TIME FRAME OF STUDY BY THE RESEARCHER.....	52
TABLE 5. VARIABLE OPERATIONALIZATION BY THE RESEARCHER.....	53
TABLE 6. THE ALPHA COEFFICIENT RANGE TABLE .....	59
TABLE 7. LIKERT SCALE CRITERIA .....	60
TABLE 8. RESPONDENTS DEMOGRAPHIC PROFILE – GENDER .....	64
TABLE 9. RESPONDENT RESPONDENTS DEMOGRAPHIC PROFILE – AGE .....	65
TABLE 10. RESPONDENTS DEMOGRAPHIC PROFILE - EDUCATION .....	66
TABLE 11. RESPONDENTS DEMOGRAPHIC PROFILE - WORKING PERIOD .....	66
TABLE 12. KNOWLEDGE MANAGEMENT VALIDITY POST-TEST RESULT.....	67
TABLE 13. LEADERSHIP VALIDITY POST-TEST RESULT.....	68
TABLE 14. PERFORMANCE OF EMPLOYEE VALIDITY POST-TEST RESULT .....	68
TABLE 15. KNOWLEDGE MANAGEMENT RELIABILITY POST-TEST RESULT .....	69
TABLE 16. LEADERSHIP RELIABILITY POST-TEST RESULT .....	69
TABLE 17. PERFORMANCE OF EMPLOYEE RELIABILITY POST-TEST RESULT.....	69
TABLE 18. KNOWLEDGE MANAGEMENT DESCRIPTIVE DATA ANALYSIS .....	70
TABLE 19. LEADERSHIP DESCRIPTIVE DATA ANALYSIS .....	71
TABLE 20. PERFORMANCE OF EMPLOYEE DESCRIPTIVE DATA ANALYSIS .....	72
TABLE 21. ONE-SAMPLE KOLMOGOROV-SMIRNOV TEST.....	73
TABLE 22. HETEROSCEDASTICITY TEST RESULT.....	76
TABLE 23. MULTICOLLINEARITY TEST RESULT.....	77
TABLE 24. F-TEST RESULT.....	78
TABLE 25. T-TEST RESULT .....	79
TABLE 26. MODEL SUMMARY RESULT.....	80
TABLE 27. HYPOTHESES RESULT ANALYSIS.....	81

**List of Figure**

FIGURE 1. NATIONAL COFFEE CONSUMPTION ..... 13  
FIGURE 2. FRAMEWORK THINKING ..... 18  
FIGURE 3. RESEARCH MODEL BY THE RESEARCHER.....46  
FIGURE 4. P-PLOT TEST RESULT.....74  
FIGURE 5. HISTOGRAM GRAPH TEST RESULT.....75  
FIGURE 6. HETEROSCEDASTICITY SCATTERPLOT RESULT.....77

