EFFECT OF KNOWLEDGE MANAGEMENT PERCEPTION, SKILL PERCEPTION AND ATTITUDE PERCEPTION ON EMPLOYEE PERFORMANCE IN THE MIDDLE OF COVID - 19 (PT SUA Jakarta case study (Case study on PT SUA Jakarta)

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Abstract - *This study aims to determine and analyze the effect of Perceptions of Knowledge Management, Perceptions of Skill and Perceptions of Attitude on Employee Performance*

The research method used is a survey method, using a questionnaire as a data collection tool. The population in this study were employees of PT SUA Jakarta. The sample used for this study were 126 respondents at PT SUA Jakarta.

Based on the results and discussion, it shows that partially there is no significant positive influence on the perception of Knowledge Management on employee performance at PT SUA Jakarta and the contribution of knowledge management on employee performance is 14.5%; the effect of perceptions of skills on employee performance partially there is a significant positive effect of perceived skills on employee performance at PT SUA Jakarta and the contribution of skill perceptions to employee performance is 12.5%; the effect of perception of attitude on employee performance has a significant positive effect and the contribution of perception of attitude towards employee performance is 44.8%; Perceptions of Knowledge Management, Perceptions of Skills and Perceptions of Attitudes on Employee Performance in the Middle of Covid - 19 at PT. SUA Jakarta there is a significant positive influence and the contribution of perception of knowledge management, perceived skill and perception of attitude towards employee performance is 71.6%.

Keywords: Service quality, price perception, passenger facilities, customer satisfaction

Abstrak– Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh persepsi *Knowledge Management*, persepsi *Skill* dan persepsi *Attitude* terhadap Kinerja Karyawan.

Metoda penelitian yang digunakan adalah metoda survei, dengan menggunakan kuesioner sebagai alat pengumpulan datanya. Populasi dalam penelitian ini adalah Karyawan PT SUA Jakarta. Sampel yang digunakan untuk penelitian ini sebanyak 126 orang responden pada PT SUA Jakarta.

Berdasarkan hasil dan pembahasan menunjukkan secara parsial tidak terdapat pengaruh positif signifikan persepsi *Knowledge Management* terhadap Kinerja karyawan pada PT SUA Jakarta dan kontribusi pengaruh knowledge management terhadap kinerja karyawan sebesar 14,5%; pengaruh persepsi *skill* terhadap kinerja karyawan secara parsial terdapat pengaruh positif signifikan persepsi *skill* terhadap kinerja karyawan di PT SUA Jakarta dan kontribusi persepsi skill terhadap

kinerja karyawan sebesar 12,5% ; pengaruh persepsi attitude terhadap kinerja karyawan terdapat pengaruh positif yang signifikan dan kontribusi persepsi attitude terhadap kinerja karyawan sebesar 44,8% ; persepsi Knowledge Management, persepsi skill dan persepsi attitude terhadap kinerja karyawan di tengah covid – 19 di PT. SUA Jakarta terdapat pengaruh positif signifikan dan kontribusi persepsi knowledge management, persepsi skill dan persepsi attitude terhadap kinerja karyawan sebesar 71,6%

Kata kunci : Persepsi Knowledge Management, persepsi skill, persepsi attitude, kinerja karyawan

I. PRELIMINARY

Performance is a work result that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities in order to achieve the goals of the organization concerned legally, does not violate the law and is in accordance with morals or ethics. Real behavior that is displayed by each person as a work achievement that is produced by employees in accordance with their role in the company. The resulting work performance is in the form of work quality in employees to complete their work.

To achieve success, employee performance can basically be honed from three important things, namely knowledge, skills and attitudes. In the outbreak of Covid-19, there were many temporary system changes in the midst of the Covid-19 outbreak that were carried out by companies to carry out company procedures so that the company continued to run.

Based on the explanation above then the researcher intends to conduct research with the title "The influence of Perceptions of Knowledge Management, Perceptions of Skill and Perceptions of Attitude on Perceptions of Employee Performance (Study at PT. SUA Jakarta)"

1.1. Formulation of the problem

Based on the background description above, the main research problems can be formulated as follows:

1. Does Knowledge Management affect the performance of employees at PT. SUA when the covid - 19 outbreak occurred?
2. Does Skill affect employee performance at PT. SUA when the covid - 19 outbreak occurred?
3. Does Attitude affect the performance of employees at PT. SUA when the covid - 19 outbreak occurred?
4. Does Knowledge Management, Skill, and Attitude affect the performance of employees at PT. SUA when the covid - 19 outbreak occurred?

1.2. Research purposes

Based on the formulation of the problem above, the objectives of this study are as follows:

1. Does Knowledge Management affect the performance of employees at PT. SUA during the covid-19 outbreak.
2. Does Skill affect employee performance at PT. SUA during the covid-19 outbreak.
3. Does Attitude affect the performance of employees at PT. SUA during the covid-19 outbreak.
4. Does Knowledge Management, Skill, and Attitude affect employee performance at PT. SUA during the covid-19 outbreak

II. LITERATURE REVIEW

2.1. Employee performance

The definition of performance according to Moeheriono (2012) is a description of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision and mission of the organization as outlined in the strategic planning of an organization. The provision of motivation to employees or someone of course has objectives, including: encouraging employee enthusiasm and enthusiasm, increasing employee morale and job satisfaction, increasing employee productivity, maintaining employee loyalty and stability, increasing discipline and reducing employee absenteeism levels, creating an atmosphere and work relationship. good, increase employee creativity and participation, improve employee welfare, enhance employees' sense of responsibility for their duties and jobs (Sunyoto, 2012)

2.2. Knowledge Management

Knowledge Management according to Lantu (2011) is a systematic process for finding, selecting, organizing, extracting, and presenting knowledge in a certain way, so that workers are able to utilize and improve their mastery of knowledge in a specific field of study, for later there is an institutional process for knowledge created into company knowledge

2.3. *Skill* (Skills)

According to Lian (2013) skill is a person's ability to do an activity or job. More about skills, according to Dunnett's (2013) Skill is the capacity needed to carry out a series of tasks that develop from the results of training and experience. A person's expertise is reflected in how well a person is in carrying out a specific activity, such as operating equipment, communicating effectively or implementing a business strategy.

2.4. Attitude (Attitude)

Hakim (2010) also explained that attitude is a complex mental condition that involves beliefs and feelings, as well as a disposition to act in a certain way. This opinion is further enriched by Ramdhani (2010) that attitudes are mental and neural conditions obtained from experience, which direct and dynamically influence individual responses to all related objects and situations.

2.5. Relationship between Variables

2.5.1. Relationship between Knowledge Management and Employee Performance

According to Azwar (2011) is a system that allows companies to absorb the knowledge, experience, and creativity of their staff to improve company performance.

According to Fahmi (2014) stated that *Knowledge Management*as the management of company knowledge in creating business value and producing a sustainable competitive advantage by optimizing the process of creating, communicating, and applying all the knowledge needed to achieve business goals. So it can be concluded from the theory of these experts that Knowledge Management affects employee performance.

2.5.2. Relationship Skill (Skills) with Employee Performance

According to Arcynthia (2013) Skill is the capacity needed to carry out a series of tasks that develop from the results of training and experience. A person's expertise is reflected in how well a person is in carrying out a specific activity, such as operating a piece of equipment, communicating effectively or implementing a business strategy. From according to the theory of these experts, it can be seen that the influence of Skill (Skills) on employee performance.

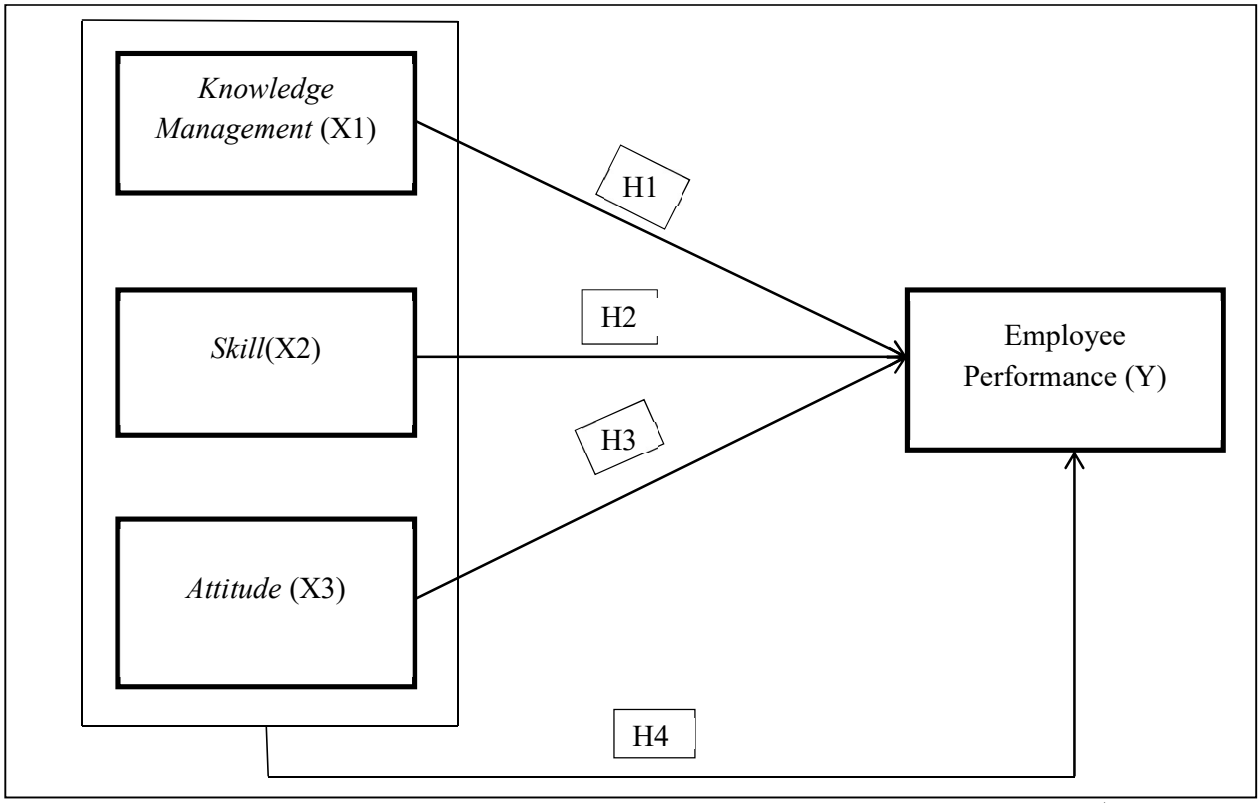
2.5.3. The Relationship between Attitude and Employee Performance

According to Nata (2013)argued that work attitude / behavior is an attitude of order in one's feelings and thoughts and a tendency to act on aspects of the environment. According to Hornby (2010) Attitude is a way of placing, carrying yourself or how to feel the way of thoughts and behavior. So it can be concluded that how the employee thinks and behaves will affect the productivity of employees.

2.6. Conceptual Framework

Based on the previously stated descriptions and literature review, the variables involved in this study can be formulated through a framework of thought as follows:

Picture 1
Framework



THEORETICAL BASIS	FIRST RESEARCHER
HYPOTHESIS 1: David (2012)	Wahyuadi and romadhon (2017)
HYPOTHESIS 2: Lian (2013)	Latief, et al (2019)
HYPOTHESIS 3: Soetarno (2012)	Novelisa, et al (2016)
HYPOTHESIS 4: Moeheriono (2012)	Novita, et al (2018)

2.7 Hypothesis Development

Based on the theory and background of the problems that have been stated previously, the following research hypothesis can be formulated:
H1: There is an influence of Knowledge Management (X1) on Employee Performance (Y)
H2: There is an effect of Skill (X2) on Employee Performance (Y)
H3: There is an influence of Attitude (X1) on Employee Performance (Y)
H4: there is an influence from Knowledge Management (X1), Skill (X2), and Attitude (X3) on Employee Performance (Y)

III. RESEARCH METHOD

3.1. Research Strategy

The data analysis technique used is primary. According to Sugiyono (2013) Definition of primary datais the source of research data obtained directly from the original source in the form of interviews, polls from individuals or groups (people) or the results of observations of an object, event or test result (object).In other words, researchers need to collect data by answering research questions (survey method) or object research (observation method). The advantage of primary data is that the data reflects the truth more based on what is seen and heard directly by the researcher so that the elements of lies from phenomenal sources can be avoided. The weakness of primary data is that it takes a relatively long time and the costs incurred are relatively large.

In this research, the technique of collecting data from respondents is by making a questionnaire via google form and sharing it through HRD PT. SUA Jakarta Using WhatsApp by selecting respondents randomly

3.2. Population and Research Sample

According to Umar (2012) population is a collection of elements that have certain characteristics in common and have the same opportunity to be selected as a sample. A further explanation of population by Sekaran and Bougie (2013: 89) states that population is a group of people, events, or various things that are interesting for researchers to research

In this study the intended target population by the author is all employees at PT. SUA Jakarta who did his job during the covid-19 peacock. The author chooses the target population because only the data source for employees who work at PT. SUA jakarta. If the general population, the object of research becomes very large and many

Respondents who are the sample in this study are all employees who work at PT. SUA Jakarta.). There are 185 people who become employees at PT. SUA. By using the Slovin formula method with a margin of error set at 5% or o, o5 with the formula

$$n = \frac{N}{1+N(e)^2} \quad \text{..... (3.1)}$$

Information:

n = Sample size
N = Population size
e = Error rate (5%)

The sample calculation using the Slovin formula is as follows:

n = 185 / (1 + (185 x 0.0025))
n = 185 / (1 + 0.4625)
n = 185 / 1.4625
n = 126,495 fulfilled to 126 employees

So, the number of samples used in this study were 126 people.

3.3. Data Analysis Methods

3.3.1. Data Processing Methods

Data processing in this study used the SPSS version 22.0 program. This is done in order to make it easier to process statistical data more quickly and accurately.

3.3.2. Method of presenting data

The data obtained in this study will be presented in tabular form in order to be more systematic in understanding and analyzing the data presented.

3.3.3. Statistical Analysis of Data

This study uses the SPSS version 25 program where the activity of calculating data so that it can be presented systematically, and the data used is primary data. This data source will influence the data analysis process that will be used. There are several stages in data analysis using SPSS, namely instrument testing, descriptive statistical analysis, regression analysis, coefficient of determination, and hypothesis testing. Then explain one by one in that order

3.3.3.1. Instrument Test

A questionnaire depends on the quality of the data used in the test. Research data will not be useful if the instrument that will be used to collect research data does not have high validity and reliability. These tests and measurements each demonstrate the consistency and accuracy of the data collected.

1. Test the validity

The validity test is used to determine whether a questionnaire is valid or not. A questionnaire is said to be valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire (Ghozali, 2011: 88). The basis for decision making is valid or not the statement is stated by Sugiyono (2017: 126): If r count> 0.1750 (r critical) then the statement item is valid.

The formula used to test the validity of this instrument is Product Moment from Karl Pearson (Sugiyono, 2017) as follows:

$$r_{Hitung} = \frac{n\sum xy - (\sum x)(\sum y)}{\sqrt{\{n\sum x^2 - (\sum x)^2\}\{n\sum y^2 - (\sum y^2)\}}} \quad \text{..... (3.2)}$$

Information:

r_{hitun} = Coefficient of the validity of the question items being sought
n = Number of respondents (sample)
X = score obtained by subjects from each item
Y = total score obtained from all items

2. Reliability test

Reliability test is a tool for measuring a questionnaire which is an indicator of a variable or construct. A questionnaire is said to be reliable or reliable if someone's answer to a statement is consistent or stable over time. The method used to test the reliability of the questionnaire in this study was to measure the reliability with the Cronbach Alpha statistical test. To find out that the questionnaire is reliable, it will be tested the reliability of the questionnaire with the help of the SPSS computer program. The instrument used in these variables is said to be reliable if it has a Cronbach Alpha of more than 0.60 (Priyatno, 2014: 26).

Cronbach's Alpha Coefficient: …… (3.3) $a_t = \left(\frac{k}{k-1}\right)\left(1 - \frac{\sum s_i\,2}{s_t\,2}\right)$

Information :
k = number of questionnaire items
it = coefficient of reliability of the questionnaire itemsα
Si∑ 2 = number of valid item score variances
St 2 = variance of the total item score

To find the variance of the questionnaire items and the variance of the total item score, the following formula is used:

$$s_t\,2 = \frac{\sum x_i\,2}{n} - \left(\frac{\sum x_i}{n}\right)^2 \ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ .. \ldots\ldots\ldots\ldots (3.4)$$

Information :

Xi = total score of each item

∑ Xi2 = sum of squares of each item's score

According to Sekaran (2013), the basis for making this reliability test decision is as follows: If the Cronbach's Alpha coefficient ≥ 0.6 → then Cronbach's Alpha is acceptable (construct reliable).

If Cronbach's Alpha <0.6 → then Cronbach's Alpha is poor acceptable (construct unreliable).

3.3.3.2. Descriptive Statistical Analysis

Descriptive statistics are statistics that are used to analyze data by describing or describing the data that has been collected as it is without intending to make general conclusions or generalizations (Sugiyono: 2015).

With descriptive statistics, the collected data were analyzed by calculating the mean and percentage, so that it could describe the minimum, maximum average value of each variable, with information as a table using SPSS 25.

3.3.3.3 Multiple linear regression analysis

Multiple linear regression analysis is a linear relationship between two or more independent variables (X1, X2… ..Xn) and the dependent variable (Y). This analysis is to determine the direction of the relationship between the independent variable and the dependent variable, whether each of the 52 independent variables has a positive or negative relationship and to predict the value of the independent variable will increase or decrease. The data used is usually an interval or ratio scale.

Sugiyono (2014: 125) "Useful regression is based on the functional or causal relationship of one independent variable with one dependent variable". In this study, using SPSS 26.0 statistical program tools to facilitate the processing of research data from the program, the output will be obtained in the form of processing results from the data that has been collected, then the output of the data processing results will be interpreted and analyzed. After the analysis is carried out, a conclusion can be drawn as a result of the research. Multiple linear regression is done to determine the extent to which the independent variable affects the dependent variable. In multiple linear regression, there is one dependent variable and more than one independent variable.

In this study, the dependent variable is employee performance at PT. SUA Jakarta, while the independent variables are Knowledge Management, Skill and Attitude.

The purchase decision relationship model with these variables can be arranged in a function or equation as follows:

$$y = \alpha + \beta_1 x_1 + \beta_2 x_2 + \beta_3 x_3$$

Information :

Y: Employee Performance (dependent variable)

a: Constants

b: Regression coefficient

X1: Perception of Knowledge Management (Independent Variable)

X2: Perceived Skill (Independent Variable)

X3: Quality Attitude (Independent Variable)

3.3.3.4. Analysis of the Coefficient of Determination (R²)

Analysis of R² (R square) or the coefficient of determination is used to determine how much the percentage contribution of the influence of the independent variables together on the dependent variable. The coefficient of determination is between zero and one (0-1). If the value of R² is close to 1 (one), it can be said that the stronger the model is in explaining the independent variables against the dependent variable. conversely, if R² is close to 0 (zero), the weaker the variation in the independent variable explains the dependent variable. According to Priyatno (2014), to state the size of the contribution of the independent variable to the dependent variable, it can be determined by the determination coefficient formula as follows:

1. Contribution to the influence of perception of knowledge management on employee performance. $100\%R2_1 = (rY1.234)^2$
2. Contribution to the influence of perceived skills on employee performance = 100% $R2_1 = (rY2.341)^2$
3. Contribution to the influence of attitude perceptions on employee performance. $100\%R2_3 = (rY3.412)^2$
4. Contribution to the influence of perceptions of knowledge management, perceived skills, and perceptions of attitude on employee performance together. $100\%R2_4 = (rY1234)^2$

3.3.3.5. Hypothesis test

Hypothesis testing is used to test the effect partially and multiple. The hypotheses to be tested in this study are:

1. Effect of X1 on Y
   - $Ho : \beta_{y1.23} = 0$ (Partially there is no significant effect *knowledge management* on employee performance).
   - $Ho : \beta_{y1.23} \neq 0$ (Partially there is an influence *knowledge management* on employee performance).
2. Effect of X2 on Y
   - $Ho : \beta_{y1.31} = 0$ (Partially there is no significant effect *skill* on employee performance).
   - $Ho : \beta_{y1.31} \neq 0$ (Partially there is a significant effect *skill* on employee performance).
3. Effect of X3 on Y
   - $Ho : \beta_{y3.12} = 0$ (Partially there is no effect *attitude* on employee performance).
   - $Ho : \beta_{y3.12} \neq 0$ (Partially there is a significant effect *attitude* on employee performance).

To test the effect of the independent variable on the dependent variable partially, it is seen from the P-value compared to α (5% = 0.05)

Ho is rejected, Ha is accepted if the P-value <0.05 and

Ho is accepted, Ha is rejected if the P-value is> 0.05

or

Ho is rejected, Ha is accepted if> and t_{hitun} t_{tabel}

Ho is accepted, Ha is rejected if < $t_{hitung} t_{tabel}$

4. Influence and on Y $x_1 x_2 x_3$

Hypothesis testing is used to test multiple effects. The hypotheses to be tested in this study are:

- $Ho : \beta_{y123} = 0$ (Simultaneously, there is no significant influence on knowledge management perceptions, skill perceptions and attitude perceptions on employee performance).

$Ho : \beta_{y123} \neq 0$ (Simultaneously there is a significant influence on knowledge management, perceived skills and perceptions of attitude towards employee performance).

As for testing the effect of independent variables on the dependent variable simultaneously, the value of Significance F is used compared to α (5% = 0.05).
Ho is rejected, Ha is accepted if Significance F <0.05 and
Ho is accepted, Ha is rejected if Significance F> 0.05 or
Ho is rejected, Ha is accepted if> and $F_{hitung} F_{tabel}$
Ho is accepted, Ha is rejected if < F_{hitun} F_{tabel}

IV. RESULTS AND DISCUSSION

4.1. Description of Research Object

PT SUA is a company engaged in mechanical & electrical construction services. PT. Sarana Utama Adimandiri is a growing national company. Founded in March 2000 and with the notary deed of Drajat Darmadji, SH number 48 dated March 3, 2000 and until now it has had a pretty good reputation and trust, especially in the Local & Japanese investment construction market and this is proven by the increasing number of large Japanese companies Local like PT. Takenaka Indonesia, PT. Sumitomo Mitsui Construction Company, PT. Indonakano, PT. Kadi Internasional, PT. Krama YudhaTiga Berlian Motors (Mitsubishi Motors), PT. Toyota Motor Manufacturing Indonesia, PT. Indomobil Suzuki, PT. Ajinomoto, PT. HM Sampoerna, PT. Komatsu Indonesia, and many other companies that use our services to carry out Mechanical & Electrical work

4.2. Respondent Description

Responden used in this study were respondents who were met at PT. SARANA UTAMA ADIMANDIRI Jakarta. The results of distributing questionnaires of 126 respondents obtained the characteristics of respondents based on gender, age and length of work at the company. The following describes the results of each response characteristic met at PT. SUA Jakarta:

Table 4.1. Respondent Data

Respondent data	amount	Percentage
Gender		
Men	64	50.8%
Woman	62	49.2
amount	**126**	**100%**

Age	amount	Percentage
20-35 years	100	79.4%
36-50 years	26	20.6%
Total	**126**	**100%**

Respondent data	amount	Percentage
Long time working at the company		
<10 Years	102	81%
> 10 Years	24	19%
Total	**126**	**100%**

Source: Questionnaire data processing (2020)

From Table 4.1 above presents the number of respondents by gender. Most respondents were respondents with a large primary gender of 50.8% or 64 employees and the rest were female at 49.2%. This shows that the majority of respondents are male.

BerBased on Table 4.1 the age group of respondents, it was found that the most respondents aged between 20 to 35 years were 100 respondents, equivalent to 79.4%. And the least is the respondents aged 36 to 50 years, as many as 26 respondents or equivalent to 20.6%.

Berbased on Table 4.1 the group of respondents who worked for a long time in the company PT. SUA Jakarta, it is found that the most respondents who worked in companies at PT. SUA less than (<) 10 years, as many as 102 respondents or the equivalent of 81%. And the least was the respondents who were less than (>) 10 years old, as many as 24 respondents or the equivalent of 19%.

4.3. Instrument Test Results

This study uses primary data. The data were collected using a questionnaire distribution technique, namely by providing written statements to the respondents. Furthermore, the respondent gave a response to the statement given. This questionnaire is closed in nature where the answers are readily available. It is hoped that this questionnaire will be completed quickly. Before the questionnaire is distributed to the research sample, it is necessary to test the validity and reliability of the measuring instrument. The instrument test in this study contained 126 statements with scores for each variable as follows:

Instrument test data 4.3.1

NO	VARIABLES	TOTAL STATEMENT	SCORE
1	**Knowledge Management (X1)**	**4**	**2,040**
2	**Skill Perception (X2)**	**3**	**1,511**
3	**Perceived Attitude (X3)**	**5**	**2,455**
4	**Employee Performance (Y)**	**10**	**4,887**

4.3.1. Validity test

Testing the validity of the instrument is to determine the degree of accuracy of the instrument to collect research data. This test is conducted to determine whether all statements (instruments) of research proposed to measure the research variables are valid. The type of validity used in this research is construct validity, which includes understanding the theoretical arguments that underlie the measurements obtained. To test the validity in this study it was calculated by computer using the Statistical Product and Service Solutions (SPSS 2.5) program, the result for making a decision was to compare rcount with rtabel. The value of rhitung can be obtained by using the Product Moment Correlation Coefficient (Sugiyono, 2011). If the Product Moment Correlation Coefficient> r table, the statement item is said to be valid or if r count is positive, and rcount> rtable, then the item or variable is valid. If r count is not positive, and rcount <rtabel, then the item or variable is invalid. Where rtabel uses 0.1750, from the correlation coefficient table. The results of the validity test for each statement can be seen in the table below:

Data processing generated from all statements in Knowledge Management (X1) perception which consists of 4 statement items, are as follows:

Table 4.2. Instrument validity per item for Knowledge Management perceptions (X1).

No. Statement	rhitung	r table	Decision
1	0.664	0.1750	Valid
2	0.738	0.1750	Valid
3	0.620	0.1750	Valid
4	0.632	0.1750	Valid

Source: SPSS data processing (2020)

Based on the data processing that has been done, the results for the Knowledge Management variable (X1) are obtained, which has a rcount value greater than 0.1750, so it can be concluded that the statement can be used in data collection in this study.

Data processing resulting from all statements in the perception of Skill (X2) which consists of 3 statement items, are as follows:

Table 4.3. Validity of the instrument per item of skill perception (X2).

No. Statement	rhitung	r table	Decision
1	0.462	0.1750	Valid
2	0.412	0.1750	Valid
3	0.533	0.1750	Valid

Source: SPSS data processing (2020)

Based on the data processing that has been done, the results for the perception variable Skill (X2) of the statement have a value of rcount greater than 0.1750, so it can be concluded that the statement can be used in data collection in this study.

Data processing resulting from all statements in the Attitude perception instrument (X3) which consists of 5 statement items, is as follows:

Table 4.4. Instrument validity per item for perceived Attitude (X3).

No. Statement	rhitung	r table	Decision
1	0.524	0.1750	Valid
2	0.590	0.1750	Valid
3	0.596	0.1750	Valid
4	0.486	0.1750	Valid
5	0.566	0.1750	Valid

Source: SPSS data processing (2020)

Based on the data processing that has been done, the results obtained for the attitude perception variable (X3) of the statement, which has a rcount value greater than 0.1750, so it can be concluded that the statement can be used in data collection in this study

Data processing generated from all statements in the employee performance perception instrument (Y) which consists of 10 statement items, are as follows:

Table 4.5. Validity of Instrument per Item for Perception of Employee Performance (Y).

No. Statement	rhitung	r table	Decision
1	0.387	0.1750	Valid
2	0.460	0.1750	Valid
3	0.754	0.1750	Valid
4	0.616	0.1750	Valid
5	0.795	0.1750	Valid
6	0.827	0.1750	Valid
7	0.567	0.1750	Valid
8	0.664	0.1750	Valid
9	0.732	0.1750	Valid

10	0.649	0.1750	Valid

Source: SPSS data processing (2020)

Based on the data processing that has been done, the results for the perception variable Employee Performance (Y) statement, which has a rcount value greater than 0.1750, so it can be concluded that the statement can be used in data collection in this study. Based on these results it can be said that all statement items in this study are valid.

4.3.2. Reliability test

Reliability test is used to determine the consistency or stability of the measuring instrument, whether the tool used is reliable and remains consistent if the measurement can be repeated. In this reliability test, the SPSS program was used with the Cronbach's Alpha method. To test the reliability of the same instrument, the Cronbach's Alpha formula is used (Sujarweni, 2014). This formula is used to see the extent to which measuring instruments can provide relatively no different results when re-measuring the same symptoms at different times. So the measurement of reliability is concerned with the consistency and accuracy of the measurement. Reliability test results for the independent variables (exogenous variables), namely perception of knowledge management (X1), perceived skill (X2), and perception of attitude (X3).

From the results of the validity test, the reliability test was carried out using SPSS 25.0. The results of the reliability test are as follows:

Table 4.6. The results of the reliability test of knowledge management perceptions (X1)

Reliability Statistics	
Cronbach's Alpha	N of Items
0.783	4

Source: SPSS data processing (2020)

In Table 4.6. Showing the results of the questionnaire table answers to 4 statement items that represent the perception of Knowledge Management (X1) it can be said to be reliable. Evidenced by the Cronbach Alpha value of 0.783 is greater than the specified value, namely 0.60.

Table 4.7. Skill reliability test results (X2)

Reliability Statistics	
Cronbach's Alpha	N of Items
0.821	3

Source: SPSS data processing (2020)

In table 4.7. Shows the results of the questionnaire table answers to the 3 statement items that represent Perception Skill (X2) can be said to be reliable. Evidenced by the large Cronbach Alphase value of 0.821 is greater than the specified value of 0.60.

Table 4.8. Attitude perception reliability test results (X3)

Reliability Statistics	
Cronbach's Alpha	N of Items
0.697	5

Source: SPSS data processing (2020)

In table 4.8. Showing the results of the questionnaire table answers to the 5 statement items that represent the perception of Attitude (X3) can be said to be reliable. Evidenced by the large Cronbach Alphase value of 0.697, greater than the specified value, namely 0.60.

Table 4.9. Employee Performance reliability test results (Y)

Reliability Statistics	
Cronbach's Alpha	N of Items
0.771	10

Source: SPSS data processing (2020)

In table 4.9. Showing the results of the questionnaire table answers to the 10 statement items that represent employee performance (Y) can be said to be reliable. Evidenced by the Cronbach Alpha value of 0.771, greater than the specified value, namely 0.60.

4.4. Statistical Analysis of Data

In carrying out a series of statistical analysis the data will be divided into several parts consisting of the analysis as described below:

4.4.1. Multiple Regression Analysis

The results of testing the regression data between Knowledge Management, Skill and Attitude with employee performance at PT SUA Jakarta are presented in the following table:

Coefficientsa

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	8,430	1,981		4,255	.000
	KNOWLEDGEMANAGEMENT	.121	.164	.053	.738	.462
	SKILL	.666	.197	.221	3,377	.001
	ATITUDE	1,048	.097	.674	10,843	.000

a. Dependent Variable: EMPLOYEE PERFORMANCE

Based on the table above, it can be obtained a value of 8.430, a value of b1 of 0.121, a value of b2 of 0.666, a value of b3 of 1.048.

$y = \alpha + \beta_1 x_1 + \beta_2 x_2 + \beta_3 x_3$

$y = 8{,}430 + 0{,}121x_1 + 0{,}666x_2 + 1{,}048x_3$

So it can be concluded from these data that each variable has an influence.

4.4.2. Analysis of the coefficient of determination

The effect of Perception Knowledge Management, Perception of Skill, and Perception of Attitude partially and simultaneously on employee performance is shown by the coefficient of determination (R2). The coefficient of determination (R2) shows the proportion or percentage of the total variation in variable Y which can be explained by the independent variables X1 X2 and X3.

1. Partial Determination Coefficient

a. The coefficient of determination on Knowledge Management Perception (X1) on Employee Performance (Y) is as follows:

Table 4.10. The coefficient of determination of Partial Perception of Knowledge Management (X1) on Employee Performance (Y)

Correlations

Control Variables			Knowledge Management	Employee performance
Skill (X2)	Knowledge management (X1)	Correlation	1,000	, 381
		Significance (2-tailed)	.	, 000
		Df	0	140
Attitude (X3)	Employee Performance (Y)	Correlation	, 381	1,000
		Significance (2-tailed)	, 000	.
		Df	140	0

Source: SPSS data processing (2020)

Based on Table 4.10, the correlation coefficient of r = 0.381 shows that the Perception variable of Knowledge Management has a strong correlation with Employee Performance.

Based on Table 4.10 above, the calculation of the partial determination coefficient of Knowledge Management's perception (X1) on the perception of Employee Performance (Y) is:

KDY1.23 = ryx1.232 x 100%
= $(0.381)^2$ x 100%
= 0.145 x 100%
KD1 = 14.5%

This shows that the partial determination coefficient of 0.145 can be interpreted that the contribution of Knowledge Management perceptions to Employee Performance is 14.5% or in other words 14.5% of the variation of Knowledge Management perception variables can be explained by the Employee Performance variable, while the remaining 85.5 % is the contribution of other variables that are not included in this research model.

b. The coefficient of determination of the perception of Skill (X2) on the perception of Employee Performance (Y) is as follows:

Table 4.11. The coefficient of determination of Skill Perception Partial (X2) on Employee Performance (Y)

Correlations

Control Variables			Skill	Employee performance
Knowledge management (X1)	Skill (X2)	Correlation	1,000	, 354
		Significance (2-tailed)	.	, 111
		Df	0	140
Attitude (X3)	Employee Performance (Y)	Correlation	, 354	1,000
		Significance (2-tailed)	, 111	.
		Df	140	0

Source: SPSS data processing (2020)

Based on Table 4.11. obtained a correlation coefficient of r = 0.354 shows that the variable price perception has a very low correlation with employee performance.

Based on Table 4.11. above the calculation of the partial determination coefficient of the perception of Skill (X2) on the perception of Employee Performance (Y) is:

KDY2.13 = ryx2.132 x 100%
= $(0.354)^2$ x 100%
= 0.125 x 100%
KD2 = 12.5%

This shows that the partial determination coefficient of 0.125 can be interpreted that the contribution of skill perception to employee performance is 12.5% or in other words 12.5% of variations in employee performance variables can be explained by variable perception of skill, while the remaining 87.5% is the contribution of other variables not included in this research model.

c. The coefficient of determination of Attitude Perception (X3) on Employee Performance (Y) is as follows:

Table 4.12. The coefficient of determination of Partial Perception Attitude (X3)
Against Employee Performance (Y)

Correlations

Control Variables			Attitude	Employee performance
Knowledge Management (X1)	Attitude (X3)	Correlation	1,000	, 670
		Significance (2-tailed)	.	, 000
		Df	0	140
Skill (X2)	Employee Performance (Y)	Correlation	, 670	1,000
		Significance (2-tailed)	, 000	.

	Df	140	0

Source: SPSS data processing (2020)

Based on Table 4.12. obtained a large correlation coefficient r = 0.670 shows that the variable Attitude perception has a strong correlation with employee performance.

Based on Table 4:12 above, the calculation of the partial determination coefficient of Attitude Perception (X3) on Karywan's Performance (Y) is:

KDY1.12 = ryx3.122 x 100%
= $(0.670)^2$ x 100%
= 0.448 x 100%
KD3 = 44.8%

This shows that the partial determination coefficient of 0.448 can be interpreted that the contribution of Attitude perception to Employee Performance is 44.8% or in other words 44.8% of the variation in employee performance variables can be explained by the Attitude perception variable, while the remaining 55.2% is the contribution of other variables not included in this research model.

2. Simultaneous Determination Coefficient

The coefficient of determination simultaneously on Perception Knowledge Management (X1), Perception of Skill (X2), and Perception of Attitude (X3) on Employee Performance (Y) are as follows: Table 4.13. Correlation Coefficient and Simultaneous Determination of Perception of Knowledge Management (X1), Perception of Skill (X2), and Perception of Attitude (X3) on Employee Performance (Y)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.846a	.716	.709	3,038

a. Predictors: (Constant), ATITUDE, SKILL, KNOWLEDGEMANAGEMENT

Source: SPSS data processing (2020)

Based on Table 4.13. The results of the data calculation of the multiple correlation coefficient with SPSS Version 2.5 obtained a multiple correlation coefficient value of 0.709, which means that the perception of Knowledge Management, Perception of Skill, and Perception of Attitude has a strong relationship with Employee Performance, meaning that Perception of Knowledge Management, Perception of Skills, and Perception of Attitude simultaneously has an effect. strong against performance. if the better the Knowledge Management, Skill and Attitude provided, it will create good Employee Performance. In general, the research results show that Knowledge Management, Skill and Attitude are important factors in order to obtain a high level of employee performance.

The results of the calculation of the multiple coefficient of determination with a value of R2 = 0.716 so that it is interpreted that the simultaneous contribution of Knowledge Management, Skill and Attitude to Employee Performance is 71.6% or in other words 71.6% of variations in Employee Performance variables can be explained by the Knowledge Management variable, Skill and Attitude simultaneously, while the remaining 28.4% is the contribution of other variables that are not included in this research model.

4.4.3. Hypothesis test

1. Partial testing

Table 4.14. Partial Hypothesis Testing Perceptions of Knowledge Management (X1), perceived skills (X2), and perceptions of attitude (X3) on Employee Performance (Y)

Coefficientsa

Model	Unstandardized Coefficients	Standardized Coefficients	T	Sig.

		B	Std. Error	Beta		
1	(Constant)	8,430	1,981		4,255	.000
	KNOWLEDGEMANAGEMENT (X1)	.121	.164	.053	.738	.462
	SKILL (X2)	.666	.197	.221	3,377	.001
	ATITUDE (X3)	1,048	.097	.674	10,843	.000

Dependent Variable: EMPLOYEE PERFORMANCE

Source: SPSS data processing (2020)

Calculation:

t table = t (nk-1)
= t (0.05 / 2; 126-3-1)
= t (0.025; 122)
= 1.979

a. Effect of Knowledge Management (X1) on Employee Performance (Y)

Ho: There is no significant influence of Knowledge Management on employee performance at PT. SUA Jakarta

Ha: There is a significant influence of Knowledge Management on employee performance at PT. SUA Jakarta

After testing the hypothesis of the above research and based on the results of the calculation of SPSS Version 25.0, the significance of the X1 variable t is obtained, which is smaller than the table or 0.738 <1.979. Therefore, it can be concluded that Ho is accepted, partially there is no significant influence of the Knowledge Management variable on the Employee Performance variable.

b. Effect of Perceptions of Skill (X2) on Employee Performance (Y)

Ho: There is no significant effect on skill perception on Employee Performance in PT. SUA Jakarta

Ha: There is a significant influence on the perception of skills on Employee performance at PT. SUA Jakarta

After testing the hypothesis of the above research and based on the results of the calculation of SPSS Version 25.0 (Table 4.14.), The significance of variable X2 was 3.377 which was greater than the table or 3.377> 1.979. Therefore it can be concluded that Ho is rejected, partially there is a significant influence on the variable perception of skill on employee performance variables

c. The influence of perceived Attitude (X3) on Employee Performance (Y)

Ho: There is no significant effect on Perception Attitude on Employee Performance at PT. SUA Jakarta

Ha: There is a significant influence on Perception Attitude Employee Performance at PT. SUA Jakarta

After testing the hypotheses of the above research and based on the results of the calculation of SPSS Version 25.0 (Table 4.14), the significance of variable X3 is 10.843 which is greater than the table or 10.843> 1.979. Therefore, it can be concluded that Ho is rejected, partially there is a significant influence of the Attitude perception variable on employee performance

2. **Simultaneous testing**

Table 4.15. Simultaneous Hypothesis Testing Perceptions of Knowledge Management (X1), Perception of Skills (X2), and Perceptions of Attitude (X3) on Employee Performance (Y)

ANOVAa

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2839,225	3	946,408	102,543	.000b

	Residual	1125,989	122	9,229		
	Total	3965,214	125			

a. Dependent Variable: EMPLOYEE PERFORMANCE
b. Predictors: (Constant), ATITUDE, SKILL, KNOWLEDGEMANAGEMENT
Source: SPSS data processing (2020)

Calculation:

f table = F (k; nk-1)
= F (3; 126-3-1)
= F (3; 122)
= 2.68

Ho: there is no significant effect on perception
Knowledge Management, Perception of Skill and Perception of Attitude on Employee Performance at PT SUA.

Ha: simultaneously there is a significant influence on Perception of Knowledge Management of Employee Performance at PT. SUA

After testing the hypothesis in accordance with the test steps mentioned in the previous chapter and based on the results of the calculation of SPSS Version 25.0 (Table 4.15), it is obtained that the significance F is 102.543 greater than the F table or 102.543> 2.68 Therefore it can be concluded that Ho rejected then Ha is accepted, simultaneously there is a significant influence on Perception of Knowledge Management, Perception of Skill and Perception of Attitude on Karaywan's performance which means the addition and reduction of Knowledge Management, Skill and Attitude will have a significant impact on the increase and decrease in Employee Performance at PT.

4.6 Research Findings

From the results of the data by distributing questionnaires to 126 respondents and the results of calculations using SPSS 25.0 and hypothesis testing, the researcher found that simultaneously the perception variables of Knowledge Management (X1), Perception of Skill (X2), and Perception of Attitude (X3) had a significant effect on performance. Employee (Y)

4.6.1 The influence of Perceptions of Knowledge Management on Employee Performance

The test results show that partially the Product Diversity variable (X1) has no significant effect on the employee performance variable (Y). This means that the influence of Knowledge management on employee performance is small or low so that it does not foster interest in the use of good knowledge management. This is because PT SUA employees lack understanding in knowledge management. This has been proven by a questionnaire. The results of this study are not in line with previous researchers mochamadardiansyah, et al (2017)

4.6.2 Effect of Skill Perception on Employee Performance

The test results show the variable Skill (X2) has a significant effect on the employee performance variable (Y). This means that the influence of Skill on the employee's performance is large or high so that it fosters interest in using good skills to produce better productivity in order to fulfill the mission of the company. This is because PT SUA employees are always given training on skills in improving their work. This has been proven by a questionnaire. This study is in line with the results of previous researchersNovita, et al (2018).

4.6.3 The Effect of Perceptions of Attitude on Employee Performance

The test results show the variable Attitude (X3) has a significant effect on the employee performance variable (Y). This means that the influence of Attitude on the employee's performance is large or high so that it fosters interest in utilizing a good attitude

to produce better productivity in order to fulfill the mission of the company. This study is in line with the results of previous researchers Abdul, et al (2019)

4.6.4 The influence of Perceptions of Knowledge Management, Perceptions of Skill and Perceptions of Attitude on employee performance

Simultaneously there is a significant influence of Knowledge Management perceptions, Skill perceptions, and Attitude perceptions on Employee performance at PT SUA Jakarta where the Significance F is 0.000 less than the real level or 0.000 <0.05 Ho is rejected then Ha is accepted. The value of Adjusted R2 = 0.716 so that it is interpreted that the contribution of Knowledge Management perceptions, Skill perceptions, and Attitude perceptions simultaneously to employee performance is 71.6% or in other words 71.6% of variations in employee performance variables can be explained by the Knowledge Management perception variable, Perception. Skill and Attitude perception while the remaining 28.4% is the contribution of other variables which are not included in this research model.

V. CONCLUSIONS AND SUGGESTIONS

5.1. Conclusion

Based on the results of the research that has been done in the previous chapter, it shows that:

1. Based on the results of hypothesis testing, it shows that the Knowledge Management perception variable does not have a significant effect on the employee performance variable of PT. SUA Jakarta. This means that employee awareness of Knowledge Management perceptions in doing small or low work so that there is no employee interest in developing knowledge management. The influence of Knowledge Management perceptions on employee performance at PT SUA Jakarta does not have a significant effect due to the lack of understanding and knowledge that employees have about Knowledge management.
2. Based on the results of hypothesis testing, it shows that the variable skill perception has a significant influence on the employee performance variable of PT. SUA Jakarta. This means that employees' awareness of the perception of skills in doing big or high work so that it fosters employee interest in developing skills. The influence of skill perceptions on employee performance at PT SUA Jakarta has a significant effect because the understanding and knowledge that employees have about Knowledge management is very good which always hones skills for performance advancement.
3. Based on the results of hypothesis testing, it shows that the variable Attitude perception has a significant influence on the employee performance variable of PT. SUA Jakarta. This means that Karywan's awareness of the perception of Attitude in doing big or high work will foster employee interest in developing Attitude. The influence of Attitude perception on employee performance at PT SUA Jakarta has a significant effect because the understanding and knowledge of employees about Attitude is very good which always hones Attitude's ability to improve performance.
4. Simultaneously there is a significant positive influence on Perceptions of Knowledge Management, Perception of Skills and Perceptions of Attitude on Employee Performance at PT. SUA Jakarta, which means that during the PSBB pandemic, which is in the midst of covid - 19 Knowledge Management, Skill and Attitude have a significant effect on employee productivity when doing work from home

5.2. Suggestion

Based on the results of the analysis of the discussions and conclusions that have been carried out, the suggestions that can be given are as follows:

1. PT. SUA can maintain and improve Knowledge Management, skills and attitude towards the performance of existing employees as well as frequent evaluations of

employee education and training in order to increase Knowledge Management at PT. SUA Jakarta to be able to improve employee performance

2. Companies can maintain and improve employee performance that is already good in the eyes of the company's employees and provide welfare benefits in order to spur employee motivation.
3. The company continues to provide maximum service to service users in order to maintain a good company image.

5.3. Limitations and Further Research Development

The limitations of this study are:

1. This study only examines the influence of Perceptions of Knowledge Management, Perceptions of Skill and Perceptions of Attitude on Employee Performance. There are still other factors that can affect employee performance, such as the provision of facilities and allowances that affect employee performance
2. The limitations that exist in this study should be further refined for future researchers, for example, to expand the sample more, so that the results of subsequent research can be generalized, besides that further research is expected to consider other variables that can affect employee performance.

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