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Personal Knowledge Management of Jabodetabek Urban Communityin Indonesia in Facing Digital Era

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Abstract

This study discusses how personal knowledge management in Jabodetabek urban community (stand for Jakarta, Bogor, Depok, Tangerang, Bekasi) in Indonesia, as a multi-ethnic nation with a thick oral culture is facing the digital era. The urgency of this research is to be able to build awareness and managing knowledge effectively in society. This research uses quantitative approach with case study method. Data is collected using the Google-form questionnaire between January-July 2018. Respondents are determined by non-probability sampling methods, obtained 224 respondents. The findings show that the strategy of gaining knowledge is at the highest level, while knowledge sharing is at the lowest level. In addition, the community has not fully utilized knowledge in this digital era. They focus on knowledge about hobbies, entertainment, and health. It was concluded that individuals who, on average, were students and office workers, showed effectiveness of knowledge management that were not optimally integrated, thus hampering the development of knowledge itself. Ideally individuals actively share knowledge for mutual progress, Jabodetabek communities are still passive, and sharing knowledge in close environment that are related to school or office assignments. This issue can be developed using a qualitative approach in order to gain deeper understanding of personal knowledge management from cultural perspective.

ABSTRAK

Penelitian ini membahas pengelolaan pengetahuan personal dalammenghadapi era digital di komunitas urban Jabodetabek (singkatan dari Jakarta, Bogor, Depok, Tangerang, Bekasi) di Indonesia, sebagaimasyarakat yang multi-etnis dengan budaya lisan yang kental. Urgensi penelitian ini bertujuan untuk dapat membangun kesadaran dan praktik mengelola pengetahuan secara efektif di masyarakat. Penelitian ini menggunakan pendekatan kuantitatif dan metode studikasus. Penjaringan data dilakukan dengan menggunakan kuesioner google-form antara Januari - Juli 2018. Responden ditentukan dengan metode non-probability sampling, dan diperoleh 224 responden. Temuan menunjukkan bahwa strategi memperoleh pengetahuan berada di level tertinggi, sedangkan berbagi pengetahuan berada di level terendah. Selain itu, komunitas belum sepenuhnya memanfaatkan pengetahuan di era digital ini. Mereka terfokus pada pengetahuan tentang hobi, hiburan, dan kesehatan. Kesimpulan menyatakan bahwa responden yang rata-rata adalah siswa dan pekerja kantor, menunjukkan pola manajemen pengetahuan personal yang tidak terintegrasi secara optimal, sehingga menghambat pengembangan pengetahuan itu sendiri. Idealnya individu secara aktif berbagi pengetahuan untuk kemajuan bersama, masyarakat Jabodetabek berbagi pengetahuan secara pasif dan hanya di lingkungan yang dekat yang terkait dengan tugas sekolah atau kantor. Masalah penelitian ini dapat dikembangkan dengan menggunakan pendekatan kualitatif untuk mendapatkan pemahaman mengenai praktik manajemen pengetahuan personal dari perspektifbudaya.

Kata kunci: digital era; Jabodetabek urban community;personal knowledge management; urban society

1. INTRODUCTION

Personal knowledge management which will be referred to as PKM in the following passages is personal strategy in managing knowledge, starting from obtaining, evaluating, processing, analysing, conveying, sharing, up to securing knowledge(Praharsi 2016). Some other experts call it as personal information management (PIM).

Individual who applies knowledge management usually possesses great sense of curiosity, and attempts to obtain it. PKM practice usually performed is encouraged by awareness of the importance of knowledge, thus one is motivated to store and disseminate information to one's surroundings.

The awareness enables him to be able to think critically in perceiving the world, thus one is able to carry out an action and make decision to face life problem in digitalera. Community that possesses such character reflects the character of information society, also known as knowledgeable community(Vukašinović 2014).

Information society in digital era is demanded to work creativelyand innovatively within a short period of time. In order to face such condition, every individual requires continuously renewed knowledge, technology proficiency, and ability to manage his knowledge(Kornienko 2015). PKM practice performed optimally can increase individual ability and his performance at work place(Alamen and Tasir 2015).

Personal knowledge management (PKM) is unique because there is no one possesses knowledge and similar knowledge management method. Personal knowledge is formed by formal and non-formal education that one obtains(McFarlane 2011). For example: life experience, habit or cultural heritage formed by one's family, or influence from one's surroundings. With the knowledge that one has, and that knowledge is stored well in the form of writing or in computer folders, the knowledge will be easily accessed by the time it is required. This supports someone to be more creative.

The practice of PKM depending on education and personal experience towards knowledge, is often attached to learning issue(Vukašinović 2014). According to Ismail, et al., learning process is part of PKM practice(André 2012; Ismail 2013). His research on adult learner in an organization in Malaysia shows that the practice of PKM emphasizing on sharing process in social network can facilitate learning process more effectively. The finding is reinforced by research conducted by Alamen and Tasir who investigated PKM of teachers in middle schools in Malaysia(Alamen and Tasir 2015), they mentioned that teachers practice is more dominant on collecting knowledge compared to sharing knowledge, thus causing the inhibition of knowledge integration in learning process in classroom.

Furthermore, research conducted by Hassan Darvish, HadiAhmadnia, and Ali Qryshyan shows that human resources management is the main

factor to apply knowledge management in organization(Darvish, Ahmadnia, and Qryshyan 2013). Every employee has their own way in managing their knowledge, which has to be controlled by organization. In applying PKM, social interaction should be supported by mutual trust, honesty, and familiarity.

Jabodetabek community has a dynamic urban life renowned as the largest user of information and communication technology involving various people and ethnicities, events, and life styles supported by the easiness of technology. Jabodetabek is the acronym of Jakarta, Bogor, Depok, Tangerang, and Bekasi. The inhabitants of five big cities located in West Java Province are considered as urban society that is continuously developing to be information society (Kuswarno 2015). In addition, Indonesian people overall are still attached to oral culture(Laksmi and Fauziah 2016). In this digital era, all activities take place in a short time.

Such condition allows pressure and conflict to emerge both personally and social(Vukašinović 2014). As information society, individual defence lies on knowledge ownership and their strategy in managing knowledge. Based on the fact, the research question is what is the effectiveness of personal knowledge management of urban community in Jabodetabek in facing digital era?

The purpose of this research is to understand the effectiveness of personal knowledge management of urban society in facing digital era and provide input for the community in increasing competitiveness at work place and the quality of its humanity, both at national and international level. The urgent of this research will result in new discourse in knowledge culture which can be used as reference in establishing awareness of the importance of knowledge and managing knowledge to improve welfare(Völkel and Abecker 2010)"mendeley":{"formattedCitation":"(Völkel and Abecker 2010. The practice of personal knowledge management which is continuously instilled and developed enables better changes in civilization.

2. LITERATURE REVIEW

2.1 Personal knowledge management

Based on Völkel&Abecker, personal knowledge management is defined as the use of methods and tools to amplify the abilities of the individual to work better with knowledge (Völkel and Abecker 2010. Personal knowledge management is considered as an interactive process between individuals' ideas and knowledge (Alamen and Tasir 2015). Świgoń mentions that the main goal of PKM is to make theindividual more productive, survive and prosper in complex and rapid changing organizational and social environments.

One of the theories states that PKM consists of seven skills (Desouza and Paquette 2011; Völkel and Abecker 2010. The skills are: 1) obtaining knowledge, namely the ability to gain knowledge. Individuals have the ability to ask questions, hear, and get knowledge through the internet, virtual libraries, or from conversations; 2) Evaluating knowledge, namely the ability to assess the quality of knowledge, determine the relevance of knowledge with problems, and determine the source of knowledge; 3) Organising knowledge, namely the ability to use various tools to organize knowledge such as organizing folders for physical documents, compiling clippings, using electronic folders; 4) Analysing knowledge, namely the ability to search for meaning from a data, such as comparing and updating knowledge; 5) Conveying knowledge, namely the ability to present knowledge with various means so that knowledge can be remembered and understood easily and well; 6) Sharing knowledge, namely the ability to share knowledge based on ethics; 7) Securing knowledge, namely the ability to implement knowledge security such as ensuring confidentiality, managing knowledge access logins, backing up, archiving.

2.2 Urban Community Lifestyle

Urban community is defined as community living in cities (André 2012). Their lifestyle is associated with consumerism and technology utilization. All of their daily activities rely on information and use of

information technology. The condition leads them to enter global world, establishing social network without space and time limit. The international communication forces an individual to be able to compete by relying on information or knowledge.

Based on knowledge hierarchy, someone who possesses data processed into information has the power (Vukašinović 2014). With his ability in processing information, he will obtain knowledge. By the time he is able to understand knowledge, he will be wiser, and if he keeps examining andexploring it, he will obtain enlightenment. Individual who reaches that stage can analyse phenomenon he faces, thus he is able to overcome obstacles and reach for his goal.

3. RESEARCH METHOD

This research activity uses quantitative approach with case study method. The case study method is able to measure the effectiveness of the application of personal knowledge management in urban communities (Creswell 2014). This method will reveal the strengths and weaknesses of the application of personal knowledge management. This approach is considered as the method which is able to measure personal knowledge management practice of urban community in facing digital era.

Research respondent is determined through nonprobability sampling, namely sampling technique which does not allow opportunity on every element or population member to be chosen as sample (Chu and Ke 2017; Creswell 2014). Questionnaire distribution was carried out on Google-form via various WA groups with respondent criteria aged from 20 up to 65 years old, who apply knowledge management consistently and vice versa. Respondents were taken from population in Jabodetabek consisting of Jakarta, Bogor, Depok, Tangerang, and Bekasi. Based on total of the population in Jabodetabek at the end of 2017, samples obtained from total number 11,408,747 people were 385 from, but returned questionnaires were only 224.

This research uses likert scale measurement on the scale of 1 to 5, which is interpreted in stages from level 1 to 5, namely (1) strongly disagree, (2) disagree, (3) less agree, (4) agree, and (5) strongly agree. Measurement results are calculated on averaged per variable and interpreted as the following:range 1.0 – 1.80 is interpreted as very poor; 1.81 – 2.60 is poor; 2.61 – 3.40 is fair; 3.41 – 4.20 is good; 4.21 – 5.00 is very good. Variables of personal knowledge management are broken down into 7 sub-variables consisting of indicators as follows (Desouza and Paquette 2011; Völkel and Abecker 2010:

1. Obtaining knowledge : media to obtain knowledge; strategy to determine appropriate media; interest in the subject
2. Evaluating knowledge : media to evaluate knowledge;interpreting knowledge; finding accurate and quality knowledge
3. Organising knowledge : media to manage knowledge; method of managing explicit knowledge; method of managing knowledge content
4. Analysing knowledge : media to analyse knowledge; comparing content form various information sources; renewing knowledge
5. Conveying knowledge : media to deliver knowledge; using data processing application; method to convey knowledge
6. Sharing knowledge : media to share knowledge;strategy of knowledge sharing, regardless of status; finding out proactively
7. Securing knowledge : media to secure knowledge; securing explicit knowledge; securing knowledge content; using ethically

All data is interpreted based on theories used in this research, which will then reflected by researcher. The last stage is drawing conclusion and presenting the result into report.

4. RESULT AND DISCUSSION

4.1 The Respondents of Jabodetabek Urban Community

From 224 respondents, it is generally showing that all respondents are urban community, seen from their surroundings condition and lifestyle. Most of them live in Jakarta (42%) and Depok (33.5%), and sequentially in Tangerang (9.8%), Bogor (9.4%), and the least is in Bekasi (5.4%). Gender shows number of female respondent (63.1%) is higher than that of male (36.9%).

They are mostly around 20 to 40 years old (68.4%) and the rest are between 41 to 60 years old (31.6%). Their last education is almost half of them hold bachelor degree (46.2%) and half of them are elementary school graduates (28%), and high school graduates (20.9%), a small portion of them are vocational college graduates (4.9%). Almost half of them are employees (54.3%), students (30.2%), and teacher/lecturer/instructor (16.4%).

Urban community lifestyle is also reflected in the way they utilise technology (André 2012). Half of them (51.6%) use internet as main information source in facing daily life problems. They use smartphone/tablet and WA application, Instagram, Facebook, and Line. In addition, reading habit is also supported by family, they have book shelf and time specially intended for reading.

4.2 Personal knowledge management of Jabodetabek Community

Personal knowledge management pattern is seen on the following 7 skills, namely obtaining, evaluating, organising, analysing, conveying, sharing knowledge, and securing knowledge. The following is details of Jabodetabek urban community PKM:

a. Obtaining knowledge

Table 1 below shows that Jabodetabek community performs obtaining knowledge practice very good (average score 4.26). In the statement number 1, they use computer and gadget to obtain knowledge, to access internet and social media. In addition to searching for online library in the statement number 3, community tends to obtain more new knowledge through conversation with others in the statement number 5.

They also determine the appropriate media, such as web or social media to search for information in the statement number 2. They also find interesting knowledge or information which is later saved, thus they can access it again in the statement number 4, including paying attention to and listening to local wisdom and advice from elderly people in the statement number 6. Case stated that one factorin finding knowledge is motivation from within an individual, such as the need of information or interest in particular information.

Table1. Obtaining knowledge

No	Statement	Median	Interpretation
1.	I am comfortable using computer or social media to obtain information needed	4.33	Very good
2.	I know when to use web or social media to search for information and understand types of information appear on web/social media	4.42	Very good
3.	I am able to use online library catalogue to obtain reading material needed	4.06	Good
4.	When finding interesting knowledge/information, I save it, so that I can access it again	4.38	Very good
5.	I like to chat with someone, thus I can obtain new knowledge	4.23	Very good
6.	I like paying attention to and listening to local wisdom and advice from elderly people	4.14	Good
	Average per variable	**4.26**	**Very good**

Source: Desouza and Paquette 2011; Völkel and Abecker 2010

b. Evaluating knowledge

The next table 2 shows that Jabodetabek community has the good ability to evaluate knowledge (average score 4.11). Basically, they have the ability to determine accurate and reliable knowledge. In addition, they can find out the meaning of a term, word, and sentence using appropriate means.

In the statement number 1, they know the way to evaluate knowledge, which is by using reference book or journal article and web. Statement number 5 states that they can understand word/phrase with the help of tools usually used, as well as they are able to interpret and apply elderly people wisdom into daily life in the statement number 7.

Statement number 2 and 4 show that they get knowledge with objective considerations. They practice distinguishing accurate and quality knowledge by finding knowledge based on authority, accuracy, objectivity, and scope. They also distinguish knowledge between fact, advocacy, opinion, and identify deceitful, misleading information or hoax, as well as factual or false knowledge. Statement number 3 states that they evaluate, but it is not applied to their own writing.This is perhaps because they are not able or are not in the process of or do not like writing. Statement number 6 shows that they can solve work problem and life problem.

Table 2. Evaluating knowledge

No	Statement	Median	Interpretation
1.	I know when is the right time to use reference book or journal article and when to use more popular information from web	4.20	Good
2.	I am able to evaluate the quality of information I found; which is based on authority, accuracy, objective, and scope	4.14	Good
3.	I apply the same quality standard to my own writing	3.98	Good
4.	I am able to distinguish between fact, advocacy, opinion, and identify deceitful, misleading information or hoax	4.09	Good

No	Statement	Median	Interpretation
5.	If I do not understand a word or phrase, I know how and where to find the definition	4.27	Very good
6.	I am able to evaluate knowledge and utilise its result to solve work problem and life problem	4.05	Good
7.	I am able to interpret and apply elderly people wisdom in daily life	4.04	Good
	Average per variable	**4.11**	**Good**

Source: Desouza and Paquette 2011; Völkel and Abecker 2010

c. Managing knowledge

The following table 3 shows that urban community practices knowledge management well (average per variable 4.11). Statement number 1 and 2 state that they use computer to manage knowledge, as in classifying in order to retrieve easily, and they also realize the importance of appreciating other's work by not plagiarising stated in the statement number 7. Statement number 3 mention that they realize to make their assignments at school or workplace as qualified as possible.

Other statements, number 2 and 4, show that they manage knowledge in its physical form, by classifying, arranging, and saving the documents into folders thus they can retrieve it later, create, edit, and modify image/chart/table, as well as save it for future use.

Statement number 5 and 6 mention that as for content management, they maintain the latest knowledge in their respective fields by monitoring the right information source and technology and integrating previous knowledge with new condition.

Tabel3. Managing knowledge

No	Statement	Median	Interpretation
1.	I use computer to manage information	4.50	Very good
2.	I succeed to classify, arrange, and save document into folders so that I can retrieve it	4.35	Very good

No	Statement	Median	Interpretation
3.	I have notes to store all my thoughts	3.58	Good
4.	I can create, edit, and modify image / chart, table, as well as save it for future use	3.94	Good
5.	I maintain the latest knowledge in my respective field by monitoring the right information source and technology	4.05	Good
6.	I can integrate previous knowledge with new condition	3.99	Good
7.	I use information technology with responsibility (for example: no plagiarism, not distributing hoax, etc.)	4.33	Very good
	Average per variable	**4.11**	**Good**

Source: Desouza and Paquette 2011; Völkel and Abecker 2010

d. Analysing knowledge

Table 4 shows that Jabodetabek community analyses knowledge so that it will be easy to understand with good score (average per variable 4.08). Statement number 1, 2, and 5 state that community processes knowledge by using computer to analyse data and information, including summarising and manipulating data and information in various formats, as well as they know when and where to input particular data into their writing.

Table 4.Analysing knowledge

No	Statement	Median	Interpretation
1.	I am comfortable using computer to analyse data and information	4.43	Very good
2.	I am able to summarise and manipulate data and information in various formats	3.81	Good
3.	I use varied information sources and compare the information content carefully to obtain the best or the most appropriate	4.18	Good
4.	I collect information/data from varied sources and disciplines	4.03	Good

No	Statement	Median	Interpretation
5.	I know when and where I have to input particular data into my writing	4.05	Good
6.	I always get new idea based on knowledge I obtained previously	3.96	Good
	Average per variable	**4.08**	**Good**

Source: Desouza and Paquette 2011; Völkel and Abecker 2010

e. Conveying knowledge

Table 5 shows that Jabodetabek community conveys knowledge well (average per variable 3.88). Statement number 1 - 4 show that when conveying knowledge, community utilises computer and social media to present data and information, with format appropriate for receiver target, uses word processor application to create report and document, and insert image, clip art, table, and chart into personal writing.

To disseminate knowledge, community prefer to convey knowledge verbally to individuals or in groups compared to writing article to be published on journals, web, or social media, as showed at the statement number 5 and 6. Although they have reading habit, Indonesians still cling to oral culture.

Table 5. Conveying knowledge

No	Statement	Median	Interpretation
1.	I am comfortable using computer / social media to present data and information to others	4.17	Good
2.	I use appropriate com-munication media and format to disseminate information to all types of audiences	3.96	Good
3.	I am able to use word processor application to create report and document	4.02	Good
4.	I am able to insert image, clip art, table, and chart into my writing	4.25	Good
5.	I like writing articles to be published on journals, web, or social media	3.17	Fair

No	Statement	Median	Interpretation
6.	I am used to conveying my thoughts verbally to individuals or in groups	3.71	Good
	Average per variable	**3.88**	**Good**

Source: Desouza and Paquette 2011; Völkel and Abecker 2010

f. Sharing knowledge

Table 6 shows Jabodetabek community in terms of sharing knowledge is categorized as good (average per variable 3.64). Statement number 1 and 2 show that sharing knowledge is performed through computer and social media, such as telephone, e-mail, chat, or instant messaging. Statement number 10 states that they also share knowledge to all people regardless of social status. As found by Ismail, et.al. and Darvish, et.al., practice of sharing knowledge is a practice which should be established based on mutual trust and familiarity between individuals (Darvish, Ahmadnia, and Qryshyan 2013; Donal O. Case and Spink 2012; Ismail 2013).

Statement number 4 states that community tends to lack in knowledge dissemination through critics towards others' work, although it is performed constructively. In sharing knowledge, as showed at statement number 3, Jabodetabek community is less interested in conducting discussion through online groups. As to statement number 5, it mention that they also lack in collaboration with others directly or through appropriate electronic media to identify problem, analyse it, and create the solution for the problem at hand. According to Angelika Mittelmann it is considered as a learning process (Mittelmann 2016).

Statement number 6, 9, and 11 show that they share knowledge by written and oral. They share knowledge less through survey or polls, both online and off line or through public speaking (in classroom, meeting, seminar, conference, etc.), including through writing on books, journals, or social media (blog, etc.). Statement number 8 states that they proactively search for something considered interesting in detail from various sources,

either printed, online, or directly to the source.

Statement number 13 shows as for sharing knowledge with children, they feel it would be more effective if performed through story-telling activity before sleep. However, in the statement number 12, conveying knowledge and processing it in such a way to be viral are not performed actively. As a generation that grew up in the digital era, they are very good at using technology to share information and they know procedures for communicating ethically in online groups(Farooq 2018; Eid and Al-Jabri 2016).

Table 6. Sharing knowledge

No	Statement	Median	Interpretation
1.	I am comfortable using computer/social media to share knowledge to others	4.14	Good
2.	I know when to communicate through telephone, email, social media, chat, or instant message	4.33	Very good
3.	I am member of and participate in one or more professional online discussion groups	3.27	Fair
4.	I know how to criticise other's work constructively and I am not afraid to do it	3.40	Fair
5.	I collaborate with others directly or through appropriate electronic media to identify problem, analyse it, and create solution for it	3.61	Good
6.	I am pleased to fill out surveys or polls, either online or off line	3.96	Good
7.	I am content to participate in seminar or workshop actively	3.66	Good
8.	I am content to search for something I consider interesting in detail from all sources, either printed, online, or directly to the source	4.09	Good
9.	I am content speaking in public – public speaking (in classroom, meeting, seminar, conference, etc.)	3.24	Fair
10.	When I am explaining knowledge, audiences in general can accept it, regardless of my social status	3.67	Good

No	Statement	Median	Interpretation
11.	I am content sharing knowledge through writing on books, journals, or social media (blog, etc.)	3.45	Good
12.	I convey knowledge and process it in such a way to be viral	2.58	Poor
13.	In my opinion, disseminating knowledge to children would be more effective if performed through storytelling activity before sleep	3.94	Good
	Average per variable	**3.64**	**Good**

Source: Desouza and Paquette 2011; Völkel and Abecker 2010

g. Securing knowledge

Table 7 shows that Jabodetabek community secures knowledge well (average per variable 3.69). Statement number 2 and 5 state that community backs up important documents regularly to harddisk to protect data and stores documents neatly (diplomas, certificates, passports, land title deed, etc.). However, they rarely change email accounts and other passwords, as showed in the statement number 1. As for tacit knowledge, they like to keep and cover new ideas, so as not to be copied by others, as showed at the statement number 4. On the other hand, statement number 3 states that they use information ethically, for example citing should include information source, because they respect others' intellectual property rights.

Table 7. Securing knowledge

No	Statement	Median	Interpretation
1.	I often change email account and other passwords to remain secured	2.91	Fair
2.	I back up important documents regularly into harddisk to protect data	3.71	Good
3.	I use information ethically (for example, when citing, I include information source because I respect others' intellectual property rights)	4.35	Very good

No	Statement	Median	Interpretation
4.	I am content keeping and covering new ideas explicitly, so as not to be copied by others	3.17	Good
5.	I keep documents (diplomas, certificates, passports, land title deed, etc.) neatly	4.31	Very good
	Average per variable	**3.69**	**Good**

Source: Desouza and Paquette 2011; Völkel and Abecker 2010

4.3 Discussion

a. Effectiveness of PKM in urban community

Effectiveness of personal knowledge management of urban community in Jabodetabek consisting 7 (seven) skills has the highest score on obtaining knowledge strategy and the lowest on sharing knowledge. Obtaining knowledge strategy is the best performed activity, which is likely because there is easiness in information and communication technology and supported by the habits of youth who are familiar with gadgets technology since they were born (Alamen and Tasir 2015). Meanwhile, the activity of sharing knowledge has the lowest score because most of them are more comfortable sharing knowledge in a small scope, such as family or work team. They do not proactively share in seminar whose scope is more varied.

Most of them manage knowledge, namely evaluating, managing, and analysing knowledge, to the limit of their abilities. From the content, they classify and renew the knowledge they have. Physically, they also save the knowledge to be retrieved easily, by backing up data in computer or store the physical format as archives. They are very concern to keep personal documents, such as diplomas, certificates, passport, and the likes well. However, the activity of analysing knowledge is not fully performed. This is visible that although they can renew, summarise, analyse from various disciplines, they still cannot understand the knowledge more critically and comprehensively in facing digital era (McFarlane 2011; Świgoń 2013). Most of them show low concern over research, such as becoming respondent/

informant of research, scientific thought (Creswell 2014). To secure knowledge, people can respect the work of others, but they are still worried that their knowledge or ideas will be stolen by others. So they tend to hide it.

In sharing knowledge, most of them perform it passively. They prefer to be the party who receive knowledge and find knowledge personally. They avoid to proactively share knowledge to others, such as by participating in seminar or performing public speaking, including avoid criticising others' works(Kamila and Laksmi 2017; Soerjoatmodjo 2016). However, they still share knowledge through media, such as books, journals, blogs, and tales for children.

b. Utilization of knowledge to face digital era

Based on 7 skills of personal knowledge management, Jabodetabek community is not fully able to utilise knowledge to face digital era. Most of them are able to obtain knowledge they want, which tend to emphasise personal needs, such as entertainment and health, but not yet able to manage knowledge more critically (Syaodih 2015; Akram 2011). In digital era, humans do not merely download and upload knowledge on the internet, promote products online, or are ethical in networkingand communicating on social media, but also are demanded to utilise knowledge as knowledgeable community.

Jabodetabek community's interest to knowledge has not yet directed towards scientific knowledge, such as issues on life or social and political issues, as well as development of science and research. The knowledge sought revolves around personal interests, such as hobbies, entertainment, and health. Even if they attend seminar and the likes, the knowledge obtained is not necessarily understood and disseminated to others. They behave passively when facing discussion groups, both online and offline. They are reluctant to criticize the knowledge conveyed by other individuals.

The ability to analyse knowledge has not yet been daily habit, but it is still limited to education and work purposes. Reading habit supported by family needs further analysis, what sort of reading skill, whether reading

brief information on mass media or the internet, whether reading a whole reference book as well as critical and comprehensive reading skill through books or research results. Those media present knowledge completely and intact.

5. CONCLUSION

The effectiveness of personal knowledge management of urban community in Jabodetabek is not yet integrated optimally. The practice of obtaining knowledge is not accompanied by other practices, especially the practice of sharing knowledge. This weak knowledge sharing ability inhibits development of knowledge. In digital era, in which individuals actively and mutually share knowledge for the interest of common advancement, Jabodetabek community which consist of students and employees, passively shares among family and close friends, in terms of school assignments or office duties.

The future research can be developed by using qualitative approach to examine community knowledge management culture in daily life, adjusted with local wisdom. The purpose is to find values, norms, and belief which build the culture. The findings can be rationale to arrange training programme for community in the practice of personal knowledge management, so as to improve their ability at work place so that they can compete, both in national and international scopes. In addition, the findings can also be used to develop theory and concept on personal knowledge management in digital era.

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