

Pengaruh individual factor organizational factor, social exchange, organizational factor, knowledge sharing dan innovation capability terhadap performance: studi empiris pada rumah sakit kelas c di Depok = Effect of social cognitive social exchange organizational effort knowledge sharing and innovation capability of the performance empirical study in hospital grade c in Depok

Zahra Zahira, author

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Abstrak

Seiring meningkatnya persaingan bisnis di dalam industri rumah sakit, organisasi rumah sakit dituntut untuk terus meningkatkan keunggulan kompetitif di masa depan yang ditentukan oleh sumber-sumber pengetahuan organisasi. Di mengelola pengetahuan yang dimiliki individu di dalam organisasi, dapat dipengaruhi oleh tiga hal, yaitu individual factor, social exchange dan organizational factor.

Tujuan penelitian ini adalah untuk menganalisis pengaruh individual factor, social exchange, organizational factor, knowledge sharing, innovation capability dan performance. Unit analisis penelitian ini adalah, manajer tingkat menengah organisasi Rumah Sakit Kelas C di Depok. Penelitian ini menggunakan data primer, melalui pembagian kuesioner dan teknik statistik yang digunakan adalah SEM dengan metode PLS. Hasil penelitian ini menunjukkan bahwa organizational factor lebih berpengaruh terhadap knowledge sharing dibanding individual factor dan social exchange pada organisasi Rumah Sakit Kelas C di Depok. Hal ini menunjukkan bahwa organisasi rumah sakit telah dapat melakukan pengelolaan pengetahuan di dalam organisasi dengan baik sehingga dapat meningkatkan kemampuan inovasi organisasi dan meningkatkan kinerja.

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The increasing competition in the hospital industry, hospital organizations are required to continuously improve competitive advantage in the future is determined by the knowledge resources of the organization. In managing the knowledge of the individual in the organization, can be affected by three things, namely individual factors, social exchange and organizational factors.

The purpose of this study was to analyze the influence of individual factors, social exchange, organizational factors, knowledge sharing, innovation capability and performance. The unit of analysis of this research is, middle level managers organizations Hospital Grade C in Depok. This study uses primary data, through the distribution of questionnaires and statistical techniques used are SEM with PLS method.

The results of this study indicate that organizational factors affect the knowledge sharing is more than the individual and social factors on organizational exchange Hospital Grade C in Depok. This suggests that the organization of the hospital has been able to manage knowledge in the organization so well that can improve organizational innovation capability and improve performance.