

ABSTRACT

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THE ROLE OF TECHNOLOGY, LEADERSHIP, ORGANIZATIONAL CULTURE, MEASUREMENT, AND SECI PROCESS IN DEVELOPING INNOVATION OF PT CENTRAL ASIA FINANCIAL

(xvii + 136 pages; 17 tables; 49 figures; 4 attachments)

This study analyzes the factors that become the main supporting elements of Inukshuk knowledge management model, namely technology; leadership; organizational culture; measurement; and SECI process towards innovation of PT Central Asia Financial (CAF). This research is quantitative, which is correlational research using questionnaires for research instrument. Data analysis using Partial Least Square - Structural Equation Modeling (PLS-SEM), processing data using SmartPLS software version 3.0. The results showed that all factors have positive effect on innovation. The path coefficient values of technology, leadership, organizational culture, measurement, and SECI process consecutively are 0.302, 0.360, 0.101, 0.083, 0.196. Leadership has the most positive influence on innovation because the current leadership is considered to provide freedom and authority, is not top-down, as well as provide exemplary and encouragement to employees. Measurement has the least positive effect on CAF innovation because it is still in the development stage so it needs to be sharpened in order to be effective and comprehensive in measuring the effectiveness of existing knowledge management practices. The research model can explain 66% of the innovation of PT Central Asia Financial.

Keywords: innovation, technology, leadership, organizational culture, measurement, SECI process, Inukshuk, knowledge management, partial least square.

References: 96 (1996-2016).

ABSTRAK

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PERAN TEKNOLOGI, KEPEMIMPINAN, BUDAYA ORGANISASI, PENGUKURAN, DAN PROSES SECI DALAM MENGEMBANGKAN INOVASI PT CENTRAL ASIA FINANCIAL

(xvii + 136 halaman; 17 tabel; 49 gambar; 4 lampiran)

Penelitian ini menganalisis faktor-faktor yang menjadi elemen pendukung utama model manajemen pengetahuan *Inukshuk*, yaitu teknologi; kepemimpinan; budaya organisasi; pengukuran; dan proses SECI terhadap inovasi PT Central Asia Financial (CAF). Penelitian ini merupakan penelitian kuantitatif, yaitu penelitian korelasional dengan menggunakan instrumen penelitian berupa kuesioner. Analisis data menggunakan metode *Partial Least Square – Structural Equation Modeling* (PLS-SEM), pengolahan data menggunakan software SmartPLS versi 3.0. Hasil penelitian menunjukkan bahwa semua faktor berpengaruh positif terhadap inovasi. Nilai koefisien jalur faktor teknologi, kepemimpinan, budaya organisasi, pengukuran, dan proses SECI secara berurutan adalah 0.302, 0.360, 0.101, 0.083, 0.196. Faktor kepemimpinan merupakan faktor yang paling berpengaruh positif kepada inovasi CAF karena saat ini kepemimpinan dinilai cukup memberikan kebebasan dan wewenang, tidak bersifat *top-down*, serta memberikan keteladanan dan dorongan kepada karyawan. Faktor pengukuran merupakan faktor yang paling kurang berpengaruh positif terhadap inovasi CAF karena pengukuran terkait manajemen pengetahuan masih dalam tahap pengembangan sehingga perlu terus dipertajam agar dapat efektif dan komprehensif dalam mengukur efektivitas praktik manajemen pengetahuan yang ada. Model penelitian ini dapat menjelaskan inovasi PT Central Asia Financial sebesar 66%.

Kata kunci: inovasi, teknologi, kepemimpinan, budaya organisasi, pengukuran, proses SECI, *Inukshuk*, manajemen pengetahuan, *partial least square*.

Referensi: 96 (1996-2016).