ABSTRAK

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Fasilitas Kesehatan Tingkat Pratama dan Utama saat ini sedang menjadi pusat perhatian karena perkembangan yang pesat. Fasilitas kesehatan memerlukan performa yang baik dan meningkat untuk mampu bertahan dan bertumbuh di era persaingan antar fasilitas kesehatan yang meningkat. Fasilitas kesehatan harus mampu memberikan pengaruh dari *Service Innovation Orientation* dalam hal ini di Klinik Swasta. *Innovation Performance* pada klinik swasta sebagai variabel yang di prediksi pada penelitian ini. Penelitian ini bertujuan untuk menguji Anteseden Dari *Service Innovation Orientation* dan dampaknya terhadap *Innovation Performance* di Klinik Swasta melalui *Open Innovation* dan di moderasi oleh *Organizational Learning*. Survei kuantitatif ini dilakukan di Klinik Siaga Medika Group. Survei ini menghasilkan 131 responden yang di analisa melalui *Partial Least Squares-Structural Equation Modelin*(PLS-SEM). Pada variabel yang paling berpengaruh kuat adalah *Service Under Pressure* terhadap I*nnovation Performance* melalui *Service Innovation Orientation dan Open Innovation.* Ditemukan bahwa *Service Innovation Orientation* dan *Open Innovation* berpengaruh positif dan signifikan dalam memprediksi *Innovation Performance*. Ditemukan juga pengaruh signifikan dan negatif dari *Organization Learning* pada *Open Innovation* dan *Innovation Performance*. Penelitian ini berimplikasi pada pengambil kebijakan dan manajemen klinik dalam meningkatkan performa klinik dalam mengoptimalkan *Service Innovation Orientation* melalui *Open Innovation* . Studi ini menunjukkan pendekatan baru dimana dengan adanya variabel dari *Service Orientation Scale* dan di moderasi oleh *Organizational Learning* dan dapat di replikasi dan di uji pada populasi yang lebih besar.

Kata Kunci : *Service Innovation Orientation; Open Innovation ; Innovation Performance ; Organizational Learning;* Klinik Swasta; PLS-SEM

ABSTRACT

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Primary Level Health Facilities are currently the center of attention due to rapid development. Health facilities require good and improved performance to be able to survive and grow in an era of increasing competition among health facilities. Health facilities must be able to influence Service Innovation Orientation, in this case in private clinics. Innovation Performance in private clinics as a predictable variable in this study. This study aims to examine the antecedents of Service Innovation Orientation and its impact on Innovation Performance in Private Clinics through Open Innovation and moderated by Learning Organizations. This quantitative survey was conducted at the Siaga Medika Group Clinic. This survey resulted in 131 respondents who were analyzed through Partial Least Squares-Structural Equation Modeling (PLS-SEM). The most influential variable is Service Under Pressure on Innovation Performance through Service Innovation Orientation and Open Innovation. It was found that Service Innovation Orientation and Open Innovation had a positive and significant effect on predicting Innovation Performance. Also found significant and negative effects of Organizational Learning on Open Innovation and Innovation Performance. This research has implications for policy makers and clinical management in improving clinical performance in optimizing Service Innovation Orientation through Open Innovation. This study demonstrates a new approach in which the variables from the Service Orientation Scale are moderated by Organizational Learning and can be replicated and tested on a larger population.

Keywords: Service Innovation Orientation; Open Innovation ; Innovation Performance; Organizational Learning; Private Clinic; PLS-SEM