

ABSTRAK

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“PENGARUH LEADERSHIP DAN HR PRACTICES TERHADAP ORGANIZATIONAL AGILITY DAN EMPLOYEE PERFORMANCE DI IGD RUMAH SAKIT XYZ BEKASI”

(xv + 115 halaman; 10 gambar; 25 tabel; 1 lampiran)

Instalasi Gawat Darurat (IGD) merupakan unit yang kompleks dengan lingkungan yang dinamis yaitu cepat berubah, ketidakpastian yang tinggi, dan banyak kemungkinan tidak terduga bisa terjadi pada unit ini. Untuk itu, rumah sakit perlu menerapkan *leadership* dan *HR practices* yang tepat agar *organizational agility* dan kinerja karyawan di IGD dapat ditingkatkan. Penelitian ini bertujuan untuk menganalisis pengaruh *Leadership* dan *HR Practices* terhadap *Organizational Agility* dan *Employee Performance* pada unit IGD Rumah Sakit XYZ, Bekasi. Pengambilan sampel menggunakan teknik sensus dengan jumlah sampel sebanyak 65 orang tenaga kesehatan di IGD. Teknik analisis data yang digunakan pada penelitian ini adalah *Partial Least Square - Structural Equation Modeling* (PLS-SEM) dengan *software* SmartPLS. Hasil penelitian menunjukkan *Leadership* berpengaruh positif signifikan terhadap *HR Practices*, namun tidak berpengaruh terhadap *Organizational Agility* dan *Employee Performance*. *HR Practices* berpengaruh positif signifikan terhadap *Organizational Agility* dan *Employee Performance*. Selanjutnya, *Organizational Agility* berpengaruh positif signifikan terhadap *Employee Performance*. Meningkatnya implementasi praktik HR dan *organizational agility* akan mampu meningkatkan *employee performance*. Manajemen RS XYZ disarankan untuk berperan aktif dalam melakukan *monitoring* dan evaluasi terhadap karyawan serta lebih meningkatkan respon dan adaptasi dalam melakukan penanganan di IGD.

Referensi : 194 (1988 - 2022)

Kata kunci : *Employee Performance*, *HR Practices*, IGD, *Leadership*, *Organizational Agility*, Rumah Sakit.

ABSTRACT

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“THE EFFECT OF LEADERSHIP AND HR PRACTICES ON ORGANIZATIONAL AGILITY AND EMPLOYEE PERFORMANCE AT THE ER OF XYZ HOSPITAL IN BEKASI”

(xv + 115 pages; 10 figures; 25 tables; 1 attachments)

The Emergency Room (ER) is a complex unit with dynamic environment that is fast changing, high uncertainty, and many unexpected possibilities can occur in this unit. Therefore, hospitals need to implement appropriate leadership and HR practices so that organizational agility and employee performance in the ER can be improved. This study aim to analyze the effect of Leadership and HR Practices on Organizational Agility and Employee Performance in the ER of XYZ Hospital in Bekasi. Census sampling was used in this study with a total of 65 medical and health personnels. This study used Partial Least Square - Structural Equation Modeling (PLS-SEM) to analyze the data with SmartPLS software. Results showed Leadership had a positive significant effect on HR Practices, but had no significant effect on Organizational Agility and Employee Performance. HR Practices had a positive significant effect on Organizational Agility and Employee Performance. Organizational Agility also had a positive significant effect on Employee Performance. Enhancing the implementation of HR practices and organizational agility can improve employee performance. The management of XYZ Hospital may consider to play an active role in monitoring and evaluating their employees, as well as improving responses and adaptation in carrying out responsibilities in the ER.

References : 194 (1988 - 2022)

Keywords : Employee Performance, ER, Hospital, HR Practices, Leadership, Organizational Agility.