

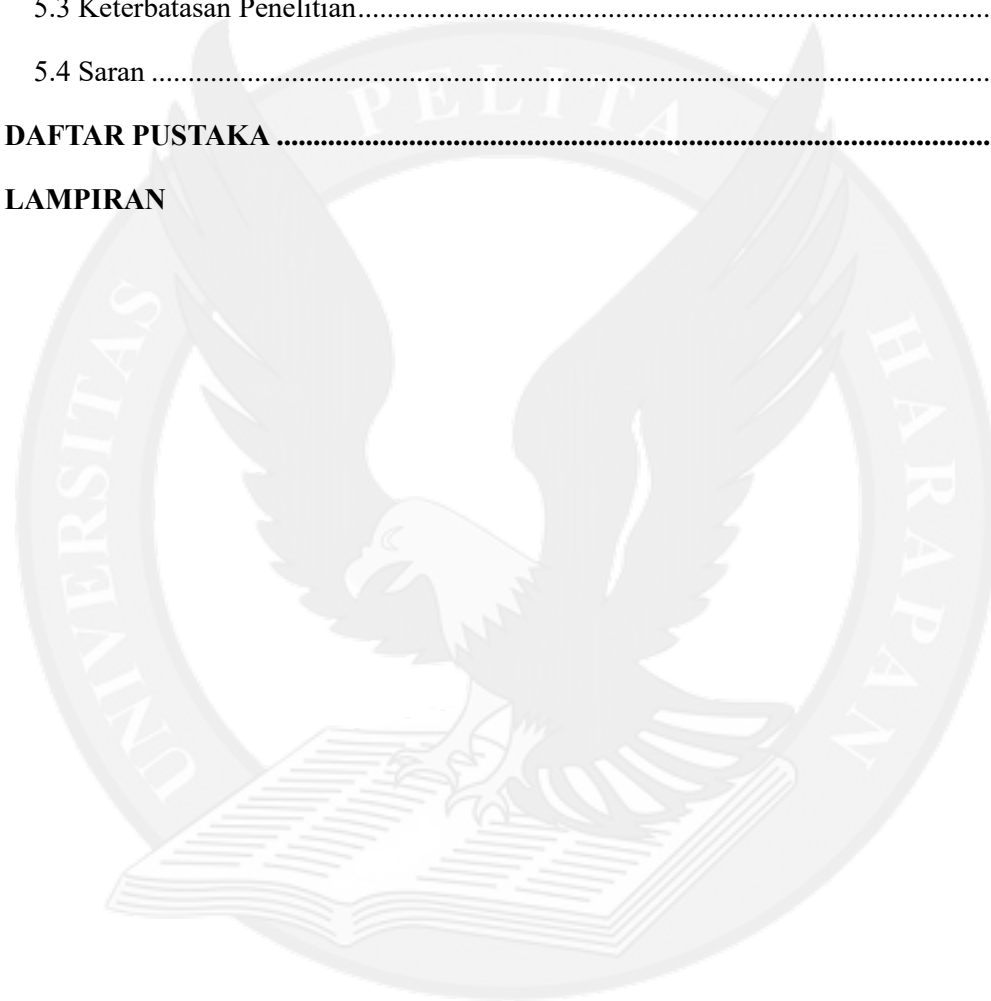
DAFTAR ISI

| | |
|------------------------------------------------------|-------------|
| PERNYATAAN KEASLIAN KARYA TUGAS AKHIR..... | ii |
| PERSETUJUAN DOSEN PEMBIMBING TUGAS AKHIR..... | iii |
| PERSETUJUAN TIM PENGUJI TUGAS AKHIR..... | iv |
| ABSTRAK | v |
| ABSTRACT..... | vi |
| KATA PENGANTAR..... | vii |
| DAFTAR ISI..... | ix |
| DAFTAR TABEL | xiii |
| DAFTAR GAMBAR..... | xiv |
| DAFTAR LAMPIRAN | xv |
| BAB I PENDAHULUAN..... | 1 |
| 1.1 Latar Belakang..... | 1 |
| 1.2 Rumusan Masalah..... | 8 |
| 1.3 Tujuan Penelitian | 9 |
| 1.4 Manfaat Penelitian | 12 |
| 1.4.1 Manfaat Teoritis | 12 |
| 1.4.2 Manfaat Praktis | 12 |
| 1.5 Sistematika Penelitian..... | 12 |
| BAB II TINJAUAN PUSTAKA..... | 14 |
| 2.1 Konsep Variabel..... | 14 |
| 2.1.1 Kepemimpinan | 14 |
| 2.1.2 Kebijakan Klinik | 18 |
| 2.1.3 Operasional Klinik | 21 |
| 2.1.4 Collaborative Operational Klinik..... | 25 |
| 2.1.5 Sumber Daya Manusia (SDM)..... | 28 |

| | |
|---------------------------------------------------------------------------------------------------|-----------|
| 2.1.6 Budaya Organisasi..... | 32 |
| 2.1.7 Inovasi Klinik..... | 36 |
| 2.1.8 <i>Clinic performance</i> | 40 |
| 2.2 Pengembangan Hipotesis | 44 |
| 2.2.1 Operasional Klinik terhadap Kebijakan Klinik dan Performa Klinik | 44 |
| 2.2.2 <i>Collaborative Operational</i> Klinik terhadap Kebijakan Klinik dan Performa Klinik | 44 |
| 2.2.3 Sumber Daya Manusia (SDM) terhadap Kebijakan Klinik dan Performa Klinik | 45 |
| 2.2.4 Kebijakan Klinik terhadap Performa Klinik | 45 |
| 2.2.5 Kepemimpinan terhadap Budaya Organisasi, Inovasi Klinik, dan Kebijakan Klinik | 46 |
| 2.2.6 Budaya Organisasi terhadap Kebijakan Klinik dan Performa Klinik..... | 46 |
| 2.2.7 Inovasi Klinik terhadap Performa Klinik | 46 |
| BAB III METODE PENELITIAN | 49 |
| 3.1 Objek Penelitian..... | 49 |
| 3.2 Unit Analisis..... | 49 |
| 3.3 Tipe Penelitian | 49 |
| 3.4 Operasionalisasi Variabel..... | 49 |
| 3.4.1 Variabel <i>Independent X</i> | 50 |
| 3.4.2 Variabel Mediasi (M)..... | 51 |
| 3.4.3 Variabel <i>Dependent Y</i> | 54 |
| 3.5 Populasi dan Sampel | 54 |
| 3.5.1 Penentuan Jumlah Sampel..... | 54 |
| 3.5.2 Metode Penarikan Sampel..... | 55 |
| 3.6 Metode Pengumpulan Data..... | 55 |
| 3.6.1 Skala Pengukuran <i>Trust</i> / Kepercayaan..... | 55 |
| 3.6.2 Skala Pengukuran <i>Commitment</i> / Komitmen | 56 |
| 3.6.3 Skala Pengukuran <i>Satisfaction with Price</i> / Kepuasan atas Harga..... | 56 |

| | |
|---------------------------------------------------------------------------------------------------------------|-----------|
| 3.6.4 Skala Pengukuran <i>Satisfaction with Organization Support</i> / Kepuasan atas Dukungan Organisasi..... | 57 |
| 3.6.5 Skala Pengukuran <i>Satisfaction with Communication</i> / Kepuasan terhadap Komunikasi..... | 57 |
| 3.6.6 Skala Pengukuran <i>Information Sharing</i> / Berbagi Informasi..... | 57 |
| 3.6.7 Skala Pengukuran <i>Supplier Loyalty</i> / Kesetiaan Pemasok..... | 58 |
| 3.6.8 Skala Pengukuran <i>Supplier Communication</i> / Komunikasi Pemasok..... | 58 |
| 3.6.9 Skala Pengukuran <i>Supplier Quality</i> / Kualitas Pemasok..... | 58 |
| 3.7 Metode Analisis Data..... | 59 |
| 3.7.1 Outer model..... | 59 |
| 3.7.2 Inner model..... | 59 |
| 3.8 Uji Reliabilitas..... | 60 |
| 3.8.3 Uji Mediasi..... | 60 |
| BAB IV HASIL PENELITIAN DAN PEMBAHASAN..... | 64 |
| 4.1 Profil Responden..... | 64 |
| 4.1.1 Posisi/ Jabatan Responden..... | 64 |
| 4.1.2 Lama Bekerja Responden di Perusahaan..... | 65 |
| 4.2 Analisis Data Penelitian..... | 66 |
| 4.2.1 Analisis Deskriptif Variabel <i>Operational flexibility</i> (X1)..... | 67 |
| 4.2.2 Analisis Deskriptif Variabel <i>Collaborative administration</i> (X2)..... | 68 |
| 4.2.3 Analisis Deskriptif Variabel <i>Leadership</i> (X3)..... | 70 |
| 4.2.4 Analisis Deskriptif Variabel <i>Employee engagement</i> (M1)..... | 71 |
| 4.2.5 Analisis Deskriptif Variabel <i>Management capability</i> (M2)..... | 72 |
| 4.2.6 Analisis Deskriptif Variabel <i>Organizational Culture</i> (M3)..... | 74 |
| 4.2.7 Analisis Deskriptif Variabel <i>Innovation</i> (M4)..... | 75 |
| 4.2.8 Analisis Deskriptif Variabel <i>Clinic performance</i> (Y)..... | 76 |
| 4.3 Analisis Inferensial..... | 77 |
| 4.3.1 Outer model..... | 78 |

| | |
|------------------------------------------------------|------------|
| 4.3.2 Inner model (Structural Model Assessment)..... | 89 |
| 4.3.3 Uji Hipotesis..... | 107 |
| 4.3.4 Efek Tidak Langsung (Mediasi)..... | 114 |
| BAB V KESIMPULAN DAN SARAN | 117 |
| 5.1 Kesimpulan | 117 |
| 5.2 Implikasi | 119 |
| 5.3 Keterbatasan Penelitian..... | 121 |
| 5.4 Saran | 121 |
| DAFTAR PUSTAKA | 122 |
| LAMPIRAN | |



DAFTAR TABEL

| | |
|----------------------------------------------------------------------------------------------------------------------------|-----|
| Tabel 3. 1 Definisi Konseptual Definisi Operasional..... | 60 |
| Tabel 4. 1 Tabel klasifikasi responden berdasarkan posisi/jabatan | 65 |
| Tabel 4. 2 Tabel klasifikasi responden berdasarkan lama bekerja | 65 |
| Tabel 4. 3 Tabel Skala Interval..... | 66 |
| Tabel 4. 4 Analisis Deskriptif Variabel Operational flexibility (X1)..... | 67 |
| Tabel 4. 5 Hasil Uji PLS-SEM Analisis Deskriptif Variabel Operational flexibility | 67 |
| Tabel 4. 6 Analisis Deskriptif Variabel Collaborative administration (X2)..... | 68 |
| Tabel 4. 7 Hasil Uji PLS-SEM Analisis Deskriptif Variabel Collaborative administration | 69 |
| Tabel 4. 8 Analisis Deskriptif Variabel Leadership (X3) | 70 |
| Tabel 4. 9 Hasil Uji PLS-SEM Analisis Deskriptif Variabel Leadership..... | 70 |
| Tabel 4. 10 Analisis Deskriptif Variabel Employee engagement (M1)..... | 71 |
| Tabel 4. 11 Hasil Uji PLS-SEM Analisis Deskriptif Variabel Employee engagement..... | 72 |
| Tabel 4. 12 Analisis Deskriptif Variabel Management capability (M2)..... | 73 |
| Tabel 4. 13 Hasil Uji PLS-SEM Analisis Deskriptif Variabel Management capability | 73 |
| Tabel 4. 14 Analisis Deskriptif Variabel Organizational Culture (M3)..... | 74 |
| Tabel 4. 15 Hasil Uji PLS-SEM Analisis Deskriptif Variabel Organizational Culture..... | 74 |
| Tabel 4. 16 Analisis Deskriptif Variabel Innovation (M4)..... | 75 |
| Tabel 4. 17 Hasil Uji PLS-SEM Analisis Deskriptif Variabel Innovation | 75 |
| Tabel 4. 18 Analisis Deskriptif Variabel Clinic performance (Y)..... | 76 |
| Tabel 4. 19 Hasil Uji PLS-SEM Analisis Deskriptif Variabel Clinic performance..... | 77 |
| Tabel 4. 20 Hasil Indicator reliability outer loading | 78 |
| Tabel 4. 21 Cronbach's Alpha dan Composite reliability (Internal consistency reliability)..... | 81 |
| Tabel 4. 22 Fornell-Larcker criterion | 83 |
| Tabel 4. 23 Cross loading..... | 84 |
| Tabel 4. 24 <i>Heterotrait monotrait rasion (HTMT)</i> | 87 |
| Tabel 4. 25 Hasil Analisis VIF | 89 |
| Tabel 4. 26 Assess the significance and relevance of the structural model relationships path coefficient dan nilai t | 92 |
| Tabel 4. 27 Indirect Effect..... | 94 |
| Tabel 4. 28 Nilai R-square | 96 |
| Tabel 4. 29 Nilai Effect-Size | 98 |
| Tabel 4. 30 Predictive relevance (Q^2) | 107 |
| Tabel 4. 31 Hasil Uji Hipotesis dengan path analysis..... | 108 |
| Tabel 4. 32 Perbandingan hasil temuan penelitian..... | 108 |

DAFTAR GAMBAR

| | |
|----------------------------------------------------------------|-----|
| Gambar 2. 1 Hipotesis Penelitian Sebelumnya | 48 |
| Gambar 2. 2 Hipotesis Penelitian Saat Ini (2024)..... | 48 |
| Gambar 4. 1 Outer Model | 88 |
| Gambar 4. 2 Inner Model | 99 |
| Gambar 4. 3 Importance-Performance Matrix Analysis (IPMA)..... | 100 |



DAFTAR LAMPIRAN

| | |
|----------------------------------------|-----|
| Lampiran A. Kuesioner Penelitian | A-1 |
| Lampiran B. Hasil Olah Data | B-1 |
| Lampiran C. Uji Kesamaan Turnitin..... | C-1 |

