

Rutin organisasi sebagai sumber inersia dan agility organisasi sebagai sumber fleksibilitas dalam memediasi kapabilitas IT untuk mencapai performa organisasi penelitian di grup rumah sakit dan klinik Badan Usaha Milik Negara (BUMN) = Organizational routines as a sources of inertia and organizational agility as a source of flexibility in mediating IT capability to achieve research organization performance in Group of State-Owned Enterprises (BUMN) hospitals and clinics

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Abstrak

Industri kesehatan di bidang rumah sakit dan klinik dihadapkan kepada perubahan dunia yang terus berkembang menuntut perusahaan untuk dapat bertahan dan memiliki daya saing. Kapabilitas IT rumah sakit yang diharapkan menjadi solusi bagi salah satu faktor yang mendorong agilitas organisasi perusahaan mengalami tantangan dalam penerapan di bisnis rumah sakit, mengingat bisnis rumah sakit penuh dengan persyaratan dan peraturan yang dituangkan dalam *standard operational procedure* yang berdasar kepada *patient safety*. Dengan mengambil literatur pemikiran dalam strategi pengelolaan sumber daya, rutin organisasi dan manajemen IT, penelitian ini menyatakan adanya peran mediasi agility organisasi sebagai faktor kelincahan dan fleksibilitas organisasi dan peran mediasi rutin organisasi yang menjadi sumber inersia dari perubahan organisasi dalam memediasi kapabilitas IT terhadap kinerja perusahaan. Penelitian ini dilakukan dengan metode kuantitatif pada sejumlah direktur rumah sakit dan kepala klinik milik BUMN yang tergabung pada Pertamedika Indonesia Healthcare Corporation (IHC) Group dan klinik PT Kimia Farma Group. Hasil penelitian ini akan memperkaya studi sebelumnya yang sudah pernah dilakukan, dengan konteks di perusahaan di bidang industri rumah sakit dan klinik yang ada di Indonesia.

The health industry in the field of hospitals and clinics is faced with a constantly changing world that requires companies to survive and have competitiveness. Hospital information and technology (IT) capabilities are expected to be a solution to one of the factors that encourage corporate organization agility to face challenges in implementing in the hospital business, considering the hospital business is full of requirements and regulations as outlined in the standard operational procedure based on the patient safety. By taking the thought literature in the strategy of resource management, routine organization and IT management, this study states that there is a mediating role of organizational agility as a factor of agility and flexibility and the role of organizational routine mediation which is a source of inertia and stability in mediating IT capabilities against organizational performance. This research was conducted with a quantitative method on a number of hospital directors and heads of clinics owned by state-owned companies incorporated in Pertamedika Indonesia Healthcare Corporation (IHC) Group and PT Kimia Farma Group. The results of this study will enrich previous studies that have already been carried out, with the context in companies in the field of hospitals and clinics in Indonesia.