

## ABSTRAK

*Innovation performance* menjadi hal penting dalam mempengaruhi manajemen sumber daya manusia untuk dapat membawa kemajuan Rumah Sakit. *Innovation performance* sangat dipengaruhi banyak aspek, seperti manajemen sumber daya manusia berbasis pengetahuan berpengaruh terhadap *intellectual capital* (*human capital*, *structural capital*, dan *relational capital*). Penelitian ini melibatkan 81 Rumah Sakit dan sebanyak 221 pegawai (Manajer/pimpinan rumah sakit swasta) di wilayah Jabodetabek. Jenis penelitian bersifat deduktif, dan pengambilan data dengan menyebarkan kuesioner. Metode analisis yang digunakan *Structural Equation Model* (SEM). Hasil yang diperoleh dari penelitian ini adalah *knowledge-based HRM practice* memiliki pengaruh langsung dan tidak langsung terhadap *human capital*, *structural capital*, dan *innovation performance*. Selanjutnya, *human capital* dapat mempengaruhi *structural capital* dan *innovation performance*, *human capital* juga berperan dalam memediasi hubungan *knowledge-based HRM practice* dengan *structural capital* dan *innovation performance*, tetapi tidak berhasil memediasi hubungan *knowledge-based HRM practice* dan *relational capital*. Selain itu, penelitian ini juga membuktikan *structural capital* dapat memediasi hubungan *knowledge-based HRM practice* dan *innovation performance*. *Intellectual capital* dapat mempengaruhi *innovation performance*. Terakhir *knowledge-based HRM practice* dan *human capital* tidak dapat berpengaruh pada *relational capital*, sehingga *relational capital* tidak dapat memediasi hubungan *knowledge-based HRM practice* dan *innovation performance*.

Kata kunci: *Knowledge-Based Human Resources*, *Human Capital*, *Structural Capital*, *Relational Capital*, *Innovation Performance*

## **ABSTRACT**

*Innovation performance is important in influencing human resource management to be able to bring progress to the hospital. Innovation performance is strongly influenced by many aspects, such as knowledge-based human resource management which influences intellectual capital (human capital, structural capital, and relational capital). This research involved 81 hospitals and 221 employees (managers/leaders of private hospitals) in the Greater Jakarta area. This type of research is deductive, and data collection by distributing questionnaires. The analytical method used is the Structural Equation Model (SEM). The results obtained from this study are that knowledge-based HRM practices have direct and indirect effects on human capital, structural capital, and innovation performance. Furthermore, human capital can influence structural capital and innovation performance. Human capital also plays a role in mediating the relationship between knowledge-based HRM practice and structural capital and innovation performance, but it fails to mediate the relationship between knowledge-based HRM practice and relational capital. In addition, this research also proves that structural capital can mediate the relationship between knowledge-based HRM practice and innovation performance. Intellectual capital can affect innovation performance. Finally, knowledge-based HRM practice and human capital cannot influence relational capital, so relational capital cannot mediate the relationship between knowledge-based HRM practice and innovation performance.*

*Keywords: Knowledge-Based Human Resources, Human Capital, Structural Capital, Relational Capital, Innovation Performance*