

ABSTRACT

National electronic payment industry is in booming condition (CNN Indonesia, 2016). Supported by the availability of increasingly widespread, cheap, and fast broadband telecommunication infrastructure, popularity of smartphones, as well as the ease of mobile application development licenses, have created the emergence of payment services offered through mobile applications directly to the hands of the user community. The growing number of players in the payment industry, demands the ability of constant innovation to win the competition. As indicated by Bank Indonesia, "Electronic payment systems are also characterized by the development of features innovations in retail payment instruments" (Bank Indonesia 2008:7).

Through this research, the Researcher will conduct an audit on innovative organization in PT. Finnet Indonesia, as a step to find out if the company is ready to face competition by having a competitive advantage in terms of innovation ability, which is not only an individual skill (Schumpeter, 1930), but has become a characteristics of an innovative organization (Becker & Whisler 1967: 466). For measurement method, the Simple Innovation Management Effectiveness Audit, from Tidd & Bessant (2013) will be conducted.

The research was taken on 125 Employee-group samples of PT. Finnet Indonesia, and 23 Management-group samples of PT. Finnet Indonesia, by giving a questionnaire containing 40 items of statements to be answered with a scale of attitude: 1 (strongly disagree) to 7 (strongly agree). A valid questionnaire was obtained of 148 as according to the planned Stratified Random Sampling composition. Processing scores were performed with SPSS v.21 using the Mann-Whitney bivariate non-parametric analysis technique.

Based on the results of data processing, it can be found that the perception of the two groups on the Tidd's Bessant's Diamond Framework dimensions of Strategy, Process, Organization, Learning and Linkage showed a good average score (average score 5.2 on scale 7), but there is a significant difference between the average score of Employees-Group with Management-Group's, indicating meaningful differences in perceptions between the two groups, which can be interpreted as a gap in innovation management practices effectiveness within the company.

Keywords: Innovative Organizations, Innovation Management, Innovation Management Effectiveness Audit, Innovation & Entrepreneurship.