

## DAFTAR ISI

HALAMAN

|                                                          |             |
|----------------------------------------------------------|-------------|
| <b>HALAMAN PENGESAHAN .....</b>                          | <b>iii</b>  |
| <b>HALAMAN PERNYATAAN .....</b>                          | <b>iv</b>   |
| <b>KATA PENGANTAR .....</b>                              | <b>v</b>    |
| <b>ABSTRAK.....</b>                                      | <b>vi</b>   |
| <b><i>ABSTRACT</i>.....</b>                              | <b>vii</b>  |
| <b>DAFTAR ISI.....</b>                                   | <b>viii</b> |
| <b>DAFTAR TABEL.....</b>                                 | <b>x</b>    |
| <b>DAFTAR GAMBAR .....</b>                               | <b>xi</b>   |
| <b>BAB I PENDAHULUAN .....</b>                           | <b>12</b>   |
| 1.1    Gambaran Objek Penelitian .....                   | 12          |
| 1.2    Latar Belakang.....                               | 13          |
| 1.3    Perumusan Masalah .....                           | 24          |
| 1.4    Pertanyaan Penelitian.....                        | 25          |
| 1.5    Tujuan Penelitian .....                           | 26          |
| 1.6    Manfaat Penelitian .....                          | 27          |
| 1.6.1    Manfaat Teoritis .....                          | 27          |
| 1.6.2    Manfaat Praktis .....                           | 27          |
| 1.7    Sistematika Penulisan Tugas Akhir .....           | 27          |
| <b>BAB II TINJAUAN PUSTAKA.....</b>                      | <b>29</b>   |
| 2.1    Teori-Teori dan Penelitian Terdahulu.....         | 29          |
| 2.1.1    Manajemen Operasi .....                         | 29          |
| 2.1.2 <i>Change Management</i> .....                     | 32          |
| 2.1.3    Dimensi <i>Change Management</i> .....          | 34          |
| 2.1.4 <i>Knowledge Management</i> .....                  | 39          |
| 2.1.5    Dimensi <i>Knowledge Management</i> .....       | 41          |
| 2.1.6 <i>Innovation Capability</i> .....                 | 45          |
| 2.1.7    Dimensi <i>Innovation Capability</i> .....      | 47          |
| 2.1.8 <i>Organizational Performance</i> .....            | 50          |
| 2.1.9    Dimensi <i>Organizational Performance</i> ..... | 54          |
| 2.2    Penelitian Terdahulu .....                        | 58          |
| 2.2    Sintesa Penelitian.....                           | 84          |

|                                        |                                                                  |            |
|----------------------------------------|------------------------------------------------------------------|------------|
| 2.3                                    | Kerangka Penelitian.....                                         | 87         |
| 2.4                                    | Hipotesis Penellitian .....                                      | 90         |
| <b>BAB III METODE PENELITIAN .....</b> |                                                                  | <b>96</b>  |
| 3.1                                    | Jenis Penelitian .....                                           | 96         |
| 3.2                                    | Operasionalisasi Variabel .....                                  | 97         |
| 3.3                                    | Tahapan Penelitian.....                                          | 105        |
| 3.4                                    | Populasi dan Sampel.....                                         | 106        |
| 3.4.1                                  | Populasi .....                                                   | 106        |
| 3.4.2                                  | Sampel.....                                                      | 107        |
| 3.5                                    | Pengumpulan Data dan Sumber Data .....                           | 108        |
| 3.6                                    | Uji Validitas dan Reabilitas .....                               | 109        |
| 3.7                                    | Teknik Analisis Data .....                                       | 117        |
| 3.8                                    | Pengujian Hipotesis .....                                        | 120        |
| 3.9                                    | <i>Combined Importance-Performance Map Analysis (IPMA)</i> ..... | 121        |
| <b>DAFTAR PUSTAKA .....</b>            |                                                                  | <b>186</b> |