

PENGARUH *INTELLECTUAL CAPITAL* TERHADAP KINERJA ORGANISASI

(Studi Empiris Pada UMKM di Sumatera Barat)

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Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh *human capital*, *customer capital*, *structural capital*, *social capital*, *tecnology capital*, dan *spiritual capital* terhadap kinerja organisasi pada UMKM di Provinsi Sumatera Barat. Populasi dalam penelitian ini seluruh UMKM di Sumatera Barat. Jumlah sampel sebanyak 140 sampel. Teknik pengambilan sampel menggunakan teknik *purposive sampling*. Aplikasi pengujian statistik menggunakan SmartPLS 3.0.

Hasil analisis menunjukkan bahwa *human capital* tidak berpengaruh terhadap kinerja organisasi. *Customer capital* tidak berpengaruh terhadap kinerja organisasi. *Structural capital* berpengaruh positif dan signifikan terhadap kinerja organisasi. *Social capital* berpengaruh positif dan signifikan terhadap kinerja organisasi. *Technology capital* berpengaruh positif dan signifikan terhadap kinerja organisasi. *Spiritual capital* berpengaruh positif dan signifikan terhadap kinerja organisasi.

Kata Kunci: *Intellectual Capital*, *Human Capital*, *Customer Capital*, *Structural Capital*, *Social Capital*, *Technology Capital*, *Spiritual Capital*, dan Kinerja Organisasi

THE INFLUENCE OF INTELLECTUAL CAPITAL ON ORGANIZATIONAL PERFORMANCE

(Empirical Study of SMEs in West Sumatra)

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Abstract

This study aims to determine the effect of human capital, customer capital, structural capital, social capital, technology capital, and spiritual capital on organizational performance at MSMEs in West Sumatra Province. The population in this study were all MSMEs in West Sumatra. The number of samples in this study were 140 samples. The sampling technique uses purposive sampling technique. Application for statistical testing using SmartPLS 3.0.

The analysis shows that human capital has no effect on organizational performance. Customer capital has no effect on organizational performance. Structural capital has a positive and significant effect on organizational performance. Social capital has a positive and significant effect on organizational performance. Technology capital has a positive and significant effect on organizational performance. Spiritual capital has a positive and significant effect on organizational performance.

Keywords: Intellectual Capital, Human Capital, Customer Capital, Structural Capital, Social Capital, Technology Capital, Spiritual Capital, and Organizational Performance