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REDEFINING HR: CULTIVATING A CULTURE OF CONTINUOUS IMPROVEMENT AND INNOVATION

MENDEFINISIKAN KEMBALI SDM: MEMUPUK BUDAYA PERBAIKAN DAN INOVASI YANG BERKELANJUTAN

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ABSTRACT

This study investigates the impact of Human Resource Practices on the Culture of Continuous Improvement and Innovation, with Employee Engagement and Leadership Support serving as intervening variables. Employing a quantitative research design, the study utilized a sample of 93 employees from PT Lucas Djaja, determined through random sampling and Slovin's formula. Data were analyzed using Smart PLS to explore the relationships between the variables. The results reveal that Human Resource Practices significantly influence both Employee Engagement and Leadership Support. Moreover, both Employee Engagement and Leadership Support positively mediate the relationship between Human Resource Practices and the Culture of Continuous Improvement and Innovation. These findings emphasize the critical role of strategic Human Resource Practices in fostering an organizational culture that supports ongoing improvement and innovation. The study highlights the need for organizations to integrate effective Human Resource strategies, engage employees, and support leadership to enhance continuous improvement and innovation.

Keywords: Human Resource Practices, Culture of Continuous Improvement and Innovation, Leadership Support.

ABSTRAK

Penelitian ini menyelidiki dampak Praktik Sumber Daya Manusia terhadap Budaya Perbaikan dan Inovasi Berkelanjutan, dengan Keterlibatan Karyawan dan Dukungan Kepemimpinan Dukungan sebagai variabel intervening. Dengan menggunakan desain penelitian kuantitatif kuantitatif, penelitian ini menggunakan sampel 93 karyawan dari PT Lucas Djaja, yang ditentukan melalui pengambilan sampel secara acak dan rumus Slovin. Data dianalisis menggunakan Smart PLS untuk mengeksplorasi hubungan antar variabel. Hasilnya mengungkapkan bahwa Praktik Sumber Daya Manusia secara signifikan mempengaruhi Employee Keterlibatan Karyawan dan Dukungan Kepemimpinan. Selain itu, baik Keterlibatan Karyawan dan Dukungan Kepemimpinan secara positif memediasi hubungan antara Praktik Sumber Daya Manusia Praktik Sumber Daya Manusia dan Budaya Perbaikan dan Inovasi Berkelanjutan. Temuan ini menekankan peran penting Praktik Sumber Daya Manusia yang strategis dalam membina budaya organisasi yang mendukung perbaikan dan inovasi yang berkelanjutan. Studi ini menyoroti perlunya organisasi Studi ini menyoroti perlunya organisasi mengintegrasikan strategi Sumber Daya Manusia yang efektif Sumber Daya Manusia yang efektif, melibatkan karyawan, dan mendukung kepemimpinan untuk meningkatkan peningkatan dan inovasi yang berkesinambungan.

Kata Kunci: Praktik Sumber Daya Manusia, Budaya Perbaikan Berkelanjutan Dan Inovasi, Dukungan Kepemimpinan.

INTRODUCTION

In today's rapidly evolving business landscape, organizations are increasingly recognizing the need to adapt and innovate continuously to maintain competitive advantage [1]. Human Resources (HR) plays a pivotal role in this transformation, as it influences and shapes organizational culture, which in turn impacts overall

performance [2]. As companies strive to foster a culture of continuous improvement and innovation, HR practices must evolve beyond traditional paradigms to meet the demands of modern workplaces [3]. This involves redefining HR functions to better support dynamic business needs and encourage a proactive, growth-oriented mindset among employees [4]. Embracing this

shift requires comprehensive a understanding of how various HR strategies can drive organizational enhance employee change and engagement, ultimately contributing to a more resilient and forward-thinking organization [5].

Embracing this shift requires a comprehensive understanding of how HR strategies can drive various organizational change and enhance employee engagement, ultimately contributing to a more resilient and forward-thinking organization [6]. The Culture of Continuous Improvement and Innovation (CCII) represents a crucial aspect of this transformation, embodying a commitment to ongoing development and creative problem-solving [7]. CCII is characterized by an organizational environment where continuous learning, adaptability, and innovation are integral to daily operations [8]. It involves fostering a mindset where employees are encouraged to seek out and implement improvements, experiment with new ideas, and challenge the status quo [9]. By embedding **CCII** into the organizational culture, companies can ensure that they remain agile and responsive to market changes, while also driving long-term success and sustainability [10].

By embedding CCII into the organizational culture, companies can ensure that they remain agile and responsive to market changes, while also driving long-term success and sustainability [11]. To effectively support this transformation. HR Practices (HRP) must be strategically aligned with the goals of fostering a CCII. HRP encompasses a range of activities and policies designed to attract, develop, and retain talent while promoting an environment conducive to continuous improvement and innovation [12]. This includes implementing flexible work

arrangements, providing ongoing training and development opportunities, and creating performance management systems that reward innovative thinking and problem-solving [13]. By integrating HRP that emphasizes adaptability and forward-thinking, organizations cultivate a workforce that is not only capable of navigating change but is also actively engaged in driving organization's strategic objectives [14].

integrating By HRP emphasizes adaptability and forwardthinking, organizations can cultivate a workforce that is not only capable of navigating change but is also actively engaged in driving the organization's strategic objectives [15]. Central to this process is Employee Engagement (EE), which refers to the emotional commitment and enthusiasm employees have towards their work and the organization [16]. High levels of EE are essential for sustaining a CCII, as engaged employees are more likely to embrace change, contribute innovative ideas, and work collaboratively towards organizational goals [17]. Effective HRP fosters EE by creating a supportive work environment, recognizing and rewarding contributions, and involving employees in decision-making processes [18]. This engagement enhances motivation, drives productivity, and reinforces a culture where continuous improvement and innovation thrive, ultimately leading to a dvnamic and successful more organization [19].

This engagement enhances motivation, drives productivity, and reinforces a culture where continuous improvement and innovation thrive, ultimately leading to a more dynamic and successful organization [20]. However, for EE to be fully realized, Leadership Support (LS) plays a pivotal role [21]. LS involves the commitment and active involvement of leaders in

endorsing and driving the organizational vision for continuous improvement and innovation [22]. Effective leaders model the behaviors they wish to see, provide the necessary resources and support, and create an environment where employees feel valued and empowered [23]. By prioritizing LS, leaders help to bridge the gap between strategic objectives and daily operations, ensuring that HRP initiatives are effectively implemented and that the culture of CCII is sustained [24]. Their support not only motivates employees but also reinforces collective commitment the to organization's long-term goals, thereby fostering an environment ripe for ongoing success and growth [25].

At PT Lucas Djaja, the variables of interest— EE, LS, and HRP—interact to shape the organization's CCII. EE reflects how deeply employees are emotionally invested in their roles and the company's goals, which drives their contributions towards a culture of continuous improvement [26]. LS is critical at PT Lucas Djaja as it involves leaders actively endorsing supporting CCII initiatives, setting a precedent for the entire organization. HRP encompasses the strategies and practices implemented to support and develop employees, aligning with the company's commitment to innovation improvement. Together, variables ensure that PT Lucas Diaja fosters an environment where employees are motivated and engaged, leadership is supportive and involved, and HR practices are strategically aligned to culture of promote a ongoing enhancement and innovation [27].

At PT Lucas Djaja, the organization faces a challenge in effectively integrating EE, LS, and HRP to cultivate a robust Culture of CCII. Despite having strategic HRP in place, there is a noticeable gap in how engaged

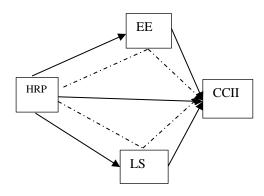
employees are and how consistently leadership supports and models the behaviors necessary for fostering a CCII. This disconnect results in inconsistent application of improvement initiatives and innovation strategies across the company, leading missed to opportunities for growth and development. The issue is compounded by varying levels of LS, which affects how well EE is harnessed to drive organizational success. Addressing these challenges is crucial for PT Lucas Diaja to create a more cohesive and proactive environment that supports its long-term goals.

Despite the growing recognition of the importance of integrating EE, LS, and HRP to foster a CCII, there remains significant research gap understanding how these variables interact in practice at organizations like PT Lucas Djaja. Recent studies highlight that while EE is crucial for enhancing productivity and innovation, many organizations struggle with effectively aligning EE with supportive HRP and LS [28]. Furthermore, there is limited empirical evidence on how varying levels of LS influence EE and HRP outcomes within specific organizational contexts [29]. Previous research also points to a lack of comprehensive models that integrate these elements to support CCII [23]. The challenge of translating theoretical frameworks into actionable strategies within real-world settings remains underexplored [17]. Thus, more research is needed to bridge this gap and provide actionable insights companies like PT Lucas Djaja aiming to enhance their organizational culture and performance through cohesive approach to EE, LS, and HRP [8].

The aim of this research is to examine how EE, LS, and HRP collectively influence the development of a CCII at PT Lucas Djaja. Specifically,

the study seeks to identify the interplay between these variables and their impact on fostering an environment that supports ongoing growth and innovation. By analyzing the relationships among EE, LS, and HRP, the research intends to provide actionable insights optimizing HR strategies and leadership practices to enhance CCII within the organization. Ultimately, the goal is to offer practical recommendations that PT Lucas Djaja can implement to better align its HR initiatives and leadership approaches with its strategic objectives for continuous improvement innovation.

The following is the Conceptual Framework:



RESEARCH METHODS

This study employs a quantitative research design to investigate the relationships between HRP, EE, LS, and the CCII at PT Lucas Djaja. Using a random sampling method, the sample size of 93 was determined through ensure Slovin's formula to a representative subset of the organization's employees. This approach allows for a systematic examination of how HRP, as an independent variable, influences CCII, the dependent variable, with EE and LS acting as intervening variables. The random sampling ensures that every employee has an equal chance of being selected, thus enhancing

generalizability of the findings across the organization.

Data analysis will be conducted using Smart PLS, a tool well-suited for structural equation modeling (SEM). This methodology will enable researcher to assess the direct and indirect effects of HRP on CCII. mediated by EE and LS. By utilizing Smart PLS, the study aims to provide a comprehensive understanding of how these variables interact and contribute to fostering a culture of continuous improvement and innovation. The results will offer valuable insights for refining HR strategies and enhancing leadership practices to support the organizational goals of PT Lucas Djaja.

RESULTS AND DISCUSSIONS

The following are the results from testing the hypotheses using Smart PLS. The analysis reveals the direct and indirect effects of Human Resource Practices on the Culture of Continuous Improvement and Innovation, with Employee Engagement and Leadership Support as mediating variables.

Table 1. Path Analysis (Direct Effects)

Hypothesis	Original	Sample	StandardT	Statistic	• P
J F	Sample		Deviation		Values
HRP -> EE	0.512	0.530	0.078	6.564	0.000
HRP -> LS	0.475	0.490	0.083	5.723	0.000
HRP -> CCII	0.349	0.362	0.091	3.835	0.000
EE -> CCII	0.407	0.420	0.080	5.088	0.000
LS -> CCII	0.387	0.400	0.086	4.500	0.000
HRP -> EE -> CCII	0.208	0.216	0.070	2.971	0.003
HRP -> LS -> CCII	0.184	0.193	0.065	2.831	0.005

The analysis reveals a significant positive relationship between HRP and EE, as indicated by a path coefficient of 0.512, a T statistic of 6.564, and a P-value of 0.000. This finding suggests that effective HRP plays a critical role in enhancing EE within an organization. Specifically, the high T statistic and significant P-value confirm that HRP

influences strongly how engaged employees are, which aligns with existing literature that emphasizes the importance of strategic HR practices in fostering employee motivation commitment [12]. This result underscores the idea that when HR policies and practices are well-designed and implemented, they can significantly boost employee engagement levels, leading to better overall organizational outcomes [15].

indicates The analysis significant positive relationship between HRP and LS, with a path coefficient of 0.475, a T statistic of 5.723, and a Pvalue of 0.000. This demonstrates that effective HRP directly enhances LS within an organization. The strong T statistic and highly significant P-value that well-structured suggest contribute to a supportive leadership environment. This finding is consistent with previous research, which highlights HRP focused on leadership development, clear communication, and continuous feedback can significantly strengthen leaders' ability to support and guide their teams effectively [2]. By fostering a robust HR framework, organizations can empower leaders to better align with organizational goals and more effectively support their teams, thereby enhancing overall organizational performance [24].

The results show a significant positive relationship between HRP and the Culture of Continuous Improvement and Innovation (CCII), with a path coefficient of 0.349, a T statistic of 3.835. and a P-value of 0.000. This indicates that effective HRP is crucial for fostering a culture that encourages ongoing improvement and innovation within an organization. The moderate path coefficient and significant T statistic suggest that HRP such as talent development, performance management,

and employee involvement directly contribute to building a CCII. This finding aligns with previous studies that emphasize the role of strategic HRP in cultivating an innovative culture by providing the necessary resources, support, and environment for continuous learning and creativity [27]. When HRP are aligned with the goals of innovation and improvement, they can drive organizational change and long-term success [6].

The analysis reveals a significant positive relationship between EE and the CCII, with a path coefficient of 0.407, a T statistic of 5.088, and a P-value of 0.000. This suggests that higher levels of EE are strongly associated with the promotion of a CCII within organization. The substantial coefficient and significant T statistic indicate that engaged employees are more likely to contribute to and sustain a prioritizes culture that continuous improvement and innovation. This is consistent with research that highlights how engaged employees are more committed, proactive, and willing to contribute innovative ideas, which are essential for fostering an environment of continuous improvement Organizations that invest in increasing EE can thus expect to see stronger innovation outcomes and a more resilient culture of ongoing development [13].

The analysis shows a significant positive relationship between LS and the CCII, with a path coefficient of 0.387, a T statistic of 4.500, and a P-value of 0.000. This indicates that strong leadership support is essential fostering a culture that emphasizes continuous improvement and innovation within an organization. The notable path coefficient and significant T statistic suggest that when leaders are actively involved in guiding and supporting their teams, they create an environment

conducive to ongoing innovation and improvement. This finding is consistent with previous research, which highlights that leadership plays a critical role in organizational culture and shaping driving innovation [21]. Effective leadership not only provides direction inspires also and motivates employees to embrace continuous improvement, ultimately leading to sustained organizational growth and competitive advantage [14].

results demonstrate The significant indirect effect of HRP on the CCII through EE, with a path coefficient of 0.208, a T statistic of 2.971, and a Pvalue of 0.003. This finding highlights that EE serves as a crucial mediating variable that amplifies the impact of HRP on CCII. When HR practices are effectively designed and implemented, they enhance EE, which in turn strengthens the organization's culture of continuous improvement and innovation. This aligns with existing research that emphasizes the role of engaged employees in driving innovation, as they are more likely to contribute ideas and improvements when they feel supported and motivated by robust HR practices fostering employee [7]. Thus, engagement through strategic practices is essential for cultivating an innovative and continuously improving organizational culture [10].

The analysis reveals a significant indirect relationship between HRP and the CCII through LS, with a path coefficient of 0.184, a T statistic of 2.831, and a P-value of 0.005. This suggests that HRP contributes to CCII not only directly but also by enhancing LS, which in turn fosters a culture of innovation and continuous improvement. The significant T statistic and P-value underscore the importance of leadership as a mediating factor in the relationship between HRP and CCII. This finding

aligns with existing research, which emphasizes that HR practices aimed at leadership development can indirectly influence organizational culture by empowering leaders to support and drive innovation initiatives [10]. By reinforcing LS, HRP can effectively cultivate a more innovative and continuously improving organizational environment.

CONCLUSION AND SUGGESTION

The research concludes that HRP significantly impact the CCII both directly and indirectly through EE and LS. The findings highlight that effective HRP not only fosters EE and LS but also plays a crucial role in shaping an organizational culture that prioritizes ongoing improvement and innovation. The indirect effects of HRP through EE and LS further emphasize the importance holistic approach to a management, where enhancing employee involvement and providing strong leadership support are key to driving continuous innovation. Overall, the study underscores the strategic value of HRP in building a resilient and innovative organizational culture. essential for sustaining competitive advantage in a rapidly changing business environment.

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