

RINGKASAN

Triadi Agung Sudarto, Program Doktor Ilmu Akuntansi, Program Pascasarjana Fakultas Ekonomi dan Bisnis, Universitas Airlangga, Surabaya, Desember 2020.
Pengaruh Human Capital Dan Government Policy Terhadap Financial Performance Melalui Business Process Innovation Sebagai Variabel Mediasi (Kasus Pada Pabrik Gula di Wilayah Jawa Timur)

Promotor : Bambang Tjahjadi

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Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh *human capital* dan *government policy* terhadap *financial performance* pabrik gula berbasis tebu dengan menggunakan *Business Process Innovation* sebagai variabel mediasi pada pabrik gula berbasis tebu. Penelitian ini dilakukan pada 20 pabrik gula di wilayah Jawa Timur dengan pengujian pilot test pada PG Krembung Sidoarjo. Pengambilan data dilakukan melalui penyebaran kuesioner kepada karyawan perusahaan dengan sampel manajer serta level supervisor pabrik gula di wilayah PTPN X dan XI. Teknik analisis data menggunakan *Structural Equation Modeling* (SEM) Smart PLS versi 3.0.

Melalui pengujian statistika SEM diperoleh hasil bahwa 1) Pengaruh *human capital* terhadap *financial performance* adalah signifikan; 2) Pengaruh *Government Policy* terhadap *Financial performance* pabrik gula berbasis tebu adalah signifikan; 3) *Business Process Innovation* tidak memediasi pengaruh *Human capital* terhadap *Financial performance* pabrik gula berbasis tebu dan 4) *Business Process Innovation* tidak memediasi pengaruh *Government Policy* terhadap *Financial performance* pabrik gula berbasis tebu.

Perusahaan senantiasa dituntut agar dapat beradaptasi dengan lingkungan yang dinamis sehingga termotivasi untuk terus menciptakan ide baru serta menawarkan hasil produksi yang inovatif sehingga mampu memenuhi dan memuaskan kebutuhan pelanggan yang berkembang. Inovasi terus dilakukan oleh industri gula berbasis tebu seiring dengan kebutuhan revitalisasi pabrik gula. Persaingan bisnis yang semakin meningkat dewasa ini seiring dengan perkembangan zaman, menyebabkan banyak perusahaan dihadapkan pada suatu keadaan dimana suatu entitas harus dapat mengatasi masalah yang dihadapi dengan cepat baik dari faktor internal seperti sumber daya manusia (*human capital*) maupun faktor eksternal perusahaan yaitu kebijakan pemerintah (*government policy*).

Kata Kunci : *Human Capital, Government Policy, Business Process Innovation, Financial performance*

SUMMARY

Triadi Agung Sudarto, Doctoral in Accounting, Postgraduate Program, Faculty of Economics and Business, Airlangga University, Surabaya, December 2020. **The Influence of Human Capital and Government Policy on Financial Performance Through Business Process Innovation as a Mediation Variable (Case in Sugar Factory in East Java Region)**

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This research aims to examine and analyze the effect of human capital and government policies on the financial performance of sugarcane-based sugar factories using Business Process Innovation as a mediating variable in sugarcane-based sugar factories. This research was conducted at 20 sugar factories in East Java with a pilot test at PG Krembung, Sidoarjo. Data were collected by distributing questionnaires to company employees with a sample of managers and sugar factory supervisors in the PTPN X and XI areas. The data analysis technique used Structural Equation Modeling (SEM) Smart PLS version 3.0.

Through SEM statistical testing, the results show that 1) The effect of human capital on financial performance is significant; 2) The effect of Government Policy on the financial performance of sugar cane-based factories is significant; 3) Business Process Innovation does not mediate the effect of Human capital on the financial performance of sugar cane-based factories and 4) Business Process Innovation does not mediate the effect of Government Policy on the financial performance of sugar cane-based factories.

Companies are always required to adapt to dynamic environments so that they are motivated to continue to create new ideas and offer innovative production results so as to meet and satisfy growing customer needs. Sugarcane-based sugar industry continues to innovate in line with the need to revitalize sugar factories. Business competition is increasing today along with the times, causing many companies to be faced with a situation where an entity must be able to solve problems faced quickly both from internal factors such as human capital and company external factors, as government policies.

Key Words: *Human Capital, Government Policy, Business Process Innovation, Financial performance*