

DAFTAR PUSTAKA

- Adam, A., & Lindahl, G. (2017). Applying the dynamic capabilities framework in the case of a large public construction client. *Construction Management and Economics*, 35(7), 420–431. <https://doi.org/10.1080/01446193.2017.1309441>
- Adejare, B. O., Udofia, E. E., & Olaore, G. O. (2023). Strategy integration, sustainable drivers of firm internationalization performance—Moderated by environmental uncertainty and firm capabilities. *Journal of International Entrepreneurship*, 21(3), 301–328. <https://doi.org/10.1007/s10843-023-00328-3>
- Agustia, D., Muhammad, N. P. A., & Permatasari, Y. (2020). Earnings management, business strategy, and bankruptcy risk: evidence from Indonesia. *Heliyon*, 6(2), e03317. <https://doi.org/10.1016/j.heliyon.2020.e03317>
- Agwunobi, A., & Osborne, P. (2016). Dynamic capabilities and healthcare: a framework for enhancing the competitive advantage of hospitals. *California Management Review*, 58(4), 141–162.
- Alandejani, M., & Al-Shaer, H. (2023). Macro Uncertainty Impacts on ESG Performance and Carbon Emission Reduction Targets. *Sustainability (Switzerland)*, 15(5), 1–15. <https://doi.org/10.3390/su15054249>
- Alboliteh, M., Alrashidi, M. S., Alrashidi, N., Gonzales, A., Mostoles, R. J., Pasay-an, E., & Dator, W. L. (2023). Knowledge Management and Sustainability Performance of Hospital Organisations: The Healthcare Managers' Perspective. *Sustainability (Switzerland)*, 15(1), 1–11. <https://doi.org/10.3390/su15010203>
- Ali, B. J., & Anwar, G. (2021). Business strategy: The influence of Strategic Competitiveness on competitive advantage. *International Journal of Electrical, Electronics and Computers*, 6(2), 1–10. <https://doi.org/10.22161/eec.62.1>
- Ali, M. A., Hussin, N., Haddad, H., Al-Araj, R., & Abed, I. A. (2021). A multidimensional view of intellectual capital: The impact on innovation performance. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(4), 216. <https://doi.org/10.3390/joitmc7040216>

- Amar, M. Y., Syariati, A., Ridwan, R., & Parmitasari, R. D. A. (2021). Indonesian hotels' dynamic capability under the risks of covid-19. *Risks*, 9(11), 1–18. <https://doi.org/10.3390/risks9110194>
- Ambrosini, V., & Bowman, C. (2009). What are dynamic capabilities and are they a useful construct in strategic management? *International Journal of Management Reviews*, 11(1), 29–49. <https://doi.org/10.1111/j.1468-2370.2008.00251.x>
- Anna, M. (2011). Akuntansi Keperilakuan Berbasis Nilai-Nilai Ekonomi. *Management and Accounting Journal*, 14, 29–46. <https://journal.um-surabaya.ac.id/balance/article/view/676%0Ahttps://journal.um-surabaya.ac.id/balance/article/view/676/495>
- AntaraNews. (2023, August 22). Direktur Utama RS Haji Jakarta mengundurkan diri. *Antara News*. <https://www.antaraneews.com/berita/3584412/direktur-utama-rs-haji-jakarta-mengundurkan-diri>
- Arabi, Y. M., Azoulay, E., Al-Dorzi, H. M., Phua, J., Salluh, J., Binnie, A., Hodgson, C., Angus, D. C., Cecconi, M., Du, B., Fowler, R., Gomersall, C. D., Horby, P., Juffermans, N. P., Kesecioglu, J., Kleinpell, R. M., Machado, F. R., Martin, G. S., Meyfroidt, G., ... Citerio, G. (2021). How the COVID-19 pandemic will change the future of critical care. *Intensive Care Medicine*, 47(3), 282–291. <https://doi.org/10.1007/s00134-021-06352-y>
- Aragón-Correa, J. A., & Sharma, S. (2003). A Contingent Resource-Based View of Proactive Corporate Environmental Strategy. *The Academy of Management Review*, 28(1), 71. <https://doi.org/10.2307/30040690>
- Asiaei, K., O'Connor, N. G., Barani, O., & Joshi, M. (2023). Green intellectual capital and ambidextrous green innovation: The impact on environmental performance. *Business Strategy and the Environment*, 32(1), 369–386. <https://doi.org/10.1002/bse.3136>
- Attar, M. M. (2020). Organisational culture, knowledge sharing and intellectual capital: Directions for future research. *International Journal of Business and Economics Research*, 9(1), 852–857. <https://doi.org/10.11648/j.ijber.20200901.12>
- Azeem, M., Ahmed, M., Haider, S., & Sajjad, M. (2021). Expanding competitive

advantage through organizational culture, knowledge sharing and organizational innovation. *Technology in Society*, 66(January), 101635. <https://doi.org/10.1016/j.techsoc.2021.101635>

Bari, N., Chimhundu, R., & Chan, K. C. (2022). Dynamic Capabilities to Achieve Corporate Sustainability: A Roadmap to Sustained Competitive Advantage. *Sustainability (Switzerland)*, 14(3). <https://doi.org/10.3390/su14031531>

Barney, J. (1991). Firm Resources and Sustained Competitive Advantage. In *Journal of Management* (Vol. 17, Issue 1, pp. 99–120).

Bel, R. (2018). A property rights theory of competitive advantage. *Strategic Management Journal*, 39(6), 1678–1703. <https://doi.org/10.1002/smj.2707>

Beltramino, N. S., García-Perez-de-Lema, D., & Valdez-Juárez, L. E. (2020). The structural capital, the innovation and the performance of the industrial SMES. *Journal of Intellectual Capital*, 21(6), 913–945. <https://doi.org/10.1108/JIC-01-2019-0020>

Benitez, J., Castillo, A., Llorens, J., & Braojos, J. (2018). IT-enabled knowledge ambidexterity and innovation performance in small U.S. firms: The moderator role of social media capability. *Information and Management*, 55(1), 131–143. <https://doi.org/10.1016/j.im.2017.09.004>

Berger, L., Berger, N., Bosetti, V., Gilboa, I., Hansen, L. P., Jarvis, C., Marinacci, M., & Smith, R. (2020). Uncertainty and Decision-Making During a Crisis: How to Make Policy Decisions in the COVID-19 Context? *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.3647188>

Binci, D., Belisari, S., & Appolloni, A. (2020). BPM and change management: An ambidextrous perspective. *Business Process Management Journal*, 26(1), 1–23. <https://doi.org/10.1108/BPMJ-06-2018-0158>

Birkinshaw, J., Zimmermann, A., & Riasch, S. (2016). How Do Firms Adapt to Discontinuous Change? *California Management Review*, 58(4), 36–58.

Bontis, N., William Chua Chong, K., & Richardson, S. (2000). Intellectual capital and business performance in Malaysian industries. *Journal of Intellectual Capital*, 1(1), 85–100. <https://doi.org/10.1108/14691930010324188>

Bresciani, S., Rehman, S. U., Alam, G. M., Ashfaq, K., & Usman, M. (2023). Environmental MCS package, perceived environmental uncertainty and green

- performance: in green dynamic capabilities and investment in environmental management perspectives. *Review of International Business and Strategy*, 33(1), 105–126. <https://doi.org/10.1108/RIBS-01-2022-0005>
- Bretschger, L., & Soretz, S. (2022). Stranded Assets: How Policy Uncertainty affects Capital, Growth, and the Environment. *Environmental and Resource Economics*, 83(2), 261–288. <https://doi.org/10.1007/s10640-021-00632-3>
- Budiyatno, K. C., & Budiyatno, K. C. (2023). Transformasi Digital Sebagai Bagian Dari Strategi Pemasaran Di Rumah Sakit Siloam Palangka Raya Tahun 2020. *Jurnal Administrasi Rumah Sakit Indonesia*, 8(2). <https://doi.org/10.7454/arsi.v8i2.5547>
- Burk, D. C., & Averbeck, B. B. (2023). Environmental uncertainty and the advantage of impulsive choice strategies. In *PLoS Computational Biology* (Vol. 19, Issue 1). <https://doi.org/10.1371/journal.pcbi.1010873>
- Campos, S., Dias, J. G., Teixeira, M. S., & Correia, R. J. (2020). The link between intellectual capital and business performance: a mediation chain approach. *Journal of Intellectual Capital*, 23(2), 1469–1930. <https://doi.org/10.1108/JIC-12-2019-0302>
- Capolongo, S., Gola, M., Brambilla, A., Morganti, A., Mosca, E. I., & Barach, P. (2020). COVID-19 and healthcare facilities: A decalogue of design strategies for resilient hospitals. *Acta Biomedica*, 91(1), 50–60. <https://doi.org/10.23750/abm.v91i9-S.10117>
- Carter, W. R. (2015). Ambidexterity deconstructed: a hierarchy of capabilities perspective. *Management Research Review*, 38(8), 794–812.
- Charan, J., & Biswas, T. (2013). How to calculate sample size for different study designs in medical research? *Indian Journal of Psychological Medicine*, 35(2), 121–126. <https://doi.org/10.4103/0253-7176.116232>
- Chatterjee, S., Chaudhuri, R., Mariani, M., & Fosso Wamba, S. (2023). Examining the role of intellectual capital on knowledge sharing in digital platform-based MNEs and its impact on firm performance. *Technological Forecasting and Social Change*, 197(February), 122909. <https://doi.org/10.1016/j.techfore.2023.122909>
- Chen, G. Z., & Keung, E. C. (2019). The impact of business strategy on insider

- trading profitability. *Pacific Basin Finance Journal*, 55, 270–282.
<https://doi.org/10.1016/j.pacfin.2019.04.007>
- Chin, W. W. (1998). The Partial Least Squares Approach to Structural Formula Modeling. *Advances in Hospitality and Leisure*, 8 (2) (January 1998), 5.
- Chirumalla, K., Leoni, L., & Oghazi, P. (2023). Moving from servitization to digital servitization: Identifying the required dynamic capabilities and related microfoundations to facilitate the transition. *Journal of Business Research*, 158(January), 113668. <https://doi.org/10.1016/j.jbusres.2023.113668>
- Christian, O. S., & Christian, O. S. (2020). Competitive Advantage and Organisational Performance in Selected Firms. *International Research Journal of Management*, 7(5), 1–12.
- Clauss, T., Kraus, S., Kallinger, F. L., Bican, P. M., Brem, A., & Kailer, N. (2021). Organizational ambidexterity and competitive advantage: The role of strategic agility in the exploration-exploitation paradox. *Journal of Innovation and Knowledge*, 6(4), 203–213. <https://doi.org/10.1016/j.jik.2020.07.003>
- Cooley, S. J., Jones, C. R., Moss, D., & Robertson, N. (2022). Organizational perspectives on outdoor talking therapy: Towards a position of ‘environmental safe uncertainty.’ *British Journal of Clinical Psychology*, 61(1), 132–156. <https://doi.org/10.1111/bjc.12315>
- Coreynen, W., Matthyssens, P., Vanderstraeten, J., & van Witteloostuijn, A. (2020). Unravelling the internal and external drivers of digital servitization: A dynamic capabilities and contingency perspective on firm strategy. *Industrial Marketing Management*, 89, 265–277. <https://doi.org/10.1016/j.indmarman.2020.02.014>
- Creswell, W. J., & Creswell, J. D. (2018). Research Design: Qualitative, Quantitative and Mixed Methods Approaches. In *SAGE Publication, Inc* (Vol. 53, Issue 9). file:///C:/Users/Harrison/Downloads/John W. Creswell & J. David Creswell - Research Design_ Qualitative, Quantitative, and Mixed Methods Approaches (2018).pdf%0Afile:///C:/Users/Harrison/AppData/Local/Mendeley Ltd./Mendeley Desktop/Downloaded/Creswell, Cr
- Dabić, M., Lažnjak, J., Smallbone, D., & Švarc, J. (2019). Intellectual capital,

- organisational climate, innovation culture, and SME performance: Evidence from Croatia. *Journal of Small Business and Enterprise Development*, 26(4), 522–544. <https://doi.org/10.1108/JSBED-04-2018-0117>
- Daou, A., Karuranga, E., & Su, Z. (2013). Intellectual capital in Mexican SMEs from the perspective of the resource-based and dynamic capabilities views. *Journal of Applied Business Research*, 29(6), 1673–1688. <https://doi.org/10.19030/jabr.v29i6.8206>
- Davies, P., Bustinza, O. F., Parry, G., & Jovanovic, M. (2023). Unpacking the relationship between digital capabilities, services capabilities, and firm financial performance: A moderated mediation model. *Industrial Marketing Management*, 115(December 2022), 1–10. <https://doi.org/10.1016/j.indmarman.2023.09.005>
- de Miguel, P. M., De-Pablos-heredero, C., Montes, J. L., & García, A. (2022). Impact of Dynamic Capabilities on Customer Satisfaction through Digital Transformation in the Automotive Sector. *Sustainability (Switzerland)*, 14(8). <https://doi.org/10.3390/su14084772>
- Dedi Abu Samsudin, Eneng Muslihah, & Shobri. (2024). Model Kepemimpinan Pendidikan Kontingensial dan Situasional. *Reslaj: Religion Education Social Laa Roiba Journal*, 6(5), 2564–2570. <https://doi.org/10.47467/reslaj.v6i5.1447>
- Dess, G. G., & Beard, D. W. (1984). *Dimensions of Organizational Task Environments*. 29(1), 52–73.
- detikNews. (2021, October 22). 180.000 Nakes di Dunia Meninggal Akibat Corona, 2.000 dari Indonesia. *DetikNews*. <https://news.detik.com/bbc-world/d-5777716/180-000-nakes-di-dunia-meninggal-akibat-corona-2-000-dari-indonesia>
- DetikNews. (2023, October 3). 5 Fakta Bocah Bekasi Mati Batang Otak Usai Operasi Amandel, Kini Meninggal. *DetikNews*. <https://news.detik.com/berita/d-6962314/5-fakta-bocah-bekasi-mati-batang-otak-usai-operasi-amandel-kini-meninggal>
- Dong, A., Garbuio, M., & Lovallo, D. (2016). *Generative sensing: A design perspective on the microfoundations of sensing capabilities*. 58(4), 97–117.

- Duncan, R. B. (1972). Characteristics of Organizational Environments and Perceived Environmental Uncertainty. *Administrative Science Quarterly*, 17(3), 313. <https://doi.org/10.2307/2392145>
- Duodu, B., & Rowlinson, S. (2019). Intellectual capital for exploratory and exploitative innovation: Exploring linear and quadratic effects in construction contractor firms. *Journal of Intellectual Capital*, 20(3), 382–405. <https://doi.org/10.1108/JIC-08-2018-0144>
- Dyduch, W., Chudziński, P., Cyfert, S., & Zastempowski, M. (2021). Dynamic capabilities, value creation and value capture: Evidence from SMEs under Covid-19 lockdown in Poland. *PLoS ONE*, 16(6 June 2021), 1–28. <https://doi.org/10.1371/journal.pone.0252423>
- Edvinsson, L. (1997). Developing intellectual capital at Skandia. *Long Range Planning*, 30(3), 366–373. [https://doi.org/10.1016/s0024-6301\(97\)90248-x](https://doi.org/10.1016/s0024-6301(97)90248-x)
- Edvinsson, L., & Sullivan, P. (1996). Developing a model for managing intellectual capital. *European Management Journal*, 14(4), 356–364. [https://doi.org/10.1016/0263-2373\(96\)00022-9](https://doi.org/10.1016/0263-2373(96)00022-9)
- Eisenhardt, K. M., & Martin, J. A. (2000). Dynamic capabilities: What are they? *Strategic Management Journal*, 21(10–11), 1105–1121. [https://doi.org/10.1002/1097-0266\(200010/11\)21:10/11<1105::AID-SMJ133>3.0.CO;2-E](https://doi.org/10.1002/1097-0266(200010/11)21:10/11<1105::AID-SMJ133>3.0.CO;2-E)
- Elena-Pérez, S., Saritas, O., Pook, K., & Warden, C. (2011). Ready for the future? Universities' capabilities to strategically manage their intellectual capital. *Foresight*, 13(2), 31–48. <https://doi.org/10.1108/14636681111126238>
- Elsharnouby, T. H., & Elbanna, S. (2021). Change or perish: Examining the role of human capital and dynamic marketing capabilities in the hospitality sector. *Tourism Management*, 82(June 2020), 104184. <https://doi.org/10.1016/j.tourman.2020.104184>
- Englund, H., Stockhult, H., Du Rietz, S., Nilsson, A., & Wennblom, G. (2023). Learning-Environment Uncertainty and Students' Approaches to Learning: A Self-Determination Theory Perspective. *Scandinavian Journal of Educational Research*, 67(4), 559–573. <https://doi.org/10.1080/00313831.2022.2042734>
- Evans, J. M., Brown, A., & Baker, G. R. (2015). Intellectual capital in the healthcare

- sector: A systematic review and critique of the literature. *BMC Health Services Research*, 15(1), 1–14. <https://doi.org/10.1186/s12913-015-1234-0>
- Fainshmidt, S., & Frazier, M. L. (2016). What Facilitates Dynamic Capabilities? The Role of Organizational Climate for Trust. *Long Range Planning*, 50(5), 550–566. <https://doi.org/10.1016/j.lrp.2016.05.005>
- Farida, I., & Setiawan, D. (2022). Business Strategies and Competitive Advantage: The Role of Performance and Innovation. *Journal of Open Innovation: Technology, Market, and Complexity*, 8(3), 163. <https://doi.org/10.3390/joitmc8030163>
- Farzaneh, M., Wilden, R., Afshari, L., & Mehralian, G. (2022). Dynamic capabilities and innovation ambidexterity: The roles of intellectual capital and innovation orientation. *Journal of Business Research*, 148(April), 47–59. <https://doi.org/10.1016/j.jbusres.2022.04.030>
- Foglia, E., Ferrario, L., Lettieri, E., Porazzi, E., & Gastaldi, L. (2019). What drives hospital wards' ambidexterity: Insights on the determinants of exploration and exploitation. *Health Policy*, 123(12), 1298–1307. <https://doi.org/10.1016/j.healthpol.2019.10.004>
- Förster, C., Füreder, N., & Hertelendy, A. (2023). Why time matters when it comes to resilience: how the duration of crisis affects resilience of healthcare and public health leaders. *Public Health*, 215, 39–41. <https://doi.org/10.1016/j.puhe.2022.11.024>
- Foss, N. J., Schmidt, J., & Teece, D. J. (2023). Ecosystem leadership as a dynamic capability. *Long Range Planning*, 56(1), 102270. <https://doi.org/10.1016/j.lrp.2022.102270>
- Fuertes, G., Alfaro, M., Vargas, M., Gutierrez, S., Ternero, R., & Sabatin, J. (2020). Conceptual Framework for the Strategic Management: A Literature Review - Descriptive. *Journal of Engineering (United Kingdom)*, 2020. <https://doi.org/10.1155/2020/6253013>
- Gabrielsson, M., Seppälä, T., & Gabrielsson, P. (2015). Realizing a hybrid competitive strategy and achieving superior financial performance while internationalizing in the high-technology market. *Industrial Marketing Management*, 54, 141–153. <https://doi.org/10.1016/j.indmarman.2015.07.001>

- Ghiasi, A., Zengul, F. D., Ozaydin, B., Nurettin Oner, & Breland, B. K. (2018). The Impact of Hospital Competition on Strategies and Outcomes of Hospitals: A Systematic Review of the U.S. Hospitals 1996-2016. *Journal of Health Care Finance, 44*(2).
- Gifford, R., Fleuren, B., van de Baan, F., Ruwaard, D., Poesen, L., Zijlstra, F., & Westra, D. (2022). To Uncertainty and Beyond: Identifying the Capabilities Needed by Hospitals to Function in Dynamic Environments. *Medical Care Research and Review, 79*(4), 549–561. <https://doi.org/10.1177/10775587211057416>
- Ginesti, G., Caldarelli, A., & Zampella, A. (2018). Exploring the impact of intellectual capital on company reputation and performance. *Journal of Intellectual Capital, 19*(5), 915–934.
- Girod, S. J. G., & Whittington, R. (2017). Reconfiguration, Restructuring an Firm Performance: Dynamic Capabilities and Environmental Dynamism. *Strategic Management Journal, 38*(July), 1121–1133. <https://doi.org/10.1002/smj>
- Haarhaus, T., & Liening, A. (2020). Building dynamic capabilities to cope with environmental uncertainty: The role of strategic foresight. *Technological Forecasting and Social Change, 155*(March), 120033. <https://doi.org/10.1016/j.techfore.2020.120033>
- Hair, J. F., Howard, M. C., & Nitzl, C. (2020). Assessing measurement model quality in PLS-SEM using confirmatory composite analysis. *Journal of Business Research, 109*(November 2019), 101–110. <https://doi.org/10.1016/j.jbusres.2019.11.069>
- Hair, J. F., Matthews, L. M., Matthews, R. L., & Sarstedt, M. (2017). PLS-SEM or CB-SEM: updated guidelines on which method to use. *International Journal of Multivariate Data Analysis, 1*(2), 107. <https://doi.org/10.1504/ijmda.2017.087624>
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review, 31*(1), 2–24. <https://doi.org/10.1108/EBR-11-2018-0203>
- Han, X., Yue, B., & He, Z. (2023). Thriving in uncertainty: examining the relationship between perceived environmental uncertainty and corporate eco-

- innovation through the lens of dynamic capabilities. *Frontiers in Environmental Science*, 11(June), 1–17. <https://doi.org/10.3389/fenvs.2023.1196997>
- Handoyo, S., Suharman, H., Ghani, E. K., & Soedarsono, S. (2023). A business strategy, operational efficiency, ownership structure, and manufacturing performance: The moderating role of market uncertainty and competition intensity and its implication on open innovation. *Journal of Open Innovation: Technology, Market, and Complexity*, 9(2), 100039. <https://doi.org/10.1016/j.joitmc.2023.100039>
- Harun, M. D., Hogset, H., & Mwesiumo, D. (2023). Dynamic capabilities and sustainability performance: Exploring the moderating role of environmental dynamism in the Norwegian fishing industry. *Sustainable Development*, 31(4), 2636–2655. <https://doi.org/10.1002/sd.2536>
- He, X., & Wu, X. (2022). Social networks and ambidextrous innovation in SMEs: the mediating role of dynamic capabilities and the moderating role of technological turbulence. *Technology Analysis and Strategic Management*, 1–14. <https://doi.org/10.1080/09537325.2022.2157710>
- Hejase, H. J., Hejase, A. J., Tabsh, H., & Chalak, H. C. (2016). Intellectual Capital: An Exploratory Study from Lebanon. *Open Journal of Business and Management*, 04(04), 571–605. <https://doi.org/10.4236/ojbm.2016.44061>
- Helfat, C. E., & Peteraf, M. A. (2003). The dynamic resource-based view: Capability lifecycles. *Strategic Management Journal*, 24(10 SPEC ISS.), 997–1010. <https://doi.org/10.1002/smj.332>
- Helfat, C. E., & Peteraf, M. A. (2014). Managerial cognitive capabilities and the microfoundations of dynamic capabilities. *Strategic Management Journal*. <https://doi.org/10.1002/smj>
- Heriyanto, M., Achmad Fajri Febrian, A. F. F., Tito Handoko, T. H., & Syofian, S. (2021). Measurement of natural environment strategy to create an innovation and competitive advantage. *Management Science Letters*, 11, 519–526. <https://doi.org/10.5267/j.msl.2020.9.015>
- Heydari, M., & Soltani, A. (2022). Studying the impact of intellectual capital on financial performance through the interactive variables of dynamic capabilities

in Islamic Azad University of Fars province. *Biannual Journal of Education Experiences*, 5(1).

https://jee.lamerd.iau.ir/article_694452.html
https://jee.lamerd.iau.ir/article_694452_8248b1eff19cea07b5c0be76457ecd99.pdf

Hidalgo-Peñate, A., Padrón-Robaina, V., & Nieves, J. (2019). Knowledge as a driver of dynamic capabilities and learning outcomes. *Journal of Hospitality, Leisure, Sport and Tourism Education*, 24(December 2018), 143–154.
<https://doi.org/10.1016/j.jhlste.2019.02.004>

Hong, J. S., Liu, C. H., Chou, S. F., Yu, T. Y., & Hu, D. C. (2022). Role of big data capabilities in enhancing competitive advantage and performance in the hospitality sector: Knowledge-based dynamic capabilities view. *Journal of Hospitality and Tourism Management*, 51(February), 22–38.
<https://doi.org/10.1016/j.jhtm.2022.02.026>

Hsu, L. C., & Wang, C. H. (2012). Clarifying the Effect of Intellectual Capital on Performance: The Mediating Role of Dynamic Capability. *British Journal of Management*, 23(2), 179–205. <https://doi.org/10.1111/j.1467-8551.2010.00718.x>

Hu, B., & Chen, W. (2016). Business model ambidexterity and technological innovation performance: evidence from China. *Technology Analysis and Strategic Management*, 28(5), 583–600.
<https://doi.org/10.1080/09537325.2015.1122186>

Huang, C. C., & Huang, S. M. (2020). External and internal capabilities and organizational performance: Does intellectual capital matter? *Asia Pacific Management Review*, 25(2), 111–120.
<https://doi.org/10.1016/j.apmr.2019.12.001>

Irawan, I. (2023, June 12). Serikat Pekerja RS Haji apresiasi penyelesaian hutang oleh UIN Jakarta. *ANTARA News*.
<https://haji.kemenag.go.id/v5/detail/selesaikan-likuidasi-ini-langkah-uin-jakarta-kembangkan-rs-haji>

Jansen, J. J. P., Tempelaar, M. P., van den Bosch, F. A. J., & Volberda, H. W. (2009). Structural differentiation and ambidexterity: The mediating role of integration mechanisms. *Organization Science*, 20(4), 797–811.

- <https://doi.org/10.1287/orsc.1080.0415>
- Javanmardi, E., Maresova, P., Xie, N., & Mierzwiak, R. (2024). Exploring business models for managing uncertainty in healthcare, medical devices, and biotechnology industries. *Heliyon*, 10(4). <https://doi.org/10.1016/j.heliyon.2024.e25962>
- Jia, H.-J., Zhuang, Z.-Y., Xie, Y.-X., Wang, Y.-X., & Wu, S.-Y. (2023). Research on Dynamic Capability and Enterprise Open Innovation. *Sustainability*, 15(2), 1234. <https://doi.org/10.3390/su15021234>
- Jia, J., & Li, Z. (2020). Does external uncertainty matter in corporate sustainability performance? *Journal of Corporate Finance*, 65(October), 101743. <https://doi.org/10.1016/j.jcorpfin.2020.101743>
- Jiang, Q., & McCabe, S. (2021). Information technology and destination performance: Examining the role of dynamic capabilities. *Annals of Tourism Research*, 91, 103292. <https://doi.org/10.1016/j.annals.2021.103292>
- Judd, M., Horne, A. C., & Bond, N. (2023). Perhaps, perhaps, perhaps: Navigating uncertainty in environmental flow management. *Frontiers in Environmental Science*, 11(February), 1–13. <https://doi.org/10.3389/fenvs.2023.1074896>
- Kafetzopoulos, D. (2020). Organizational ambidexterity: antecedents, performance and environmental uncertainty. *Business Process Management Journal*, 27(3), 922–940. <https://doi.org/10.1108/BPMJ-06-2020-0300>
- Kafetzopoulos, D., Psomas, E., & Skalkos, D. (2020). Innovation dimensions and business performance under environmental uncertainty. *European Journal of Innovation Management*, 23(5), 856–876. <https://doi.org/10.1108/EJIM-07-2019-0197>
- Koç, E., Delibaş, M. B., & Anadol, Y. (2022). Environmental Uncertainties and Competitive Advantage: A Sequential Mediation Model of Supply Chain Integration and Supply Chain Agility. *Sustainability (Switzerland)*, 14(14). <https://doi.org/10.3390/su14148928>
- Koentjoro, S., & Gunawan, S. (2020). Managing knowledge, dynamic capabilities, innovative performance, and creating sustainable competitive advantage in family companies: A case study of a family company in Indonesia. *Journal of Open Innovation: Technology, Market, and Complexity*, 6(3), 90.

<https://doi.org/10.3390/JOITMC6030090>

- KPPU. (2020). Penelitian Pelaku Usaha dan Struktur Pasar Pada Sektor Jasa Rumah Sakit. *Komisi Pengawas Persaingan Usaha*, 1–10. <https://sirs.kemkes.go.id/fo/>
- Lavie, D., Stettner, U., & Tushman, M. L. (2010). Exploration and exploitation within and across organizations. *Academy of Management Annals*, 4(1), 109–155. <https://doi.org/10.1080/19416521003691287>
- Lee, K., & Yoo, J. (2019). How does open innovation lead competitive advantage? A dynamic capability view perspective. *PLoS ONE*, 14(11), 1–18. <https://doi.org/10.1371/journal.pone.0223405>
- Leonard-Barton, D. (1992). Core Capabilities and Core Rigidities: A Paradox In Managing New Product Development. *Strategic Management Journal*, 13, 111–125. <https://doi.org/10.4324/9781003086987-19>
- Li, G. (2022). Research on the Relationships between Knowledge-Based Dynamic Capabilities, Organizational Agility, and Firm Performance. *Journal of Risk and Financial Management*, 15(12). <https://doi.org/10.3390/jrfm15120606>
- Li, Y. Q., & Liu, C. H. S. (2018). The role of problem identification and intellectual capital in the management of hotels' competitive advantage-an integrated framework. *International Journal of Hospitality Management*, 75(May), 160–170. <https://doi.org/10.1016/j.ijhm.2018.05.022>
- Liao, Z. (2016). Temporal cognition, environmental innovation, and the competitive advantage of enterprises. *Journal of Cleaner Production*, 135, 1045–1053. <https://doi.org/10.1016/j.jclepro.2016.07.021>
- Likoum, S. W. B., & Shamout, M. D. (2018). Market-sensing capability, innovativeness, brand management systems, market dynamism, competitive intensity, and performance: An integrative review. *Journal of the Knowledge Economy*, 11, 593–613.
- Lin, H. E., McDonough, E. F., Yang, J., & Wang, C. (2017). Aligning Knowledge Assets for Exploitation, Exploration, and Ambidexterity: A Study of Companies in High-Tech Parks in China. *Journal of Product Innovation Management*, 34(2), 122–140. <https://doi.org/10.1111/jpim.12337>
- Longo, F., Siciliani, L., Moscelli, G., & Gravelle, H. (2019). Does hospital

- competition improve efficiency? The effect of the patient choice reform in England. *Health Economics (United Kingdom)*, 28(5), 618–640. <https://doi.org/10.1002/hec.3868>
- Ma, H. (2000). Competitive advantage and firm performance. *Competitiveness Review*, 10(2), 15–32. <https://doi.org/10.1108/eb046396>
- Ma, Z., Augustijn, K. D., De Esch, I. J. P., & Bossink, B. A. G. (2023). Micro-foundations of dynamic capabilities to facilitate university technology transfer. *PLoS ONE*, 18(3 March), 1–16. <https://doi.org/10.1371/journal.pone.0283777>
- Mahmood, T., & Mubarik, M. S. (2020). Balancing innovation and exploitation in the fourth industrial revolution: Role of intellectual capital and technology absorptive capacity. *Technological Forecasting and Social Change*, 160(June), 120248. <https://doi.org/10.1016/j.techfore.2020.120248>
- March, J. G. (1991). Exploration and exploitation in organizational learning. *Organization Science*, 2(1), 71–87. <https://doi.org/10.3280/so2008-002006>
- Matysiak, L., Rugman, A. M., & Bausch, A. (2018). Dynamic Capabilities of Multinational Enterprises: The Dominant Logics Behind Sensing, Seizing, and Transforming Matter! *Management International Review*, 58(2), 225–250. <https://doi.org/10.1007/s11575-017-0337-8>
- Maulana, N. (2020). Menelisik Strategi Pemasaran Rumah Sakit Menggunakan Market Based-Management. *Jurnal Manajemen Bisnis*, 17(3), 374. <https://doi.org/10.38043/jmb.v17i3.2527>
- McDowell, W. C., Peake, W. O., Coder, L. A., & Harris, M. L. (2018). Building small firm performance through intellectual capital development: Exploring innovation as the “black box.” *Journal of Business Research*, 88(June 2017), 321–327. <https://doi.org/10.1016/j.jbusres.2018.01.025>
- Mikalef, P., Krogstie, J., Pappas, I. O., & Pavlou, P. (2020). Exploring the relationship between big data analytics capability and competitive performance: The mediating roles of dynamic and operational capabilities. *Information and Management*, 57(2), 103169. <https://doi.org/10.1016/j.im.2019.05.004>
- Milliken, F. J. (1987). Three Types of Perceived Uncertainty About the

- Environment: State, Effect, and Response Uncertainty. *Academy of Management Review*, 12(1), 133–143.
<https://doi.org/10.5465/amr.1987.4306502>
- Mintzberg, H., Ahlstrand, B., & Lampel, J. (1998). Strategy Safari Wilds of Strategic Management. *Free Press*, 406.
<http://www.loc.gov/catdir/bios/simon051/98009694.html>
- Monteiro, A. P., Soares, A. M., & Rua, O. L. (2019). Linking intangible resources and entrepreneurial orientation to export performance: The mediating effect of dynamic capabilities. *Journal of Innovation and Knowledge*, 4(3), 179–187.
<https://doi.org/10.1016/j.jik.2019.04.001>
- Moreira, A. C., Navaia, E. C., & Ribau, C. (2022). The Importance of Exploration and Exploitation Innovation in Emerging Economies. *Journal of Open Innovation: Technology, Market, and Complexity*, 8(3).
<https://doi.org/10.3390/joitmc8030140>
- Muhammad, R. A., & Salma, N. (2021). The Effects of Intellectual Capital and Knowledge Management Processes on Dynamic Capabilities of the Organizations. *Journal of Contemporary Issues in Business and Government*, 27(3). <https://doi.org/10.47750/cibg.2021.27.03.265>
- Mura, M., Radaelli, G., Spiller, N., Lettieri, E., & Longo, M. (2014). The effect of social capital on exploration and exploitation: Modelling the moderating effect of environmental dynamism. *Journal of Intellectual Capital*, 15(3), 430–450.
<https://doi.org/10.1108/JIC-05-2014-0057>
- Nassani, A. A., Javed, A., Radulescu, M., Yousaf, Z., Secara, C. G., & Tolea, C. (2022). Achieving Green Innovation in Energy Industry through Social Networks, Green Dynamic Capabilities, and Green Organizational Culture. *Energies*, 15(16). <https://doi.org/10.3390/en15165925>
- Nhon, H. T., Phuong, N. Van, Trung, N. Q., & Thong, B. Q. (2020). Exploring the mediating role of dynamic capabilities in the relationship between intellectual capital and performance of information and communications technology firms. *Cogent Business and Management*, 7(1).
<https://doi.org/10.1080/23311975.2020.1831724>
- Nilsen, P., Seing, I., Ericsson, C., Birken, S. A., & Schildmeijer, K. (2020).

- Characteristics of successful changes in health care organizations: an interview study with physicians, registered nurses and assistant nurses. *BMC Health Services Research*, 20(1), 1–8. <https://doi.org/10.1186/s12913-020-4999-8>
- Niwash, M. N. K., Cek, K., & Eyupoglu, S. Z. (2022). Intellectual Capital and Competitive Advantage and the Mediation Effect of Innovation Quality and Speed, and Business Intelligence. *Sustainability (Switzerland)*, 14(6). <https://doi.org/10.3390/su14063497>
- Nugraha, A. P., & Soewarno, N. (2024). An Evaluation On The Implementation Of Management Control In Industrial Companies According To Contingency Theory. *Jurnal Aplikasi Manajemen*, 22(2), 562–574.
- O’Cass, A., Heirati, N., & Ngo, L. V. (2014). Achieving new product success via the synchronization of exploration and exploitation across multiple levels and functional areas. *Industrial Marketing Management*, 43(5), 862–872. <https://doi.org/10.1016/j.indmarman.2014.04.015>
- O’Reilly, C. A., & Tushman, M. (2013). Organizational Ambidexterity: Past, Present and Future. *SSRN Electronic Journal*, 142. <https://doi.org/10.2139/ssrn.2285704>
- Ochie, C., Nyuur, R. B., Ludwig, G., & Cunningham, J. A. (2022). Dynamic capabilities and organizational ambidexterity: New strategies from emerging market multinational enterprises in Nigeria. *Thunderbird International Business Review*, 64(5), 493–509. <https://doi.org/10.1002/tie.22266>
- Ofek, E., & Sarvary, M. (2001). Leveraging the customer base: Creating competitive advantage through knowledge management. *Management Science*, 47(11), 1441–1456. <https://doi.org/10.1287/mnsc.47.11.1441.10249>
- Ozanne, L. K., Chowdhury, M., Prayag, G., & Mollenkopf, D. A. (2022). SMEs navigating COVID-19: The influence of social capital and dynamic capabilities on organizational resilience. *Industrial Marketing Management*, 104(August 2021), 116–135. <https://doi.org/10.1016/j.indmarman.2022.04.009>
- Pangarso, A., Astuti, E. S., Raharjo, K., & Afrianty, T. W. (2020). Data of innovation ambidexterity as a mediator in the absorptive capacity effect on sustainable competitive advantage. *Data in Brief*, 29, 105200.

<https://doi.org/10.1016/j.dib.2020.105200>

Paoloni, N., Mattei, G., Dello Strologo, A., & Celli, M. (2020). The present and future of intellectual capital in the healthcare sector: A systematic literature review. *Journal of Intellectual Capital*, 21(3), 357–379.

<https://doi.org/10.1108/JIC-10-2019-0237>

Park, Y. S., Konge, L., & Artino, A. R. (2020). The Positivism Paradigm of Research. *Academic Medicine*, 95, 690–694.

<https://doi.org/10.1097/ACM.0000000000003093>

Parnell, J., & Brady, M. (2019). Capabilities, strategies and firm performance in the United Kingdom. *Journal of Strategy and Management*, 12(1), 153–172.

<https://doi.org/10.1108/JSMA-10-2018-0107>

Peñalba-Aguirrezabalaga, C., Sáenz, J., & Ritala, P. (2020). Marketing-specific intellectual capital: conceptualization, scale development and empirical illustration. *Journal of Intellectual Capital*, 21(6), 947–984.

<https://doi.org/10.1108/JIC-05-2019-0095>

Peng, X., Li, Y., Guo, C., Peng, L., & Tan, S. (2023). “Risk” or “Opportunity”? The High Sensitivity of Corporate Green Innovation to Environmental Policy Uncertainty: Evidence from China. *Sustainability (Switzerland)*, 15(11).

<https://doi.org/10.3390/su15118983>

Peralta, V. P., Rojo, M. B., Romero, N. B., Bastidas, C. S., & Orozco, A. P. (2018). Intellectual Capital: A comparative view between enterprises and universities.

International Journal on Advanced Science, Engineering and Information Technology, 8(2), 350–357. <https://doi.org/10.18517/ijaseit.8.2.3253>

Pereira-Moliner, J., Molina-Azorín, J. F., Tarí, J. J., López-Gamero, M. D., & Pertusa-Ortega, E. M. (2021). How do dynamic capabilities explain hotel performance?

International Journal of Hospitality Management, 98. <https://doi.org/10.1016/j.ijhm.2021.103023>

Peters, K., & Buijs, P. (2022). Strategic ambidexterity in green product innovation: Obstacles and implications. *Business Strategy and the Environment*, 31(1),

173–193. <https://doi.org/10.1002/bse.2881>

Phillips-Hall, C. A., & Galbraith, C. S. (2019). Cultural consensus, communication networks and burnout: The case of an indigenous owned technology firm in a

- Small Island Developing State. *The Journal of High Technology Management Research*, 30(1), 59–69.
<https://doi.org/https://doi.org/10.1016/j.hitech.2018.12.004>
- Pigola, A., & Costa, P. R. da. (2021). Intellectual Dynamics : a Future for Dynamic Capabilities and Intellectual Capital. *International Journal of Development Research*, 11(06), 48047–48055.
- Popadiuk, S., Luz, A. R. S., & Kretschmer, C. (2018). Dynamic Capabilities and Ambidexterity: How are These Concepts Related? *Revista de Administração Contemporânea*, 22(5), 639–660. <https://doi.org/10.1590/1982-7849rac2018180135>
- Porter, M. E. (1998a). Competitive advantage: creating and sustaining superior performance. In *New York: Free-Press*. Free-Press.
- Porter, M. E. (1998b). Competitive Strategy: Techniques for Analyzing Industries and Competitors. In *Competitive Strategy: Techniques for Analyzing Industries and Competitors*. <https://doi.org/10.4324/9781912281060>
- Prabowo, H., Sriwidadi, T., & Ikhsan, R. B. (2021). The Influence of Dynamic Capability on Sustainable. *Journal of Asian Finance, Economics and Business*, 8(6), 949–959. <https://doi.org/10.13106/jafeb.2021.vol8.no6.0949>
- Prena, G. Das, & Kustina, K. T. (2020). Relationship of Intellectual Capital to Dynamic Capabilities in Village Credit Institutions. *GIS Business*, 15(1).
- Priyono, A., & Hidayat, A. (2022). Dynamic Capabilities for Open Innovation: A Typology of Pathways toward Aligning Resources, Strategies and Capabilities. *Journal of Open Innovation: Technology, Market, and Complexity*, 8(4), 206. <https://doi.org/10.3390/joitmc8040206>
- Pundziene, A., Nikou, S., & Bouwman, H. (2021). The nexus between dynamic capabilities and competitive firm performance: the mediating role of open innovation. *European Journal of Innovation Management*, 25(6), 152–177.
<https://doi.org/10.1108/EJIM-09-2020-0356>
- Pundziene, L. J. A. (2016). The relationship between dynamic capabilities and firm competitive advantage: the mediating role of organizational ambidexterity. *European Business Review*, 28(4), 1–15.
- Putri, A. M. H. (2023, February 14). Rumah Sakit Umum di RI Meningkat, Paling

- Banyak Punya Swasta. *CNBC Indonesia*.
<https://www.cnbcindonesia.com/research/20230214075125-128-413532/rumah-sakit-umum-di-ri-meningkat-paling-banyak-punya-swasta>
- Qaiyum, S., & Wang, C. L. (2018). Understanding internal conditions driving ordinary and dynamic capabilities in Indian high-tech firms. *Journal of Business Research*, 90(July 2017), 206–214.
<https://doi.org/10.1016/j.jbusres.2018.05.014>
- Qiu, X., Holmen, E., Havenvid, M., De Boer, L., & Hermundsdottir, F. (2022). Open for business: Towards an interactive view on dynamic capabilities. *Industrial Marketing Management*, 107(September), 148–160.
<https://doi.org/10.1016/j.indmarman.2022.09.027>
- Raisch, S., & Birkinshaw, J. (2008). Organizational ambidexterity: Antecedents, outcomes, and moderators. *Journal of Management*, 34(3), 375–409.
<https://doi.org/10.1177/0149206308316058>
- Rao, B. S. M. K. (2016). Effect of Intellectual Capital on Dynamic capabilities. *Journal of Organizational Change Management*, 29(2).
- Rehman, S. U., Bresciani, S., Ashfaq, K., & Alam, G. M. (2022). Intellectual capital, knowledge management and competitive advantage: a resource orchestration perspective. *Journal of Knowledge Management*, 26(7), 1705–1731. <https://doi.org/10.1108/JKM-06-2021-0453>
- Ricardianto, P., Lembang, A. T., Tatiana, Y., Ruminda, M., Kholdun, A. I., Kusuma, I. G. N. A. G. E. T., Sembiring, H. F. A., Sudewo, G. C., Suryani, D., & Endri, E. (2023). Enterprise risk management and business strategy on firm performance: The role of mediating competitive advantage. *Uncertain Supply Chain Management*, 11(1), 249–260.
<https://doi.org/10.5267/j.uscm.2022.10.002>
- Rosing, K., & Zacher, H. (2017). Individual ambidexterity: the duality of exploration and exploitation and its relationship with innovative performance. *European Journal of Work and Organizational Psychology*, 26(5), 694–709.
<https://doi.org/10.1080/1359432X.2016.1238358>
- Rothschild, M. L. (1979). Marketing communications in nonbusiness situations or why it's so hard to sell brotherhood like soap. *Journal of Marketing*,

- 43(Spring), 11–20. <https://doi.org/10.2307/1250737>
- Rotjanakorn, A., Sadangharn, P., & Na-Nan, K. (2020). Development of dynamic capabilities for automotive industry performance under disruptive innovation. *Journal of Open Innovation: Technology, Market, and Complexity*, 6(4), 1–19. <https://doi.org/10.3390/joitmc6040097>
- Sanchez-Gutierrez, J., Mejia-Trejo, J., Vargas-Barraza, J. A., & Vazquez-Avila, G. (2016). Intellectual capital, impact factor on competitiveness: manufacturing industry SMEs in Mexico. *Measuring Business Excellence*, 20(1), 1–11. <https://doi.org/10.1108/MBE-12-2015-0059>
- Sardo, F., Serrasqueiro, Z., & Alves, H. (2018). On the relationship between intellectual capital and financial performance: A panel data analysis on SME hotels. *International Journal of Hospitality Management*, 75(March), 67–74. <https://doi.org/10.1016/j.ijhm.2018.03.001>
- Sarstedt, M., Hair, J. F., Cheah, J. H., Becker, J. M., & Ringle, C. M. (2019). How to specify, estimate, and validate higher-order constructs in PLS-SEM. *Australasian Marketing Journal*, 27(3), 197–211. <https://doi.org/10.1016/j.ausmj.2019.05.003>
- Schermelleh-Engel, K., Moosbrugger, H., & Müller, H. (2003). Evaluating the fit of structural equation models: Tests of significance and descriptive goodness-of-fit measures. *MPR-Online*, 8(2), 23–74.
- Schoemaker, P. J. H., Heaton, S., & Teece, D. (2018). Innovation, dynamic capabilities, and leadership. *California Management Review*, 00(0), 1–28. <https://doi.org/10.1177/0008125618790246>
- Seimon, A. T. M., & Endagamage, D. M. (2022). Is Organizational Ambidexterity a Good Booster to Supply Chain Flexibility in the Textile and Apparel Industry? *International Journal of Multidisciplinary: Applied Business and Education Research*, 3(6), 1043–1059. <https://doi.org/10.11594/ijmaber.03.06.09>
- Sekaran, U., & Bougie, R. (2016). Research Methods for Business: A Skill-Building Approach. In *John Wiley and Sons: Vol. 7th ed.* <https://doi.org/10.1108/lodj-06-2013-0079>
- Settembre-Blundo, D., González-Sánchez, R., Medina-Salgado, S., & García-

- Muiña, F. E. (2021). Flexibility and Resilience in Corporate Decision Making: A New Sustainability-Based Risk Management System in Uncertain Times. *Global Journal of Flexible Systems Management*, 22(December), 107–132. <https://doi.org/10.1007/s40171-021-00277-7>
- Shah, A. P., Walker, K. A., Walker, K. G., Hawick, L., & Cleland, J. (2023). “It’s making me think outside the box at times”: a qualitative study of dynamic capabilities in surgical training. *Advances in Health Sciences Education*, 28(2), 499–518. <https://doi.org/10.1007/s10459-022-10170-2>
- Sheikh, Y., & Kanyal, D. (2023). Assessing the impact of hospital marketing in attracting the patient for service consumption in tertiary care hospital in central India. *F1000Research*, 12, 1065. <https://doi.org/10.12688/f1000research.135189.1>
- Sheng, M. L., & Hartmann, N. N. (2019). Impact of subsidiaries’ cross-border knowledge tacitness shared and social capital on MNCs’ explorative and exploitative innovation capability. *Journal of International Management*, 25(4). <https://doi.org/10.1016/j.intman.2019.100705>
- Singh, H., Dey, A. K., & Sahay, A. (2020). Exploring sustainable competitive advantage of multispecialty hospitals in dynamic environment. *Competitiveness Review*, 30(5), 595–609. <https://doi.org/10.1108/CR-12-2018-0091>
- Skellern, M. (2017). The Hospital as a Multi-Product Firm : Measuring the Effect of Hospital Competition on Quality Using Patient-Reported Outcome Measures. *London School of Economics and Political Science*, 1484, 1–52.
- Skordoulis, M., Ntanos, S., Kyriakopoulos, G. L., Arabatzis, G., Galatsidas, S., & Chalikias, M. (2020). Environmental innovation, open innovation dynamics and competitive advantage of medium and large-sized firms. *Journal of Open Innovation: Technology, Market, and Complexity*, 6(4), 1–30. <https://doi.org/10.3390/joitmc6040195>
- Stewart, T. (1998). Intellectual capital: The new wealth of organizations. In *Performance Improvement* (Vol. 37, Issue 7, pp. 56–59). <https://doi.org/10.1002/pfi.4140370713>
- Suzuki, O. (2019). Uncovering moderators of organisational ambidexterity:

- evidence from the pharmaceutical industry. *Industry and Innovation*, 26(4), 391–418. <https://doi.org/10.1080/13662716.2018.1431525>
- Sveiby, K. E. (1997). The Intangible Assets Monitor. *Journal of Human Resource Costing & Accounting*, 2(1), 73–97.
- Tarba, S. Y., Jansen, J. J. P., Mom, T. J. M., Raisch, S., & Lawton, T. C. (2020). A microfoundational perspective of organizational ambidexterity: Critical review and research directions. *Long Range Planning*, 53(6), 102048. <https://doi.org/10.1016/j.lrp.2020.102048>
- Tarihoran, A. D. B., Hubeis, M., Jahroh, S., & Zulbainarni, N. (2023). Market-based dynamic capabilities for MSMEs: Evidence from Indonesia's ornamental fish industry. *Journal of Open Innovation: Technology, Market, and Complexity*, 9(3), 100123. <https://doi.org/10.1016/j.joitmc.2023.100123>
- Teece. (2019). A capability theory of the firm: an economics and (Strategic) management perspective. *New Zealand Economic Papers*, 53(1), 1–43. <https://doi.org/10.1080/00779954.2017.1371208>
- Teece, D. J. (2012). Dynamic Capabilities: Routines versus Entrepreneurial Action. *Journal of Management Studies*, 49(8), 1395–1401. <https://doi.org/10.1111/j.1467-6486.2012.01080.x>
- Teece, D. J. (2018). Dynamic capabilities as (workable) management systems theory. *Journal of Management and Organization*, 24(3), 359–368. <https://doi.org/10.1017/jmo.2017.75>
- Teece, D. J., Peteraf, M., & Leih, S. (2016). Dynamic Capabilities and Organizational Agility. *California Management Review*, 58(4), 13–35.
- Teece, D. J., Pisano, G., & Shuen, A. (1997). Dynamic capabilities and strategic management. *Strategic Management Journal*, 18(April 1991), 509–533. <https://doi.org/10.1093/0199248540.003.0013>
- Teece, D., & Pisano, G. (1994). The dynamic capabilities of firms: An introduction. *Industrial and Corporate Change*, 3(3), 537–556. <https://doi.org/10.1093/icc/3.3.537-a>
- Tempo.co. (2023, June 23). RS Haji Jakarta didemo, karyawan curhat gaji dipotong, THR tertunggak, hingga iuran BPJS Ketenagakerjaan tak dibayar. *Bisnis Tempo.Co.* <https://bisnis.tempo.co/read/1736700/rs-haji-jakarta-didemo->

karyawan-curhat-gaji-dipotong-thr-tertunggak-hingga-iuran-bpjs-ketenagakerjaan-tak-dibayar

- Tempo.co. (2024, July 12). *RS Haji Jakarta Bakal PHK 260 Pekerja Usai UIN Syarif Hidayatullah Rampungkan Likuidasi*.
<https://bisnis.tempo.co/read/1886043/rs-haji-jakarta-bakal-phk-260-pekerja-usai-uin-syarif-hidayatullah-rampungkan-likuidasi>
- Turner, N., Maylor, H., & Swart, J. (2015). Ambidexterity in projects: An intellectual capital perspective. *International Journal of Project Management*, 33(1), 177–188. <https://doi.org/10.1016/j.ijproman.2014.05.002>
- Úbeda-García, M., Marco-Lajara, B., Zaragoza-Sáez, P. C., Manresa-Marhuenda, E., & Poveda-Pareja, E. (2022). Green ambidexterity and environmental performance: The role of green human resources. *Corporate Social Responsibility and Environmental Management*, 29(1), 32–45. <https://doi.org/10.1002/csr.2171>
- Untari, P. H. (2024, July 26). Dewas Desak Fraud Rumah Sakit (RS) ke BPJS Kesehatan Ditangani Serius. *Bisnis.Com*.
<https://finansial.bisnis.com/read/20240726/215/1785632/dewas-desak-fraud-rumah-sakit-rs-ke-bpjs-kesahatan-ditangani-serius>
- Ürü, F. O., Gözükar, E., & Ünsal, A. A. (2024). Organizational Ambidexterity, Digital Transformation, and Strategic Agility for Gaining Competitive Advantage in SMEs. *Sosyal Mucit Academic Review*, 5(1), 1–23. <https://doi.org/10.54733/smar.1386357>
- Utomo, H. S., & Susanta, S. (2022). Environmental Uncertainty as a Moderator of Entrepreneurship Orientation and Innovation Capability during the Pandemic: A Case of Written Batik SMEs in Yogyakarta. *F1000Research*, 10. <https://doi.org/10.12688/f1000research.53433.2>
- van de Wetering, R. (2022). The role of enterprise architecture-driven dynamic capabilities and operational digital ambidexterity in driving business value under the COVID-19 shock. *Heliyon*, 8(11), e11484. <https://doi.org/10.1016/j.heliyon.2022.e11484>
- van Lieshout, J. W. F. C., van der Velden, J. M., Blomme, R. J., & Peters, P. (2021). The interrelatedness of organizational ambidexterity, dynamic capabilities and

- open innovation: a conceptual model towards a competitive advantage. *European Journal of Management Studies*, 26(2/3), 39–62. <https://doi.org/10.1108/ejms-01-2021-0007>
- Vecchiato, R., & Roveda, C. (2010). Strategic foresight in corporate organizations: Handling the effect and response uncertainty of technology and social drivers of change. *Technological Forecasting and Social Change*, 77(9), 1527–1539. <https://doi.org/10.1016/j.techfore.2009.12.003>
- Venkatraman, N., Lee, C., & Iyer, B. (2007). Strategic Ambidexterity and Sales Growth: A Longitudinal Test in the Software Sector Strategic. *Academy of Management Proceedings*, unpublishe, 1–45.
- Wang, Y., Su, X., Wang, H., & Zou, R. (2019). Intellectual capital and technological dynamic capability: evidence from Chinese enterprises. *Journal of Intellectual Capital*, 20(4), 453–471. <https://doi.org/10.1108/JIC-06-2018-0096>
- Watkins, V. J., Shee, A. W., Field, M., Alston, L., Hills, D., Albrecht, S. L., Ockerby, C., & Hutchinson, A. M. (2024). Rural healthcare workforce preparation, response, and work during the COVID-19 pandemic in Australia: Lessons learned from in-depth interviews with rural health service leaders. *Health Policy*, 145(February), 105085. <https://doi.org/10.1016/j.healthpol.2024.105085>
- Wendra, W., Sule, E. T., Joeliaty, J., & Azis, Y. (2019). Exploring dynamic capabilities, intellectual capital and innovation performance relationship: Evidence from the garment manufacturing. *Business: Theory and Practice*, 20, 123–136. <https://doi.org/10.3846/BTP.2019.12>
- Weqar, F., Khan, A. M., Raushan, M. A., & Haque, S. M. I. (2021). Measuring the Impact of Intellectual Capital on the Financial Performance of the Finance Sector of India. *Journal of the Knowledge Economy*, 12(3), 1134–1151. <https://doi.org/10.1007/s13132-020-00654-0>
- Wernerfelt, B. (1995). The resource-based view of the firm: ten years after. *Strategic Management Journal*, 16(3), 171–174.
- Widayanto, A. D. R., Harmono, H., Apriyanto, G., & Hidayatullah, S. (2023). Optimizing firm value: the impact of intellectual capital with competitive

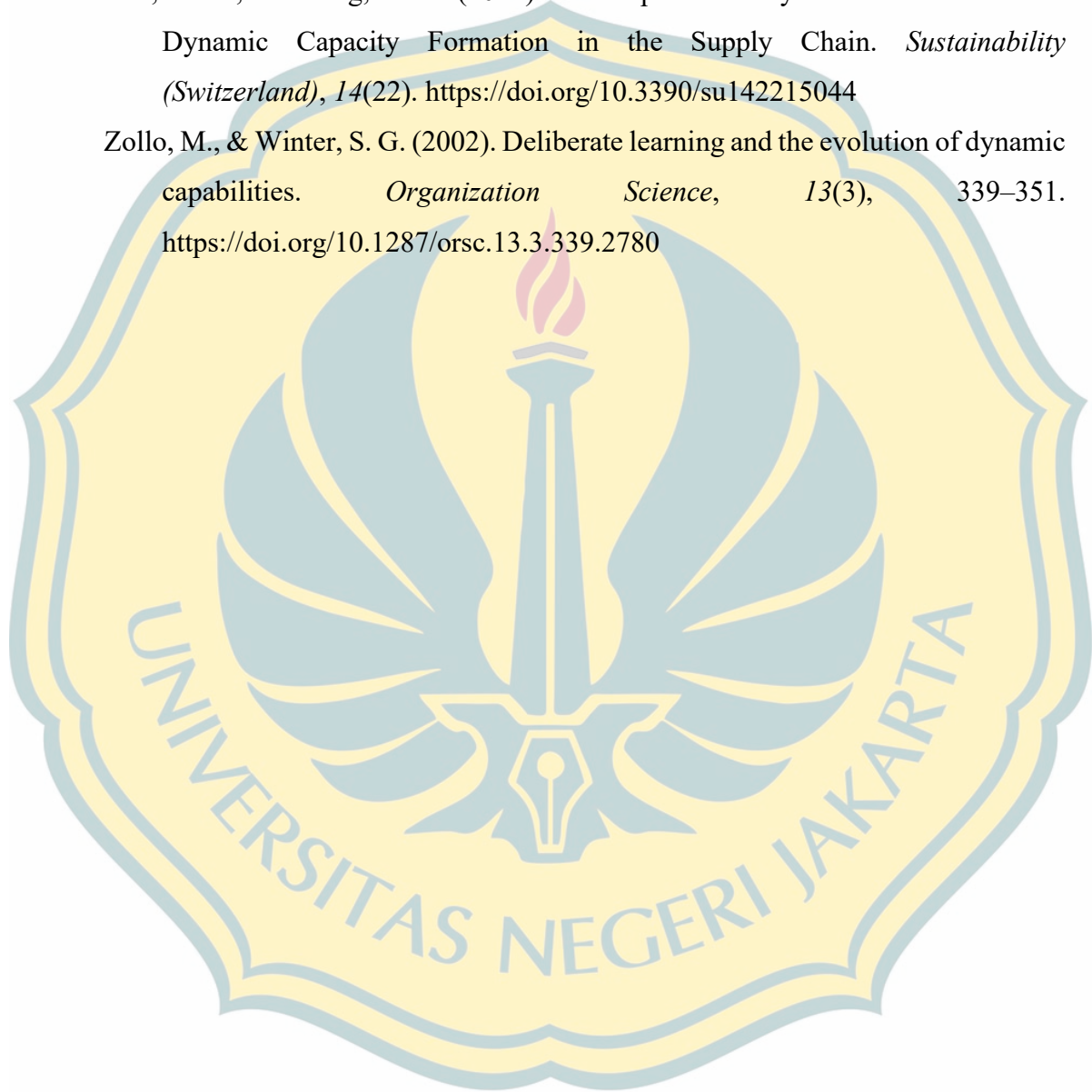
- advantage. *Jurnal Penelitian*, 20(2), 107–124.
<https://doi.org/10.26905/jp.v20i2.12805>
- Wilden, R., Gudergan, S., Akaka, M. A., Averdung, A., & Teichert, T. (2019). The role of cocreation and dynamic capabilities in service provision and performance: A configurational study. *Industrial Marketing Management*, 78(March 2017), 43–57. <https://doi.org/10.1016/j.indmarman.2018.06.008>
- Wilhelm, H., Schlömer, M., & Maurer, I. (2015). How dynamic capabilities affect the effectiveness and efficiency of operating routines under high and low levels of environmental dynamism. *British Journal of Management*, 26(2), 327–345. <https://doi.org/10.1111/1467-8551.12085>
- Winter, S. G. (2003). Understanding dynamic capabilities. *Strategic Management Journal*, 24(10 SPEC ISS.), 991–995. <https://doi.org/10.1002/smj.318>
- Xu, J., & Liu, F. (2020). The impact of intellectual capital on firm performance: A modified and extended vaic model. *Journal of Competitiveness*, 12(1), 161–176. <https://doi.org/10.7441/joc.2020.01.10>
- Yamin, S., Gunasekaran, A., Mavondo, F. T., Ortega, M. J. R., Panwar, R., Nybakk, E., Hansen, E., Pinkse, J., Laari, S., Töyli, J., Ojala, L., Hosseini, A. S., Soltani, S., Mehdizadeh, M., Greckhamer, T., Gur, F. A., Palencia, D. B., Lopez-Barraza, L., & Jimenez, J. M. (2021). Disentangling combinations and contingencies of generic strategies: A set-theoretic configurational approach. *Journal of Cleaner Production*, 210(2), 1–12. [https://doi.org/10.1016/S0166-4972\(99\)00024-3](https://doi.org/10.1016/S0166-4972(99)00024-3)
- Yankes, D. (2023). *Rekap Rumah Sakit berdasarkan kelas (Nasional)*. RS Online. https://sirs.kemkes.go.id/fo/home/dashboard_rs?id=0
- Yanuar, S. E., & Fontana, A. (2022). The Effect of Strategic Entrepreneurship on Dynamic Capabilities and Organizational Ambidexterity in Improving Innovation Performance. *The 6th International Conference on Family Business and Entrepreneurship*.
- Yaseen, S. G., Dajani, D., & Hasan, Y. (2016). The impact of intellectual capital on the competitive advantage: Applied study in Jordanian telecommunication companies. *Computers in Human Behavior*, 62, 168–175. <https://doi.org/10.1016/j.chb.2016.03.075>

- Youndt, M. A., Subramaniam, M., & Snell, S. A. (2004). Intellectual Capital Profiles: An Examination of Investments and Returns. *Journal of Management Studies*, 41(2), 335–361. <https://doi.org/10.1111/j.1467-6486.2004.00435.x>
- Yu, K., Cadeaux, J., Luo, B. N., & Qian, C. (2023). Process ambidexterity driven by environmental uncertainty: balancing flexibility and routine. *International Journal of Operations & Production Management*, 43(12), 1976–2007. <https://doi.org/10.1108/IJOPM-05-2022-0290>
- Yuan, C., Xue, D., & He, X. (2021). A balancing strategy for ambidextrous learning, dynamic capabilities, and business model design, the opposite moderating effects of environmental dynamism. *Technovation*, 103(January), 102225. <https://doi.org/10.1016/j.technovation.2021.102225>
- Yunita, T., Sasmoko, S., Bandur, A., & Alamsjah, F. (2023). Organizational ambidexterity: The role of technological capacity and dynamic capabilities in the face of environmental dynamism. *Heliyon*, 9(4), e14817. <https://doi.org/10.1016/j.heliyon.2023.e14817>
- Yusuf, M. F., Mohamad Nasarudin, N. A. I., Sorooshian, S., Fauzi, M. A., & Kasim, N. M. (2023). Exploring the Impact of Contingency Theory on Sustainable Innovation in Malaysian Manufacturing Firms. *Sustainability (Switzerland)*, 15(9), 1–16. <https://doi.org/10.3390/su15097151>
- Zahra, S. A., Sapienza, H. J., & Davidsson, P. (2006). Entrepreneurship and dynamic capabilities: A review, model and research agenda. *Journal of Management Studies*, 43(4), 917–955. <https://doi.org/10.1111/j.1467-6486.2006.00616.x>
- Zayadin, R., Zucchella, A., Anand, A., Jones, P., & Ameen, N. (2023). Entrepreneurs' Decisions in Perceived Environmental Uncertainty. *British Journal of Management*, 34(2), 831–848. <https://doi.org/10.1111/1467-8551.12612>
- Zhang, J. A., Edgar, F., Geare, A., & O'Kane, C. (2016). The interactive effects of entrepreneurial orientation and capability-based HRM on firm performance: The mediating role of innovation ambidexterity. *Industrial Marketing Management*, 59, 131–143. <https://doi.org/10.1016/j.indmarman.2016.02.018>
- Zhao, Y. Y., Rozpedek, F., Hou, Z., Wu, K. Da, Xiang, G. Y., Li, C. F., & Guo, G.

C. (2022). Experimental study of quantum uncertainty from lack of information. *Npj Quantum Information*, 8(1). <https://doi.org/10.1038/s41534-022-00572-w>

Zhu, C. Y., & Zhang, D. L. (2022). An Empirical Study on the Mechanism of Dynamic Capacity Formation in the Supply Chain. *Sustainability (Switzerland)*, 14(22). <https://doi.org/10.3390/su142215044>

Zollo, M., & Winter, S. G. (2002). Deliberate learning and the evolution of dynamic capabilities. *Organization Science*, 13(3), 339–351. <https://doi.org/10.1287/orsc.13.3.339.2780>



Intelligentia - Dignitas