

Enablers of Agility of Healthcare Organizations: Modeling using DEMATEL

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Abstract

This study explores the factors that enable healthcare organisations in developing countries to build agility capabilities. It focuses on three central questions: what the key enablers of healthcare agility are, whether these enablers are interdependent, and how their driving and dependence powers can be assessed. Drawing on existing literature, the study identified potential enablers of organisational agility and then collected perceptual responses through online interviews with 17 clinical and non-clinical professionals working in Indian hospitals. India was chosen as it reflects the socioeconomic and healthcare contexts typical of developing economies. The responses were analysed using multicriteria decision-making (MCDM) techniques to construct a structural framework showing both the enablers and their interconnections. The analysis, based on four key enablers drawn from the literature, revealed that policy and regulatory support along with strategic commitment and resource availability are the most influential factors for building healthcare agility in developing contexts. The MICMAC analysis further clarified the role of each enabler by categorising them into driving, autonomous, dependent, and linkage groups based on their level of influence and dependence. The findings offer practical insights for healthcare stakeholders and academics by highlighting how agility can be fostered within healthcare systems and processes. Beyond its practical implications, the research also adds to the broader service operations literature by extending understanding of how agile systems can be developed for dynamic and complex service environments.

