ABSTRAK

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Pengaruh *Perceived Organization Support, Information and Communication Technologies (ICT's) Demands,* dan *Information and Communication Technologies (ICT's) Resources* terhadap *Job Satisfaction* yang Dimediasi oleh *Work-Family Balance* selama Pandemi Covid-19 di Universitas XYZ

Dalam proses penyesuaian aktivitas pembelajaran mahasiswa mengharuskan Universitas untuk menggunakan teknologi dalam proses pembelajaran secara sinkronus selama Covid-19. Hal ini yang mengharuskan tenaga kependidikan untuk menyesuaikan semua pekerjaan dapat dilakukan secara daring. Keadaan ini mempengaruhi *job satisfaction* tenaga kependidikan di Universitas XYZ. Penurunan *job satisfaction* yang menjadi faktor utama diantaranya adalah *ICT*, *work-family balance*, dan *perceived support organization*. Penelitian ini mengajukan model penelitian mengenai pengaruh *perceived organization support*, *ICT's demands*, dan *ICT's resources* terhadap *job satisfaction* yang dimediasi oleh *work-family balance* selama pandemi Covid-19 di Universitas XYZ. Penelitian ini mengumpulkan data dengan menyebarkan kuisioner secara daring melalui *Microsoft Forms* yang diberikan kepada 210 karyawan Universitas XYZ. Data tersebut kemudian dianalisa menggunakan program SmartPLS 3.0 dengan metode *partial least square equation analysis*. Hasil yang didapatkan bahwa adanya pengaruh positif *perceived organization support* dan pengaruh negatif ICT's *demands* terhadap *work-family balance*. Terdapat juga pengaruh positif *work-family balance* terhadap *job satisfaction*. Sedangkan untuk variabel mediasi menunjukkan bahwa *work-family balance* mampu memediasi *perceived organization support* dan ICT's *demands* terhadap *job satisfaction*. Variabel ICT's *resources* tidak signifikan terhadap *work-family balance*. Serta, tidak ada pengaruh ICT's *resources* terhadap *job satisfaction* dengan mediasi *work-family balance*.

Kata Kunci: *Perceived Organization Support, Information and Communication Technologies, Work-Family Balance, Job Satisfaction*

ABSTRACT

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The Influence of Perceived Organization Support, Information and Communication Technologies (ICT's) Demands, and Information and Communication Technologies (ICT's) Resources on Job Satisfaction Mediated by Work-Family Balance During the Covid-19 Pandemic at University XYZ.

In the process of adjusting student learning activities, it requires universities to use technology in the learning process synchronously during Covid-19. This requires education staff to adapt all work to be done online. This situation affects the job satisfaction of teaching staff at XYZ University. The decline in job satisfaction which became the main factor included ICT, work-family balance, and perceived organizational support. This study proposes a research model regarding the influence of perceived organizational support, ICT's demands, and ICT's resources on job satisfaction mediated by work-family balance during the Covid-19 pandemic at XYZ University. This study collected data by distributing questionnaires online through Microsoft Forms which were given to 210 XYZ University employees. The data was then analysed using the SmartPLS 3.0 program with the partial least square equation analysis method. The results obtained show that there is a positive effect of perceived organization support and a negative effect of ICT's demands on work-family balance. There is also a positive effect of work-family balance on job satisfaction. Meanwhile, the mediating variable shows that work-family balance can mediate perceived organizational support and ICT's demands on job satisfaction. ICT's resources variable is not significant to work-family balance. Also, there is no effect of ICT's resources on job satisfaction by mediating work-family balance.