

ABSTRAK

(vi+127 halaman; 34 Tabel; 6 Lampiran)

Penelitian ini bertujuan untuk mengetahui pengaruh apa saja yang akan ditimbulkan oleh *information communication and technology demands* dan *information communication and technology resources* pada perusahaan manufaktur dan perusahaan jasa, yang mana dalam penelitian ini dua jenis *information communication and technology* ini akan mempengaruhi *work-family balance* dan *burnout*, *work-family balance* akan memediasi pengaruh *information communication and technology demands* dan *information communication and technology resources* pada efek *burnout* yang dirasakan karyawan, dan *burnout* akan berpengaruh negatif pada *job satisfaction*.

Penelitian ini akan dilakukan pada karyawan perusahaan manufaktur dengan jumlah responden 81 dan perusahaan jasa 40 responden, yang mana pengambilan sampel akan menggunakan teknik *non-probability sampling* karena sampel yang menjadi sampel penelitian adalah karyawan yang menggunakan teknologi dan digital pada operasional pekerjaan, untuk mendapatkan data pada penelitian ini akan menggunakan kuisioner yang disebarluaskan secara online, dan untuk uji validitas dan reliabilitas akan menggunakan IBM SPSS dan untuk analisis hipotesis peneliti menggunakan SmartPLS.

Metode analisis menggunakan Partial Least Square (PLS), hasil dari penelitian menunjukkan *information communication and technology* memberikan dampak negatif pada perspektif karyawan, *work-family balance* atau keseimbangan waktu kerja dan waktu untuk keluarga memberikan pengaruh positif pada perusahaan jasa, variabel moderasi yaitu *work-family balance* gagal dalam memediasi *information communication and technology* dan *burnout*, efek *burnout* yang dirasakan karyawan dapat memberikan pengaruh yang negatif terhadap kepuasan kerja atau *job satisfaction*.

Hasil dari penelitian ini berfokus terhadap pengaruh teknologi komunikasi pada ruang lingkup pekerjaan karyawan, perusahaan harus mampu dalam menyesuaikan beban kerja dengan kompetensi karyawan dan mampu mengembangkan kompetensi karyawan dibidang teknologi komunikasi.

Kata kunci: *Information Communication and Technology Demands*, *Information Communication and Technology Resources*, *Work-family Balance*, *Burnout* dan *Job Satisfaction*.

Referensi: 33 (2015-2021)

ABSTRACT

(vi+127 pages; 34 Tables; 6 Appendices)

This study aims to determine what effects will be caused by information communication and technology demands and information communication and technology resources on manufacturing companies and service companies, in which in this study these two types of information communication and technology will affect work-family balance and burnout. , work-family balance will mediate the effect of information communication and technology demands and information communication and technology resources on the burnout effect felt by employees, and burnout will have a negative effect on job satisfaction.

This research will be conducted on employees of manufacturing companies with a total of 81 respondents and service companies of 40 respondents, in which the sampling will use a non-probability sampling technique because the sample that is the research sample is employees who use technology and digital in work operations, to obtain data on This study will use questionnaires distributed online, and for validity and reliability testing will use IBM SPSS and for hypothesis analysis researchers will use SmartPLS.

The data analysis method is supported by Partial Least Square (PLS), the results of the study show that information communication and technology has a negative impact on the perspective of employees, work-family balance or the balance of work time and family time has a positive influence on service companies, moderating variables the work-family balance fails to mediate information communication and technology and burnout, the burnout effect felt by employees can have a negative influence on job satisfaction.

The results of this study focus on the influence of technology and digitalization or information communication and technology on the scope of work of employees, because the influence of technology and digitalization has a negative influence on the perspective of employees, company policies must be able to adjust the workload to the competence of employees and able to develop employee competence in the field of technology communication.

Keywords: *Information Communication and Technology Demands, Information Communication and Technology Resources, Work-family Balance, Burnout and Job Satisfaction.*

Reference: 33 (2015-2021)