

ABSTRAK

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PERSEPSI KARYAWAN TERHADAP INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) DALAM KEHIDUPAN KERJA, BURNOUT YANG DIRASAKAN, JOB SATISFACTION, DAN PERAN WORK-FAMILY BALANCE

(xvi + 119 halaman; 27 tabel; 11 gambar; 13 lampiran)

Tujuan dari penelitian ini adalah untuk mengetahui pengaruh dari *ICT demands*, *ICT resources*, *work-family balance*, dan *burnout* terhadap *job satisfaction*. Dalam penelitian ini, metode *cross-sectional* digunakan untuk mendapatkan data kuantitatif melalui kuesioner *online*. Teknik pengambilan menggunakan teknik non probabilitas dengan menggunakan *purposive sampling* kepada 160 karyawan yang telah bekerja pada PT XYZ selama 1 tahun lebih dan merupakan karyawan tetap. Teknik analisis data menggunakan perangkat lunak PLS-SEM. Hasil penelitian menunjukkan bahwa 1) *ICT demands* berpengaruh negatif terhadap *work-family balance*; 2) *ICT resources* berpengaruh positif terhadap *work-family balance*; 3) *ICT demands* berpengaruh positif terhadap *burnout*; 4) *ICT resources* berpengaruh negatif *burnout*; 5) *Work-family balance* berpengaruh negatif terhadap *burnout*; 6) *Burnout* berpengaruh negatif terhadap *job satisfaction*; 7) *Work-Family Balance* tidak memediasi pengaruh *ICT demands* terhadap *Burnout*; 8) *Work-Family Balance* memediasi pengaruh *ICT resources* terhadap *Burnout*. Hasil penelitian ini dapat memberikan implikasi manajerial yang akan membantu PT XYZ dalam meningkatkan *job satisfaction*.

Kata Kunci: *ICT demands*, *ICT resources*, *Work-Family Balance*, *Burnout*, *Job Satisfaction*

Referensi: 43 (2014-2024)

ABSTRACT

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EMPLOYEE PERCEPTIONS OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) IN WORK LIFE, PERCEIVED BURNOUT, JOB SATISFACTION, AND ROLE OF WORK-FAMILY BALANCE

(xvi + 119 pages; 27 tables 11 figures; 13 appendices)

The purpose of this study is to determine the effect of ICT demands, ICT resources, work-family balance, and burnout on job satisfaction. In this study, a cross-sectional method was used to obtain quantitative data through an online questionnaire. The sampling technique uses non-probability techniques using purposive sampling to 160 employees who have worked at PT XYZ for more than 1 year and are permanent employees. Data analysis techniques using PLS-SEM software. The results showed that 1) ICT demands have a negative effect on work-family balance; 2) ICT resources have a positive effect on work-family balance; 3) ICT demands have a positive effect on burnout; 4) ICT resources have a negative effect on burnout; 5) Work-family balance has a negative effect on burnout; 6) Burnout has a negative effect on job satisfaction; 7) ICT demands do not mediate work-family balance. Work-Family Balance does not mediate the effect of ICT demands on Burnout; 8) Work-Family Balance mediates the effect of ICT resources on Burnout. The results of this study can provide managerial implications that will help PT XYZ in increasing job satisfaction.

Keywords: ICT demands, ICT resources, Work-Family Balance, Burnout, Job Satisfaction

References: 43 (2014-2024)