

## Pengaruh technostress creators dan technostress inhibitors dalam memprediksi kepuasan kerja karyawan = Effect of technostress creators and technostress inhibitors in predicting employee job satisfaction

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### Abstrak

Penggunaan teknologi selama pandemik COVID-19 berpotensi mengakibatkan stres pada karyawan. Stres ini dapat memengaruhi kepuasan kerja mereka. Penelitian ini akan melihat hubungan antara technostress creators dan technostress inhibitors pada kepuasan kerja karyawan. Berdasarkan teori Job Demand-Resources, peneliti berasumsi bahwa teknostres dapat menjadi tuntutan dan sumber daya bagi karyawan. Technostress inhibitors merupakan sumber daya yang dapat meningkatkan kepuasan kerja, sedangkan kepuasan kerja tersebut menurun karena adanya tuntutan dari technostress creators. Oleh karena itu, peran technostress inhibitors sangat penting untuk tetap menjaga tingkat kepuasan kerja karyawan. Partisipan pada penelitian ini berjumlah 255 karyawan dengan rentang usia 20-64 tahun yang sehari-hari menggunakan teknologi untuk bekerja. Penelitian ini merupakan penelitian cross sectional dengan teknik non-probability sampling untuk pemilihan partisipan. Alat ukur yang digunakan adalah Technostress Scale (Ragu-Nathan et al., 2008) dan Global Job Satisfaction dari Hackman & Oldham (1980) yang diadaptasi oleh Luthans (2006). Seluruh alat ukur telah di translasi ke Bahasa Indonesia dan memiliki konsistensi internal yang baik (kepuasan kerja; dan  $\alpha = 0,80$ , technostress inhibitors; dan  $\alpha = 0,81$ , technostress creator;  $\alpha = 0,73$  dan  $\alpha = 0,67$ ). Pengumpulan data dilakukan secara daring menggunakan software SurveyMonkey. Korelasi Pearson menunjukkan bahwa hubungan technostress creators dan kepuasan kerja tidak signifikan ( $r = 0,02$ ,  $p = 0,35$ ), namun terdapat korelasi positif signifikan antara technostress inhibitors dengan kepuasan kerja ( $r = 0,26$ ,  $p = 0,00$ ). Effect size menunjukkan koefisien sebesar 0,07, sehingga dapat disimpulkan bahwa varians kepuasan kerja dapat dijelaskan oleh technostress inhibitors dan technostress creator. Technostress inhibitors terbukti memengaruhi kepuasan kerja karyawan secara positif. Hasil penelitian dapat dijadikan acuan bagi penelitian selanjutnya dan menjadi catatan bagi perusahaan untuk mendukung karyawan agar mampu beradaptasi dengan adanya kemajuan teknologi saat ini.

.....Current usage of technologies during the COVID-19 pandemic may potentially cause employees' stress. The stress then may influence their job satisfaction. This study investigated the relationship between technostress creators and technostress inhibitors on employees' job satisfaction. Based on the Job Demands-Resources theory, we suggested that technostress can become both demands and resources for employees. Technostress inhibitors are a resource that can increase job satisfaction. However, job satisfaction decrease due to demands from technostress creators. Therefore, the role of technostress inhibitors is very important to maintain the level of job satisfaction among employees. Participants in this study were 255 employees aged 20-64 years who technologies for work in daily basis. This study is a cross-sectional study design with a non-probability sampling technique for participant selection. The measurements used were the Technostress Scale Ragu-Nathan et al. 2008) and Global Job Satisfaction (Hackman & Oldham, 1980 - adapted by Luthans (2006). All measurements were translated into Bahasa Indonesia and reliable (job satisfaction; and  $\alpha = 0,80$ , technostress inhibitors; and  $\alpha = 0,81$ , technostress creator;  $\alpha = 0,73$  and  $\alpha = 0,67$ ). Data collection was collected online using SurveyMonkey software. Pearson's correlation showed that the relationship between

technostress creators and job satisfaction was not significant ( $r = 0.02$ ,  $p = 0.35$ ). However, a significant positive correlation evidenced between technostress inhibitors and job satisfaction ( $r = 0.26$ ,  $p = 0, 00$ ). The effect size showed a coefficient of 0.07. It can be concluded that the variance of job satisfaction can be explained by both technostress inhibitors and technostress creators. Technostress inhibitors have been shown positively affect employee job satisfaction. This finding then can be used as a reference for further research particularly to provide a suggestion for the organisation to support employees to adapt with current technologies.