

Pengaruh penggunaan Information and Communication Technology (ICT) terhadap kepuasan kerja, yang dimediasi oleh work family balance dan burnout selama pandemi COVID-19 pada karyawan industri perbankan di Jabodetabek = The effect of the use of Information and Communication Technology (ICT) on job satisfaction, mediated by work family balance and burnout during the COVID-19 pandemic on banking industry employees in Jabodetabek

Fitria Uzmarina, author

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Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh penggunaan Information and communication technologies (ICTs) terhadap kepuasan kerja yang dimediasi oleh work family balance dan burnout para karyawan Industri Perbankan di Jabodetabek. Penelitian ini merupakan penelitian kuantitatif dengan menggunakan metode Structural Equation Model (SEM) yang diolah menggunakan software SPSS 22 dan smartPLS 3.3.9. Terdapat 240 yang berpartisipasi dalam penelitian ini. Hasil penelitian ini menunjukkan bahwa karyawan menganggap ICT memiliki dampak yang kuat terhadap tuntutan (demands), dibuktikan dengan adanya pengaruh yang signifikan terhadap burnout. Lalu, ICT demands dan ICT resources memiliki pengaruh yang signifikan juga terhadap work-family balance. Selain itu, ditemukan bahwa hanya burnout yang memediasi secara signifikan pengaruh antara ICT khususnya ICT demands terhadap kepuasan kerja.The purpose of this research is to determine the effect of the use of Information and communication technologies (ICTs) on job satisfaction mediated by work family balance and burnout on employees of the banking industry in Jabodetabek. This research is a quantitative study using the Structural Equation Model (SEM) method which was processed using SPSS 22 software and smartPLS 3.3.9. In addition, there were 240 who participated in this study. The result of this study shows that employees perceive ICT to have a strong impact on demands which is proved by a significant effect on burnout. Moreover, ICT demands and ICT resources have a significant effect on work-family balance. In addition, it is found that only burnout significantly mediated the effect of ICT; especially, ICT demands on job satisfaction.