

INTISARI

Abstrak: Penelitian terdahulu tidak banyak membahas faktor kepribadian ataupun psikologis individu yang dapat mempengaruhi terjadinya technostress. Untuk mengisi gap tersebut, peneliti menambahkan variabel psychological capital sebagai variabel moderasi pada hubungan technostress terhadap niat penggunaan kembali. Psychological capital merupakan konstruk yang mempunyai empat dimensi, yaitu self efficacy, hope, optimism, dan resilience.

Penelitian ini menggunakan sampel seluruh karyawan yang bekerja menggunakan sistem dan teknologi informasi selama 8 jam perhari. Data diperoleh menggunakan kuesioner yang disebarkan secara daring. Total responden yang digunakan dalam penelitian sebanyak 88 orang. Data dianalisa menggunakan Moderated Regresion Analysis (MRA).

Dari hasil pengujian menunjukkan bahwa dimensi hope memperlemah hubungan antara technostress terhadap niat penggunaan kembali. Sedangkan tiga dimensi lain tidak signifikan memengaruhi hubungan technostress terhadap niat penggunaan kembali.

Kata Kunci: technostress, psychological capital, self efficacy, hope, optimism, resilience, niat penggunaan kembali

ABSTRACT

Abstract: *Limited studies have been conducted to investigate the effect of individual personality or psychological factors on technostress. To fill this gap, the researcher added the psychological capital variable as a moderating variable on the relation of technostress and intention to reuse. Psychological capital is a construct that has four dimensions, namely, self-efficacy, hope, optimism, and resilience.*

This study used all employees who work using information systems and technology for 8 hours per day as the sample. Data were obtained using an online questionnaire. Total respondents involved in the study were 88 people. The data was analyzed using Moderated Regression Analysis (MRA).

The result from the analysis showed that hope dimension weakened the relationship between techno-stress and the intention to reuse. On the other hand, the other three dimensions did not significantly affect the relationship between technostress and intention to reuse.

Keywords: *technostress, psychological capital, self-efficacy, hope, optimism, resilience, intention to reuse*