

**ANALISIS *EMPLOYEE INFORMATION TECHNOLOGY*
ENGAGEMENT DALAM MENINGKATKAN *INFORMATION*
TECHNOLOGY EMPLOYEE PERFORMANCE
(Studi Pada Perguruan Tinggi Negeri Badan Hukum
Di Indonesia)**



DISERTASI

**Diajukan untuk memenuhi salah satu syarat untuk memperoleh
Gelar Doktor pada Program Studi Manajemen
Konsentrasi Sistem Informasi**

**Oleh:
Desi Lavianti
NIM 2208500**

**PROGRAM STUDI MANAJEMEN
FAKULTAS PENDIDIKAN EKONOMI DAN BISNIS
UNIVERSITAS PENDIDIKAN INDONESIA
2025**

**ANALISIS *EMPLOYEE INFORMATION TECHNOLOGY ENGAGEMENT*
DALAM MENINGKATKAN *INFORMATION TECHNOLOGY*
EMPLOYEE PERFORMANCE
(Studi Pada Perguruan Tinggi Negeri Badan Hukum
Di Indonesia)**

DISERTASI

Oleh Desi Lavianti

Dr. UPI Bandung, 2025
M.M UPI Bandung, 2020
S.Si. UNPAD Bandung, 2008

Sebuah Disertasi yang diajukan untuk memenuhi salah satu syarat memperoleh gelar Doktor (Dr.) pada Fakultas Pendidikan Ekonomi dan Bisnis

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LEMBAR PENGESAHAN

**ANALISIS *EMPLOYEE INFORMATION TECHNOLOGY ENGAGEMENT*
DALAM MENINGKATKAN *EMPLOYEE INFORMATION
TECHNOLOGY PERFORMANCE***

(Studi Pada Perguruan Tinggi Negeri Badan Hukum Di Indonesia)

Disetujui dan disahkan oleh panitia disertasi

Promotor



Prof. Dr. Munir, MIT.
NIP. 196603252001121001

Ko Promotor



Dr. Puspo Dewi Dirgantari, S.Pd., M.T., M.M.
NIP. 198208302005022003

Anggota



Dr. Rasim, M.T.
NIP. 197407252006041002

**Mengetahui
Ketua Program Studi Doktor Manajemen**



Dr. Maya Sari, S.E., M.M.
NIP. 197107052002012002

ABSTRAK

Desi Lavianti, NIM 2208500. **ANALISIS *EMPLOYEE INFORMATION TECHNOLOGY ENGAGEMENT* DALAM MENINGKATKAN *INFORMATION TECHNOLOGY EMPLOYEE PERFORMANCE*** (Studi Pada Perguruan Tinggi Negeri Badan Hukum Di Indonesia)

Promotor: Prof. Dr. Munir, M.IT, **Ko-Promotor :** Dr. Puspo Dewi Dirgantari, S.Pd., M.T., M.M. **Anggota Promotor:** Dr. Rasim, M.T.

Penelitian ini bertujuan untuk mengembangkan model peningkatan *IT Employee Performance* melalui peran mediasi *Employee IT Engagement* dan *Information System Usage*, serta menguji pengaruh *Management Support*, *Task Technology Fit*, *Individual IT Experience* *Employee IT Engagement*, dan *Information System Usage* terhadap *IT Employee Performance*. Metode penelitian menggunakan pendekatan kuantitatif dengan ekplanasi survey. Sampel penelitian sebanyak 327 karyawan PTNBH bidang teknologi informasi yang dipilih melalui non-probability convenience sampling. Analisis data menggunakan *Structural Equation Modeling* (SEM) dengan Partial Least Square (PLS). Hasil penelitian menunjukkan pada tingkat signifikansi 95%, hanya *management support* yang terbukti berpengaruh signifikan secara langsung. Namun dalam peran mediasi *Employee IT Engagement* terbukti sangat kuat, dengan *Task Technology Fit* menunjukkan pengaruh paling dominan, diikuti *Management Support*. *Information System Usage* juga berperan sebagai mediator signifikan dengan *Management Support* menunjukkan pengaruh terkuat. Peran mediasi ganda melalui *Employee IT Engagement* dan *Information System Usage* secara bersamaan terbukti signifikan untuk semua variabel. Kontribusi penelitian menghasilkan novelty berupa model mediasi ganda yang menunjukkan bahwa faktor-faktor anteseden tidak langsung mempengaruhi *IT Employee Performance*, tetapi melalui *Employee IT Engagement*, dan *Information System Usage*, memberikan kerangka strategis holistik bagi PTNBH di era transformasi digital.

Kata Kunci : *Management Support*, *Task Teknologi Fit*, *individual IT experience*, *employee IT engagement* dan *Information System Usage*, *IT Employee Performance*, PTNBH.

ABSTRACT

Desi Lavianti, NIM 2208500. ***ANALYSIS OF EMPLOYEE INFORMATION TECHNOLOGY ENGAGEMENT IN IMPROVING INFORMATION TECHNOLOGY EMPLOYEE PERFORMANCE (A Study At State Universities Of Legal Entities In Indonesia)***

Promotor: Prof. Dr. Munir, M.IT, **Co-Promotor:** Dr. Puspo Dewi Dirgantari, S.Pd., M.T., M.M. **Promoter Member:** Dr. Rasim, M.T.

This study aims to develop a model for improving IT Employee Performance through the mediating role of Employee IT Engagement and Information System Usage, and to test the influence of Management Support, Task Technology Fit, Individual IT Experience of Employee IT Engagement, and Information System Usage on IT Employee Performance. The research method uses a quantitative approach with explanatory survey. The research sample was 387 PTNBH employees in the information technology sector selected through non-probability convenience sampling. Data analysis used Structural Equation Modeling (SEM) with Partial Least Square (PLS). The results showed that at a significance level of 95%, only management support was proven to have a direct significant. However, in the mediating role of Employee IT Engagement, it was proven to be very strong, with Task Technology Fit showing the most dominant influence, followed by Management Support. Information System Usage also acts as a significant mediator with Management Support showing the strongest influence. The role of multiple mediation through Employee IT Engagement and Information System Usage simultaneously proved significant for all variables. The contribution of this research is the novelty of a multiple mediation model that shows that antecedent factors do not directly affect IT Employee Performance, but through Employee IT Engagement and Information System Usage, providing a holistic strategic framework for PTNBH in the era of digital transformation.

Keywords: Management Support, Task Technology Fit, individual IT experience, employee IT engagement and Information System Usage, IT Employee Performance, PTNBH.

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