

ADAPTING TO DIGITAL WORKPLACES: HOW DIGITAL SKILLS MODERATE THE EFFECTS OF WORKLOAD AND EDUCATIONAL BACKGROUND ON JOB SATISFACTION

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Abstract

Background - Job satisfaction is a critical factor that influences employee performance and well-being. In the context of digital workplaces, various factors such as workload, educational skills, and digital competencies may significantly affect job satisfaction. However, the role of digital skills as a moderator between workload, educational skills, and job satisfaction remains underexplored. This study aims to bridge this gap by examining the impact of workload and educational skills on job satisfaction, with a focus on how digital skills may moderate these relationships

Purpose - This research aims to examine how workload and educational skills influence job satisfaction, with digital skills acting as a moderator.

methodology - It is a quantitative study conducted on employees at the Central Office of the Ministry of Marine Affairs and Fisheries. The research utilizes purposive sampling, resulting in a sample of 140 employees. Data analysis is carried out using Partial Least Squares (PLS), a method within Structural Equation Modeling (SEM)

Findings - The findings indicate that: 1) Workload has a significant and positive impact on job satisfaction; 2) Educational skills also have a significant and positive effect on job satisfaction; 3) Digital skills do not moderate the relationship between workload and job satisfaction; 4) Digital skills do not moderate the relationship between educational skills and job satisfaction

Originality - This study offers a unique contribution by investigating the moderating effect of digital skills on the relationship between workload, educational skills, and job satisfaction in the context of digital workplaces. By focusing on the Ministry of Marine Affairs and Fisheries, the research provides insights into the specific challenges faced by public sector employees in adapting to digital environments. The findings can inform organizations about the importance of enhancing digital skills to improve employee satisfaction and productivity

Keywords: Job Satisfaction, Workload, Educational Skills, Digital Skills, Public Sector
