

**PENGARUH *DIGITAL SKILL*, *TRANSFORMATIONAL LEADERSHIP*
DAN *READINESS FOR CHANGE* SEBAGAI VARIABEL MEDIASI
TERHADAP *INNOVATIVE WORK BEHAVIOUR*
PADA DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL
KABUPATEN DHARMASRAYA**

TESIS

**Diajukan sebagai Salah Satu Syarat untuk Mencapai Gelar
Magister Manajemen Pada Program Studi Magister Manajemen
Fakultas Ekonomi dan Bisnis Universitas Andalas**



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**PROGRAM STUDI MAGISTER MANAJEMEN
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Tesis oleh Yenof Patrione Haspemi,
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Penurunan dalam Indeks Inovasi Global (Global Innovation Index/GII) Indonesia menyoroti pentingnya mendorong *Innovative Work Behaviour*. Sebagai tanggapan, pemerintah telah memulai Desain Besar Reformasi Birokrasi, yang menekankan pentingnya inovasi dalam mencapai tata kelola pemerintahan kelas dunia. *Innovative Work Behaviour* didefinisikan sebagai ide-ide kreatif dan kontribusi pegawai dalam memecahkan masalah terkait pekerjaan, yang berdampak pada peningkatan kinerja organisasi. Penelitian ini dimotivasi oleh kebutuhan akan inovasi di sektor publik, khususnya dalam transformasi digital layanan pemerintah. Tujuan penelitian ini adalah untuk menganalisis pengaruh *Digital Skill* dan *Transformational Leadership* terhadap *Innovative Work Behaviour*, dimediasi oleh *Readiness for Change*, dalam konteks implementasi "Dukcapil Go Digital" di Dinas Kependudukan dan Pencatatan Sipil (Disdukcapil) Kabupaten Dharmasraya. Jenis penelitian ini adalah studi kasus dengan pendekatan kuantitatif. Responden penelitian adalah seluruh pegawai Dinas Dukcapil Kabupaten Dharmasraya. Penelitian ini menggunakan data primer yang di dapat dari jawaban responden berupa pengisian kuisioner melalui google form. Teknik analisis data dengan menggunakan metode SEM-PLS (Structural Equating Modelling – Partial Least Square). Hasil penelitian menemukan bahwa *Digital Skill* dan *Transformational Leadership* memiliki pengaruh positif dan signifikan terhadap *Innovative Work Behaviour* pegawai Dinas Kependudukan dan Pencatatan Sipil Kabupaten Dharmasraya. *Digital Skill* juga berpengaruh positif dan signifikan terhadap *Readiness for Change*, sementara *Transformational Leadership* tidak memiliki pengaruh yang signifikan terhadap *Readiness for Change*. Meskipun *Readiness for Change* memiliki dampak positif, namun tidak signifikan, terhadap *Innovative Work Behaviour*. Selain itu, *Readiness for Change* belum mampu berfungsi sebagai mediator antara *Digital Skill* dan *Innovative Work Behaviour*, serta antara *Transformational Leadership* dan *Innovative Work Behaviour*.

Kata kunci: *Digital Skill*, *Transformational Leadership*, *Readiness for Change*, *Innovative Work Behaviour*, *Dukcapil Go Digital*.

THE INFLUENCE OF DIGITAL SKILLS, TRANSFORMATIONAL LEADERSHIP, AND READINESS FOR CHANGE AS MEDIATING VARIABLES ON INNOVATIVE WORK BEHAVIOR IN THE DHARMASRAYA DISTRICT POPULATION AND CIVIL REGISTRATION OFFICE

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ABSTRACT

The decline in the Global Innovation Index (GII) in Indonesia highlights the importance of promoting Innovative Work Behavior. In response, the government has initiated a Large-scale Bureaucracy Reform Design, emphasizing the significance of innovation in achieving world-class governance. Innovative Work Behavior is defined as creative ideas and contributions from employees in solving job-related problems, which impact organizational performance improvement. This research is motivated by the need for innovation in the public sector, particularly in the digital transformation of government services. The purpose of this study is to analyze the influence of Digital Skills and Transformational Leadership on Innovative Work Behavior, mediated by Readiness for Change, in the context of implementing "Dukcapil Go Digital" in the Population and Civil Registration Office (Disdukcapil) of Dharmasraya Regency. This research is a case study with a quantitative approach. The research respondents are all employees of Disdukcapil Dharmasraya Regency. This study uses primary data obtained from respondent answers through a questionnaire filled out via Google Forms. Data analysis technique uses the SEM-PLS (Structural Equating Modeling - Partial Least Square) method. The research findings indicate that Digital Skills and Transformational Leadership have a positive and significant influence on the Innovative Work Behavior of employees in the Population and Civil Registration Office of Dharmasraya Regency. Digital Skills also have a positive and significant influence on Readiness for Change, while Transformational Leadership does not have a significant influence on Readiness for Change. Although Readiness for Change has a positive impact, it is not significant on Innovative Work Behavior. Furthermore, Readiness for Change is not able to function as a mediator between Digital Skills and Innovative Work Behavior, as well as between Transformational Leadership and Innovative Work Behavior.

Keywords: Digital Skill, Transformational Leadership, Readiness for Change, Innovative Work Behaviour, Dukcapil Go Digital.