Jurnal Minds: Manajemen Ide dan Inspirasi
Vol. 11, No. 2 (December) 2024: 187-204

THE ROLE OF PERCEIVED TECHNOLOGY SUPPORT, DIGITAL SELF-EFFICACY AND PERCEIVED EMPLOYABILITY IN REMOTE WORKERS' CAREER SATISFACTION

Tika Rahma Yani Siregar, Syahrizal
Universitas Negeri Padang, Indonesia

Citation (APA 7th): Siregar, T. R. Y., & Syahrizal, S. (2024). The Role Of Perceived Technology Support, Digital Self-Efficacy, and Perceived Employability In Remote Workers' Career Satisfaction. *Jurnal Minds: Manajemen Ide Dan Inspirasi*, *11*(2), 187-204. https://doi.org/10.24252/minds.v11i2.49340

Submitted: 08 July 2024
Revised: 25 September 2024
Accepted: 27 September 2024
Published: 1 October 2024

ABSTRACT: Remote workers have faced a sudden shift to virtual work without flexibility and often with inadequate training. This situation increases the burden related to technology. This study investigates the impact of perceived technology support and digital self-efficacy on career satisfaction among employees, and the mediating effect of perceived employability. This quantitative research was conducted using a survey approach. The study involved 210 remote workers, and data collection was conducted using a questionnaire, and analyzed using SmartPLS 4.0. The findings showed that perceived technology support had a positive influence on career satisfaction, while digital self-efficacy had no impact on career satisfaction. Perceived employability plays a mediating role in the relationship between perceived technology support, digital self-efficacy, and career satisfaction. This study extends the existing literature by exploring career satisfaction in the remote workers in the tourism industry.

Keywords: Perceived Technology Support, Digital Self-Efficacy; Perceived Employability; Career Satisfaction

*Corresponding Author: syahrizal@fe.unp.ac.id
DOI: 10.24252/minds.v11i2.49340
ISSN-E: 2597-6990
ISSN-P: 2442-4951
http://journal.uin-alauddin.ac.id/index.php/minds
Publisher: Management Department, Universitas Islam Negeri Alauddin Makassar

INTRODUCTION

In the modern work environment, employees are no longer restricted to working in an office, but can work from anywhere (Sotto-Mayor et al., 2023). Specifically, they work by using telecommunications equipment and/or computer-based technology. The concept of remote worker has become a new trend in working. This new trend raises questions about how employees should be supported and encouraged to take responsibility for their careers (Park et al., 2021). In terms of career development, employees often state that working remotely can negatively impact their career growth and development prospects. Previous research suggest that remote working reduces the likelihood of career advancement, partly due to the conventional perception that productivity assessments are associated with the amount of time spent on the job (Bloom et al., 2015; Green et al., 2020).

Individuals can shape their careers by choosing a career path that suits their abilities and interests (Malik & Nawaz, 2022). As career conditions become more uncertain, employees take greater responsibility for their own career development (Haenggli & Hirschi, 2020; Kundi et al., 2021; Wiernik & Kostal, 2019). This is consistent with the protean career paradigm intrinsic value in achieving career satisfaction and success (Hall et al., 2018). In addition, they must also be skilled in using digital applications to manage businesses. Digital systems allow individuals to complete increasingly complex tasks or interact with highly personalized systems (Vrontis et al., 2021). Therefore, individuals must be increasingly digitally competent and adaptable to meet increasing demands and capitalize on new emerging opportunities (Larson & DeChurch, 2020). It is crucial to understand the career satisfaction of remote workers.

This research focuses on remote worker in Islamic tourisme company in West Sumatra, Indonesia. The characteristics of employees in this company are employees who can work outside the office, anywhere, with predetermined targets. Remote workers have high control and flexibility in determining their workload and work portfolio (Hildred et al., 2024), and can change their job choices at any time and they tend to be committed to their careers rather than their organizations (Sotto-Mayor et al., 2023). The autonomy given by the company to employees at work can trigger job satisfaction or career satisfaction (Aryee & Luk, 1996; Li et al., 2021). Several studies have also been conducted to examine a number of predictors of career satisfaction, such as demographics (Ip et al., 2020), personality (Semeijn et al., 2020), self-efficacy (Li et al., 2023), and organizational support (Oubibi et al., 2022). Of these predictor variables, organizational support and self-efficacy are important factors in career success. Unfortunately, previous research has mostly focused on employees who work in the office every day. Research relating to career satisfaction of remote workers is limited (Sotto-Mayor et al., 2023).

Using the Social Cognitive Career Theory (SCCT) framework, career satisfaction can be obtained through individual and environmental factors (Lent & Brown, 2008). Digital self-efficacy and organizational support for technology are likely to enhance career satisfaction Individuals who have high digital self-

efficacy tend to dare to make decisions in choosing a career that suits their goals. Meanwhile, perceived technology support can help employees at work. Past research states that self-efficacy and perceived organizational support can be a determining factor for career satisfaction (Li et al., 2023; Oubibi et al., 2022).

The relationship between digital self-efficacy and perceived technology support with career satisfaction may be through a goal attainment mechanism (Lent & Brown, 2008). This study proposes perceived employability as a mediator. Perceived employability is an individual's perception of their ability to perform well in the organization and compete in the labour market (Bargsted et al., 2021; Farashah et al., 2023; Vanhercke et al., 2014). This is in line with SCCT, that individuals strive to achieve their goals through improving their competencies (Lent & Brown, 2008). Therefore, the purpose of this study is to examine perceived employability as a mediator in the relationship between perceived technology support and digital self-efficacy with career success. Individuals who have high perceived employability are likely to be motivated to make investments in their careers and encourage them to equip themselves to achieve career satisfaction. Career satisfaction is one of the keys to the success of remote workers to gain well-being (Joo & Lee, 2017; Rahim & Siti-Rohaida, 2015). Therefore, this study is expected to contribute to the application of SCCT in career satisfaction of remote workers by examining digital self-efficacy, perceived technology support, and perceived employability.

THEORETICAL REVIEW

The theory underlying the theoretical framework of this research is social cognitive career theory (D. Brown, 2002). SCCT is derived principally from Albert Bandura's general social cognitive theory. The Social Cognitive Career Theory (SCCT) incorporates three fundamental elements derived from general social cognitive theory: (1) self-efficacy, (2) outcome expectations, and (3) personal goals. These three variables are essential components of job advancement and act as significant mechanisms via which individuals can exercise personal control. According to the SCCT theory, there is a complex link between goals, self-efficacy, and outcome expectancies during the self-regulation process. Social cognitive career theory (SCCT) is a contemporary attempt to understand the mechanisms by which individuals develop interests, make decisions, and achieve various levels of success (Lent et al., 2008). Social Cognitive Career Theory offers a comprehensive framework for understanding the complex relationships between various factors that influence an individual's career development and satisfaction. This theory is adapted to help explain and predict the types of interests a person has, the types of occupations they pursue, their performance, and the satisfaction they experience in the workplace (Lent et al., 2008). Based on the conceptual framework above, perceived organizational technology support and digital sel-efficacy can influence perceived employability, which ultimately enhances career satisfaction.

Perceived Technology Support

Researchers have stated that perceived organizational support has a positive impact on a number of outcome variables, such as job satisfaction, organizational commitment, performance, and positive mood (Rhoades & Eisenberger, 2002). In the digital era, organisational support for the use of technology plays an important role in improving organization performance and competitiveness (Yang & Zhou, 2022). Perceived technology support is the degree to which employees perceive the organization to provide digital technology in support of work (Allen et al., 2008; Yang & Zhou, 2022). Perceived technology support can improve employees' emotional and psychological well-being by making them feel valued and recognized (Caesens et al., 2016; Eisenberger et al., 2020). Perceived technology support fosters an emotional bond between and their workplace. Employees who feel valued, recognized, and supported by the organization tend to have a deeper emotional attachment to their work. Previous researchers have noted the importance of technology availability in helping individuals to communicate and support work (Yang & Zhou, 2022).

Digital Self-Efficacy

Self-efficacy reflects an individual's belief in their ability to accomplish specific tasks (Bandura, 1997). This concept was initially introduced as part of social cognitive theory by Bandura. Social cognitive theory suggests that self-efficacy should be measured with a focus on specific domains or tasks and should reflect an individual's assessment of their capability (Bandura, 2012). Measures of self-efficacy should not involve social comparison, but they may establish standards for successful performance. Various measures of digital self-efficacy (DSE) have been employed in relation to the use of digital systems (Ulfert-Blank & Schmidt, 2022).The most important factor in the use of technology is self-efficacy, which is the belief that a person can successfully do the job (Bandura, 1982). Digital self-efficacy denotes an individual's self-efficacy with regard to the effective and effortless utilization of information technology and the adaptation to updates in hardware and software (Maran et al., 2022). The use of digital systems has become a critical requirement for most fields of work. Knowledge and skills regarding digital devices (e.g., computers, smartphones, tablets), and applications, have been defined as digital skills (Bouncken et al., 2021). The higher the DSE the less likely they are to feel anxious about using information technology (Bellini et al., 2016), and the more likely they are to be skilled in using it (Agarwal et al., 2000).

Career Satisfaction

Career satisfaction is an assessment of an individual's progress towards their current career achievements and future advancement prospects (Martínez-León et al., 2018; Spurk et al., 2011). This suggests that career satisfaction is an individual's sense of satisfaction or dissatisfaction with aspects related to their job and career in a particular work environment. It includes elements such as

recognition of achievement, development opportunities, work-life balance, relationships with colleagues and supervisors, compensation, professional development, and the opportunity to make a significant contribution to the organization's goals and values (Chang et al., 2020). It can be concluded that career satisfaction refers to employees' subjective assessment of their career success. Career success is assessed objectively and subjectively. Objective indicators such as job title, salary and number of promotions in a year can be directly observed and therefore evaluated by others, while subjective career success is an individual's sense of accomplishment and satisfaction with their career achievements (Mousa et al., 2023).

Perceived Employability

Perceived employability is a factor that has the potential to influence career satisfaction (Van der Heijden et al., 2022). Employability skills are critical for individuals throughout their careers as they determine the alternatives individuals have to achieve desired career changes over time within or beyond their existing occupation or role (Clarke, 2008; De Vos et al., 2011). Perceived employability is an individual's belief in their ability to obtain and maintain employment in the current and future labour market (Rothwell & Arnold, 2007; Vanhercke et al., 2014). Perceived employability serves as a factor that motivates and guides individuals to navigate their career path effectively (Diaa et al., 2024). Recent career management studies have reported an increased emphasis on perceived employability as a critical factor influencing career success, as employability skills are widely recognized as an important element of job security in today's professions (Akkermans et al., 2019; Niu et al., 2019).

Perceived Technology Support, Digital Self-Efficacy, and Career Satisfaction

This study examined perceived technology support and digital self-efficacy as antecedents of career satisfaction. Perceived technology support can create a sense of emotional attachment between employees and the organization they work for (Eisenberger et al., 2020). Employees who feel cared for, valued and supported by the organization tend to feel more emotionally attached to their work. Based on the SCCT framework, to increase job/career satisfaction, organizational support, such as technological support for work, must be provided (Lent & Brown, 2008). The Social Cognitive Career Theory (SCCT) explains that a high level of career self-efficacy can increase an individual's intrinsic motivation towards a career (Maddux, 2017).

In this study, we will specifically examine digital self-efficacy (DSE) as a key predictor of successfully completing activities related to the use of digital technologies (Bouncken et al., 2021). Digital self-efficacy can increase an individual's intrinsic motivation towards a career (Maran et al., 2022). Self-efficacy reflects an individual's belief in his or her ability to accomplish certain tasks (Bandura, 1982). A study on the influence of gender on occupational self-efficacy found that both men and women with high occupational self-efficacy set their own paths for career advancement (Hartman & Barber, 2020).

Individuals who exhibit high levels of digital self-efficacy tend to increase commitment and achieve career satisfaction compared to those who exhibit low levels of self-efficacy. This is because individuals with high levels of self-efficacy exert greater effort and are more persistent. A study conducted by (Chughtai, 2018) revealed a positive correlation between self-efficacy and career satisfaction. Furthermore, research conducted by (Rigotti et al., 2020) showed that self-efficacy significantly affects career satisfaction. Based on these discussions and research findings, we develop the following hypotheses:
H1: Perceived technology support is positively associated with career satisfaction
H2: Digital self-efficacy is positively associated with career satisfaction.

Perceived Technology Support, Digital Self-Efficacy, and Perceived Employability

Employability is a term that describes the capacity of different segments of the labor force to obtain and maintain employment of their own accord (Nauta et al., 2009). SCCT explains how individuals' perceptions, personality, and behavioral variables predict their career-related behavior (Lent & Brown, 2008). Technology support will enable individuals to acquire skills and knowledge that can increase their marketability and facilitate them to get promotions and rapid salary increases (Yang & Zhou, 2022). Organizations that offer learning and development digital system tend to model a form of exchange where the organization provides support for skill development, and employees reciprocate by improving their performance (Eisenberger et al., 2020; Yang & Zhou, 2022). This can help improve perceived employability as employees feel they can improve their abilities, thus feeling more confident in their ability to seek and retain employment.

SCCT emphasizes that self-efficacy influences career choice. Individuals tend to choose careers that match their self-efficacy (Lent & Brown, 2008). If an individual has a strong sense of self-efficacy about their ability to succeed in a particular field, they are likely to choose a career path that matches these beliefs. Choosing a career that matches self-efficacy can influence how individuals perceive their potential for future employment. Employees with high self-efficacy usually have a tendency to move between different positions, jobs, or occupations (Nauta et al., 2009). They are more likely to believe that their competencies and skills are highly valued, both internally and externally, leading to increased employability (Ngo & Hui, 2018). Research conducted by (Malik & Nawaz, 2022; Ngo et al., 2017) showed that self-efficacy has a positive and significant impact on perceived employability. Thus, based on these discussions and research findings, we develop the following hypotheses:
H3: Perceived technology support is positively related to perceived employability
H4: Digital self-efficacy is positively related to perceived employability.

Perceived Employability and Career Satisfaction

Perceived employability suggests that individuals are the most responsive and important figure in their work and career progress (Van der Heijden et al., 2022). Perceived employability serves as a motivating and guiding factor that helps individuals effectively navigate their career path (Diaa

et al., 2024). When employees have higher levels of employability, they tend to feel more confident about their skills, qualifications and ability to find new job opportunities if needed. This increased confidence can lead to greater career security, which contributes to higher career satisfaction. Perceived employability results in job search behavior and career satisfaction (Baluku et al., 2021; Tee et al., 2022). Therefore, we propose the following hypothesis:
H5: Perceived employability is positively associated with career satisfaction.

Mediating Role of Perceived Employability

Perceived employability can be a mechanism in the relationship between perceived technology support and digital self-efficacy with career satisfaction. Based on SCCT, the main pathway to career satisfaction can occur through cognitive processes (Lent & Brown, 2008). Perceived employability is a cognitive process aimed at achieving individual career goals (Van der Heijden et al., 2022). Research conducted by (Akkermans et al., 2019) showed that perceived employability acts as a mediator in the favorable relationship between HR practices and commitment. In addition, a study conducted by (De Vos et al., 2011) showed that perceived employability as mediating the relationship between competency development and career success. Therefore, we propose the following hypothesis:
H6: Perceived employability mediates the relationship between perceived technology support and career satisfaction.
H7: Perceived employability mediates the relationship between digital self-efficacy and career satisfaction.

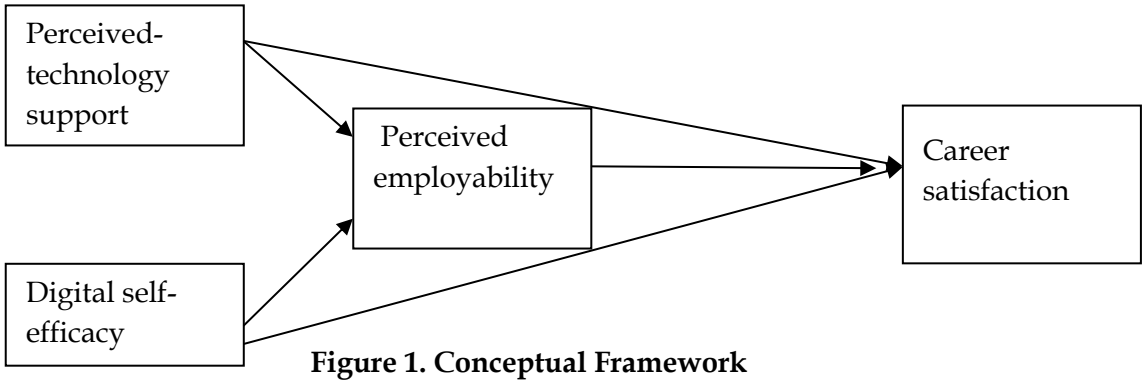

Figure 1. Conceptual Framework

METHODOLOGY

Sample and Data Collection

The total number of respondents for this study was 210, collected from an online survey. The study increased the number of indicators of all variables by five to ten to get the number of samples in non-probability sampling, using the methodology suggested by (Hair et al., 2019). The total number of indicators used is 29. Thus, it meets the minimum criteria. A minimum of one year of experience in the field was a prerequisite for participation in this study, which

combined a purposive sampling approach with a non-probability sampling strategy. Those with a more diverse background were preferred. The respondents were remote employees of Islamic tourisme companies in West Sumatra. The sample selection is based on the fact that employees in the tourism industry are familiar with digital nomadism, interact with employees who work as digital nomads, and may have a preference for the digital nomad way of working (Reichenberger, 2018). The survey was conducted over two months, from January to February 2024.

Measurement

There are five variables in this study, namely, career satisfaction, perceived technology support, digital self-efficacy, and perceived employability. All questions are measured using multiple items on a five-point Likert scale scaled from strongly agree (5) to strongly disagree (1). We developed measurement items for each construct based on previous literature. To ensure content validity, we modified items from previous research to fit the context of remote workers and digital technology. The number of indicator items used in this study is 29. With this number of items, a sample size of 210 meets the minimum sample criteria as outlined by (Hair et al., 2019).

Table 1. Variable Operationalization

Construct	Indicators	Source
Career satisfaction	5 items	(Kundi et al., 2021)
Perceived technology support	4 items	(Caesens et al., 2016)
Digital self-efficacy	9 items	(Jiang, 2021),
Perceived employability	11 items	(Rothwell & Arnold, 2007)

RESULTS

Data Analysis

This study used partial least squares structural equation modeling (PLS-SEM) through SmartPLS 4.0 software. This is a widely used technique as an alternative to covariance-based SEM, as it is able to achieve high levels of statistical power and does not require normality of data distribution (Hair et al., 2011; Reinartz et al., 2009). Of the 300 people contacted, 210 completed the survey, representing a response rate of 70%. The majority of respondents were female (56.7%), aged 23-28 years old (67.6%), had a university degree (62.4%), and had 1-5 years of work experience (70.5%). In addition, the sample size (n=210) meets the required minimum sample size of ten times the construct. Given the above reasons, we chose to use PLS-SEM to analyze the hypotheses. This study uses a two-step data analysis, first, we analyze the measurement model based on the constructs adapted from previous literature. Second, this study tests the inner model to test the research hypotheses.

Measurement model

The measurement model was first examined to test the reliability and validity of the proposed model, as in Table 2.

Table 1. The Quality Criterion

Variable	Items	Loading	AVE	Cronbach Alpha	CR
Perceived Technology Support	PTS1	0.865	0.817	0.925	0.947
	PTS2	0.874			
	PTS3	0.953			
	PTS4	0.920			
Digital Self Efficacy	DSE1	0.798	0.636	0.929	0.940
	DSE2	0.830			
	DSE3	0.844			
	DSE4	0.805			
	DSE5	0.778			
	DSE6	0.837			
	DSE7	0.842			
	DSE8	0.720			
	DSE9	0.712			
Self Perceived Employability	PE1	0.831	0.503	0.917	0.917
	PE2	0.745			
	PE3	0.639			
	PE4	0.744			
	PE5	0.720			
	PE6	0.723			
	PE7	0.673			
	PE8	0.672			
	PE9	0.602			
	PE10	0.685			
	PE11	0.739			
Career Satisfaction	CS1	0.760	0.642	0.860	0.899
	CS2	0.842			
	CS3	0.844			
	CS4	0.780			
	CS5	0.775			

Source: SmartPLS output (2024)

Based on the SmartPLS output in Table 2, the output of the test has been revealed that all outer loadings for each variable acre declared valid because they have a value more than 0.6, ranging from 0.818 to 0.952. Therefore, convergent validity was met. The total variance explained for one common factor should be less than 50% to indicate that there is no problem. The results of construct validity and reliability, showing Cronbach's alpha ranging between 0.860 and 0.929 are higher than the threshold of 0.6 (Malhotra et al., 2020) indicating that all variables have achieved high internal consistency. CR values ranged between 0.899 and 0.947 also above the 0.6 threshold, indicating a good level of reliability (Fornell & Larcker, 1981). The AVE values ranged between 0.503 and 0.817 where all of them were above the threshold of 0.5, indicating that the variables had also achieved a good level of reliability (Fornell & Larcker, 1981). Therefore, we conclude that all variables used in this model

have achieved high validity and reliability. Table 3 provides the Structural Model Evaluation (Inner Model) for the inferential results.

Table 3. R Square (R^2)

Variables	R Square (R^2)
Perceived Employability	0.568
Career satisfaction	0.513

Table 3 shows that perceived employability, and career satisfaction are moderately substantial. Table 4 shows that all hypotheses for direct effects are accepted except for the effect of digital self-efficacy on career satisfaction. All indirect relationships showed significant effects. The findings are then discussed.

Table 4. Hypothesis Testing Results of Direct and Indirect Influence

Hypothesis	Path	Effect Size	*t*-value	*p*-value	Decision
H1	Perceived technology support -> Career satisfaction	0.377	4.458	0.000	Supported
H2	Digital self-efficacy->Career satisfaction	-0.059	0.673	0.501	Not Supported
H3	Perceived Technology Support -> Perceived Employability	0.314	5.610	0.000	Supported
H4	Digital self-efficacy-> Perceived Employability	0.520	11.524	0.000	Supported
H5	Perceived employability -> Career satisfaction	0.466	7.912	0.000	Supported
H6	Perceived Technology Support -> Perceived Employability -> Career satisfaction	0.146	4.530	0.000	Supported
H7	Digital self-efficacy-> Perceived Employability -> Career satisfaction	0.243	6.211	0.000	Supported

DISCUSSION

Perceived technology support has a significant positive effect on career satisfaction. This finding indicates that as the level of support provided by the organization on technology increases, employees' career satisfaction also increases. When employees feel supported by their company, they are more satisfied with their careers. Technology support makes employees feel valued. Remote workers are more satisfied with their jobs and careers when their company supports their career development. When remote workers perceive strong technology support, they often experience increased efficiency in performing their tasks. This efficiency can lead to higher job satisfaction as

employees feel they are able to meet their work goals more effectively. The results of this study are consistent with SCCT that found that perceived technology support positively and significantly predicts career satisfaction (Lent & Brown, 2008).

Digital self-efficacy refers to an individual's belief in their ability to use digital technology effectively and efficiently. It encompasses the capability to operate devices, access information online, and utilize various applications and digital platforms to achieve specific goals (Bouncken et al., 2021). In accordance with the tenets of SCCT, high self-efficacy indicates that individuals are willing to accept job challenges and strive to overcome obstacles and barriers. The results of hypothesis testing also yielded that digital self-efficacy does not have a significant impact on career satisfaction.

This study found that perceived technology support has a positive and significant effect on perceived employability. This indicates that the higher the perceived technology support score, the higher the perceived employability score. When remote workers perceive strong technology support, they are better equipped to perform their job tasks efficiently and effectively. Improved job performance, facilitated by adequate technology support, can enhance their perceived employability as they become more competent and valuable to employers. Perceived technology support often includes access to training and resources for using digital tools effectively. This support can help remote workers develop and refine their digital skills, which are crucial for maintaining and enhancing employability in the rapidly evolving tourism industry (Hooft et al., 2021).The findings of this study are supported by empirical findings from (Guilbert et al., 2018) where their research shows that perceived technology support significantly affects perceived employability. Furthermore, it was found that digital self-efficacy has a positive and significant impact on perceived employability. Remote workers with high digital self-efficacy are better able to adapt to new technologies and tools. In the tourism industry, where technological advancements are frequent, this adaptability ensures that remote workers remain relevant and capable of handling evolving job requirements, thereby increasing their perceived employability. This finding is in line with the SCCT where self-efficacy plays an important role in setting general and specific goals. Employees with high digital self-efficacy tend to have a more confident attitude (Sotto-Mayor et al., 2023). In addition, the more career options employees can explore, the stronger they are in terms of social work skills and significant impact on perceived employability.

The concept of perceived employability refers to an individual's subjective perception of their ability to keep their current job or their future chances of getting an equivalent or better job. (Cheung, 2017). It involves individuals' beliefs about the extent to which they have the necessary skills, knowledge and resources to succeed in the world of work, as well as their beliefs about how they can compete and cope with changes in the work environment. Perceived employability can influence employee behavior, career decisions, and job performance. From hypothesis testing, it was found that perceived employability has a significant positive effect on career satisfaction.

When employees have higher levels of perceived employability, they tend to feel more confident about their skills, qualifications and ability to find new job opportunities if needed. This increased confidence can lead to greater career security, which contributes to higher levels of career satisfaction. Perceived employability leads to job search behavior and career satisfaction (Baluku et al., 2021; Van der Heijden et al., 2022) .

The results showed that perceived employability as mediator in this study. Technology support and digital self-efficacy have significant influence on career satisfaction through mediation by perceived employability. Employees who perceive strong technology support and digital self-efficacy are more likely to have better employability, which then leads to increased career satisfaction. When supported by the organization, individuals can feel more confident in their ability to manage their career effectively (Sotto-Mayor et al., 2023). Individuals who feel supported by the organization tend to have higher confidence in their ability to get and keep the job they want (Lent & Brown, 2008). Enhancing technology support and fostering remote workers' digital self-efficacy can improve their perceived employability, which in turn boosts career satisfaction. They may be more likely to improve their skills and resources, actively seek career opportunities that match their goals and interests, thereby increasing career satisfaction. Perceived technology support and digital self-efficacy directly enhance the perceived employability of remote workers in the tourism industry. Adequate technological support and confidence in digital skills make workers feel more competent and prepared to face challenges in the job market. Workers who perceive themselves as more employable due to effective technology support and strong digital self-efficacy are likely to experience higher career satisfaction.

CONCLUSION

This study provides valuable insights and practical applications in employee career management. We used SCCT to investigate the impact of perceived-technology and digital self-efficacy on perceived employability and career satisfaction among remote workers from Islamic tourism companies. The results showed that perceived technology support has a positive impact on career satisfaction. Digital self-efficacy has no impact on career satisfaction. We found that perceived technology support and digital self-efficacy increase perceived employability, which in turn enables greater career satisfaction. This research provides valuable theoretical insights in the context of career development. According to social cognitive career theory, self-efficacy is directly related to outcome expectations. However, this study shows that digital self-efficacy does not directly influence outcome expectations, specifically career satisfaction. There is an employability mechanism that acts as a link between digital self-efficacy and career satisfaction.

This study has several limitations. First, this study utilized a cross-sectional design, which limits the ability to make strong inferences about causality. To gain a more comprehensive understanding of causality, future research in this area may seek to test the model established in this study using a

longitudinal research methodology. Secondly, as the data for all research variables were collected solely from employee self-reports, the conclusions of this study may be affected by common method variance. To reduce the negative effects associated with this issue, future research should collect data from other sources. Third, since the sample in this study was collected from the tourism industry, future research should examine other contexts.

ACKNOWLEDGEMENT

The authors admit the financial grants from the Universitas Negeri Padang, Indonesia in 2024 upon drafting, processing, and the writing of this research into academic article.

REFERENCES

Agarwal, R., Sambamurthy, V., & Stair, R. M. (2000). The evolving relationship between general and specific computer self-efficacy—An empirical assessment. *Information systems research*, *11*(4), 418-430. https://doi.org/10.1287/isre.11.4.418.11876

Akkermans, J., Tims, M., Beijer, S., & De Cuyper, N. (2019). Should employers invest in employability? Examining employability as a mediator in the HRM–commitment relationship. *Frontiers in Psychology*, *10*, 717. https://doi.org/10.3389/fpsyg.2019.00717/full

Allen, M. W., Armstrong, D. J., Reid, M. F., & Riemenschneider, C. K. (2008). Factors impacting the perceived organizational support of IT employees. *Information & Management*, *45*(8), 556-563. https://doi.org/10.1016/j.im.2008.09.003

Aryee, S., & Luk, V. (1996). Work and nonwork influences on the career satisfaction of dual-earner couples. *Journal of Vocational Behavior*, *49*(1), 38-52. https://doi.org/10.1006/jvbe.1996.0032

Baluku, M. M., Mugabi, E. N., Nansamba, J., Matagi, L., Onderi, P., & Otto, K. (2021). Psychological capital and career outcomes among final year university students: The mediating role of career engagement and perceived employability. *International Journal of Applied Positive Psychology*, *6*, 55-80. https://doi.org/10.1007/s41042-020-00040-w

Bandura, A. (1982). Self-efficacy mechanism in human agency. *American Psychologist*, *37*(2), 122. https://doi.org/10.1037/0003-066X.37.2.122

Bandura, A. (1997). Self-efficacy in Changing Societies. In *Self-Efficacy in Changing Societies*. https://doi.org/10.1017/cbo9780511527692.009

Bandura, A. (2012). On the Functional Properties of Perceived Self-Efficacy Revisited. *Journal of Management*, *38*(September 2011). https://doi.org/10.1177/0149206311410606

Bargsted, M., Yeves, J., Merino, C., & Venegas-Muggli, J. I. (2021). Career success is not always an outcome: Its mediating role between competence employability model and perceived employability. *Career Development International*, *26*(2), 119-139. https://doi.org/10.1108/CDI-06-2020-0141

Bellini, C. G. P., Isoni Filho, M. M., de Moura Junior, P. J., & de Faria Pereira, R. d. C. (2016). Self-efficacy and anxiety of digital natives in face of compulsory computer-mediated tasks: A study about digital capabilities and limitations. *Computers in Human Behavior*, *59*, 49-57. https://doi.org/10.1016/j.chb.2016.01.015

Bloom, N., Liang, J., Roberts, J., & Ying, Z. J. (2015). Does working from home work? Evidence from a Chinese experiment. *The Quarterly journal of economics*, *130*(1), 165-218. https://doi.org/10.1093/qje/qju032

Bouncken, R. B., Kraus, S., & Roig-Tierno, N. (2021). Knowledge-and innovation-based business models for future growth: Digitalized business models and portfolio considerations. *Review of Managerial Science*, *15*(1), 1-14. https://doi.org/10.1007/s11846-019-00366-z

Caesens, G., Stinglhamber, F., & Ohana, M. (2016). Perceived organizational support and well-being: A weekly study. *Journal of Managerial Psychology*, *31*(7), 1214-1230. https://doi.org/10.1108/JMP-01-2016-0002

Chang, W., Busser, J., & Liu, A. (2020). Authentic leadership and career satisfaction: The meditating role of thriving and conditional effect of psychological contract fulfillment. *International Journal of Contemporary Hospitality Management*, *32*(6), 2117-2136. https://doi.org/10.1108/IJCHM-06-2019-0551

Chughtai, A. (2018). Authentic leadership, career self-efficacy and career success: a cross-sectional study. *Career Development International*, *23*(6/7), 595-607. https://doi.org/10.1108/CDI-05-2018-0160

Clarke, M. (2008). Understanding and managing employability in changing career contexts. *Journal of European Industrial Training*, *32*(4), 258-284. https://doi.org/10.1108/03090590810871379

De Vos, A., De Hauw, S., & Van der Heijden, B. I. (2011). Competency development and career success: The mediating role of employability. *Journal of Vocational Behavior*, *79*(2), 438-447. https://doi.org/10.1016/j.jvb.2011.05.010

Diaa, N. M., Abidin, A. Z. U., & Roller, M. (2024). Examining the relationship of career crafting, perceived employability, and subjective career success: the moderating role of job autonomy. *Future Business Journal*, *10*(1), 16. https://doi.org/10.1186/s43093-024-00304-w

Eisenberger, R., Rhoades Shanock, L., & Wen, X. (2020). Perceived organizational support: Why caring about employees counts. *Annual Review of Organizational Psychology and Organizational Behavior*, *7*(1), 101-124. https://doi.org/10.1146/annurev-orgpsych-012119-044917

Farashah, A., Blomquist, T., Al Ariss, A., & Guo, G. C. (2023). Perceived employability of skilled migrants: A systematic review and future research agenda. *The International Journal of Human Resource Management*, *34*(3), 478-528. https://doi.org/10.1080/09585192.2022.2099226

Fornell, C., & Larcker, D. F. (1981). Evaluating structural equation models with unobservable variables and measurement error. *Journal of marketing research*, *18*(1), 39-50. https://doi.org/10.1177/002224378101800104

Green, N., Tappin, D., & Bentley, T. (2020). Working from home before, during and after the Covid-19 pandemic: implications for workers and

organisations. *New Zealand Journal of Employment Relations*, *45*(2), 5-16. https://doi.org/10.3316/informit.776939020713956

Guilbert, L., Carrein, C., Guénolé, N., Monfray, L., Rossier, J., & Priolo, D. (2018). Relationship between perceived organizational support, proactive personality, and perceived employability in workers over 50. *journal of employment counseling*, *55*(2), 58-71. https://doi.org/10.1002/joec.12075

Haenggli, M., & Hirschi, A. (2020). Career adaptability and career success in the context of a broader career resources framework. *Journal of Vocational Behavior*, *119*, 103414. https://doi.org/10.1016/j.jvb.2020.103414

Hair, J. F., Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: Indeed a silver bullet. *Journal of Marketing theory and Practice*, *19*(2), 139-152. https://doi.org/10.2753/MTP1069-6679190202

Hall, D. T., Yip, J., & Doiron, K. (2018). Protean careers at work: Self-direction and values orientation in psychological success. *Annual Review of Organizational Psychology and Organizational Behavior*, *5*, 129-156. https://doi.org/10.1146/annurev-orgpsych-032117-104631

Hartman, R. L., & Barber, E. G. (2020). Women in the workforce: The effect of gender on occupational self-efficacy, work engagement and career aspirations. *Gender in Management: An International Journal*, *35*(1), 92-118. https://doi.org/10.1108/GM-04-2019-0062

Hildred, K., Piteira, M., Cervai, S., & Pinto, J. C. (2024). Strategic career behaviours among hybrid workers: testing a general European model. *Frontiers in Psychology*, *15*, 1347352. https://doi.org/10.3389/fpsyg.2024.1347352

Hooft, E. A. J. Van, Kammeyer-mueller, J. D., Wanberg, C. R., & Kanfer, R. (2021). Job Search and Employment Success : A Quantitative Review and Future Research Agenda. *Journal of Applied Psychology*, *106*(5), 674–713.

Ip, E. J., Lindfelt, T. A., Tran, A. L., Do, A. P., & Barnett, M. J. (2020). Differences in career satisfaction, work–life balance, and stress by gender in a national survey of pharmacy faculty. *Journal of pharmacy practice*, *33*(4), 415-419. https://doi.org/10.1177/0897190018815042

Jiang, Y. (2021). Learning goal orientation, career self-efficacy, and career interest: A moderated mediation model. *journal of employment counseling*, *58*(4), 167-181. https://doi.org/10.1002/joec.12171

Joo, B.-K., & Lee, I. (2017). Workplace happiness: work engagement, career satisfaction, and subjective well-being. Evidence-based HRM: A global forum for empirical scholarship,

Kundi, Y. M., Hollet-Haudebert, S., & Peterson, J. (2021). Linking protean and boundaryless career attitudes to subjective career success: a serial mediation model. *Journal of Career Assessment*, *29*(2), 263-282. https://doi.org/10.1177/1069072720959782

Larson, L., & DeChurch, L. A. (2020). Leading teams in the digital age: Four perspectives on technology and what they mean for leading teams. *The leadership quarterly*, *31*(1), 101377. https://doi.org/10.1016/j.leaqua.2019.101377

Lent, R. W., & Brown, S. D. (2008). Social cognitive career theory and subjective well-being in the context of work. *Journal of Career Assessment*, *16*(1), 6-21. https://doi.org/10.1177/1069072707305769

Li, J., Han, X., Qi, J., & He, X. (2021). Managing one's career: The joint effects of job autonomy, supervisor support, and calling. *Journal of Career Development*, *48*(6), 973-986. https://doi.org/10.1177/0894845320906464

Li, M., Fan, W., & Zhang, L. f. (2023). Career adaptability and career choice satisfaction: Roles of career self-efficacy and socioeconomic status. *The Career Development Quarterly*, *71*(4), 300-314. https://doi.org/10.1002/cdq.12334

Malhotra, N. K., Nunan, D., & Birks, D. F. (2020). *Marketing research*. Pearson UK.

Malik, M. S., & Nawaz, M. K. (2022). Fostering employability through mediation of protégé career self-efficacy of Pakistani bankers. *Cogent Business & Management*, *9*(1), 2141672. https://doi.org/10.1080/23311975.2022.2141672

Maran, T. K., Liegl, S., Davila, A., Moder, S., Kraus, S., & Mahto, R. V. (2022). Who fits into the digital workplace? Mapping digital self-efficacy and agility onto psychological traits. *Technological Forecasting and Social Change*, *175*, 121352. https://doi.org/10.1016/j.techfore.2021.121352

Martínez-León, I. M., Olmedo-Cifuentes, I., & Ramón-Llorens, M. C. (2018). Work, personal and cultural factors in engineers' management of their career satisfaction. *Journal of Engineering and Technology Management*, *47*, 22-36. https://doi.org/10.1016/j.jengtecman.2017.12.002

Mousa, M., Chaouali, W., & Mahmood, M. (2023). The inclusion of gig employees and their career satisfaction: do individual and collaborative job crafting play a role? *Public Organization Review*, *23*(3), 1055-1068. https://doi.org/10.1007/s11115-021-00596-4

Nauta, A., Van Vianen, A., Van der Heijden, B., Van Dam, K., & Willemsen, M. (2009). Understanding the factors that promote employability orientation: the impact of employability culture, career satisfaction, and role breadth self-efficacy. *Journal of occupational and organizational psychology*, *82*(2), 233-251. https://doi.org/10.1348/096317908X320147

Ngo, H.-Y., & Hui, L. (2018). Individual orientations and career satisfaction: The mediating roles of work engagement and self-efficacy. *Journal of Career Development*, *45*(5), 425-439. https://doi.org/10.1177/0894845317706759

Ngo, H.-y., Liu, H., & Cheung, F. (2017). Perceived employability of Hong Kong employees: Its antecedents, moderator and outcomes. *Personnel Review*, *46*(1), 17-35. https://doi.org/10.1108/PR-01-2015-0015

Niu, Y., Hunter-Johnson, Y., Xu, X., & Liu, T. (2019). Self-perceived employability and subjective career success: Graduates of a workforce education and development program. *The Journal of Continuing Higher Education*, *67*(2-3), 55-71. https://doi.org/10.1080/07377363.2019.1660843

Oubibi, M., Fute, A., Xiao, W., Sun, B., & Zhou, Y. (2022). Perceived organizational support and career satisfaction among Chinese teachers: the mediation effects of job crafting and work engagement during COVID-19. *Sustainability*, *14*(2), 623. https://doi.org/10.3390/su14020623

Park, S., Jeong, S., & Chai, D. S. (2021). Remote e-workers' psychological well-being and career development in the era of COVID-19: Challenges, success factors, and the roles of HRD professionals. *Advances in Developing Human Resources*, *23*(3), 222-236. https://doi.org/10.1177/15234223211017849

Rahim, N. B., & Siti-Rohaida, M. (2015). Career satisfaction and psychological well-being among professional engineers in Malaysia: The effect of career goal development. *Asian Academy of Management Journal*, *20*(2), 127.

Reichenberger, I. (2018). Digital nomads–a quest for holistic freedom in work and leisure. *Annals of Leisure Research*, *21*(3), 364–380. https://doi.org/10.1080/11745398.2017.1358098

Reinartz, W., Haenlein, M., & Henseler, J. (2009). An empirical comparison of the efficacy of covariance-based and variance-based SEM. *International Journal of research in Marketing*, *26*(4), 332-344. https://doi.org/10.1016/j.ijresmar.2009.08.001

Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support: a review of the literature. *Journal of applied psychology*, *87*(4), 698. https://doi.org/10.1037/0021-9010.87.4.698

Rigotti, T., Korek, S., & Otto, K. (2020). Career-related self-efficacy, its antecedents and relationship to subjective career success in a cross-lagged panel study. *The International Journal of Human Resource Management*, *31*(20), 2645-2672. https://doi.org/10.1080/09585192.2018.1460858

Rothwell, A., & Arnold, J. (2007). Self-perceived employability: Development and validation of a scale. *Personnel Review*, *36*(1), 23-41. https://doi.org/10.1108/00483480710716704

Semeijn, J., Van der Heijden, B., & De Beuckelaer, A. (2020). Personality traits and types in relation to career success: An empirical comparison using the big five. *Applied Psychology*, *69*(2), 538-556. https://doi.org/10.1111/apps.12174

Sotto-Mayor, J. D., Simão, C., & Carneiro Pinto, J. (2023). The new dynamics of career self-management: a study with remote workers. *International Journal for Educational and Vocational Guidance*, 1-18. https://doi.org/10.1007/s10775-023-09611-0

Spurk, D., Abele, A. E., & Volmer, J. (2011). The career satisfaction scale: Longitudinal measurement invariance and latent growth analysis. *Journal of occupational and organizational psychology*, *84*(2), 315-326. https://doi.org/10.1111/j.2044-8325.2011.02028.x

Tavares, F., Santos, E., Diogo, A., & Ratten, V. (2021). Teleworking in Portuguese communities during the COVID-19 pandemic. *Journal of Enterprising Communities: people and places in the global economy*, *15*(3), 334-349. https://doi.org/10.1108/JEC-06-2020-0113

Tee, P. K., Cham, T.-H., Low, M. P., & Lau, T.-C. (2022). The role of perceived employability in the relationship between protean career attitude and

career success. *Australian Journal of Career Development*, *31*(1), 66-76. https://doi.org/10.1177/10384162211021940

Ulfert-Blank, A. S., & Schmidt, I. (2022). Assessing digital self-efficacy: Review and scale development. *Computers and Education*, *191*(8), 104626. https://doi.org/10.1016/j.compedu.2022.104626

Van der Heijden, B. I., Davies, E. M., Van der Linden, D., Bozionelos, N., & De Vos, A. (2022). The relationship between career commitment and career success among university staff: The mediating role of employability. *European Management Review*, *19*(4), 564-580. https://doi.org/10.1111/emre.12503

Vanhercke, D., De Cuyper, N., Peeters, E., & De Witte, H. (2014). Defining perceived employability: a psychological approach. *Personnel Review*, *43*(4), 592-605. https://doi.org/10.1108/PR-07-2012-0110

Vrontis, D., Makrides, A., Christofi, M., & Thrassou, A. (2021). Social media influencer marketing: A systematic review, integrative framework and future research agenda. *International Journal of Consumer Studies*, *45*(4), 617-644. https://doi.org/10.1111/ijcs.12647

Wiernik, B. M., & Kostal, J. W. (2019). Protean and boundaryless career orientations: A critical review and meta-analysis. *Journal of counseling psychology*, *66*(3), 280. https://doi.org/10.1037/cou0000324

Yang, H., & Zhou, D. (2022). Perceived Organizational Support and Creativity of Science-Technology talents in the Digital Age: the effects of Affective Commitment, innovative self-efficacy and Digital thinking. *Psychology Research and Behavior Management*, 2421-2437. https://doi.org/10.2147/PRBM.S378141