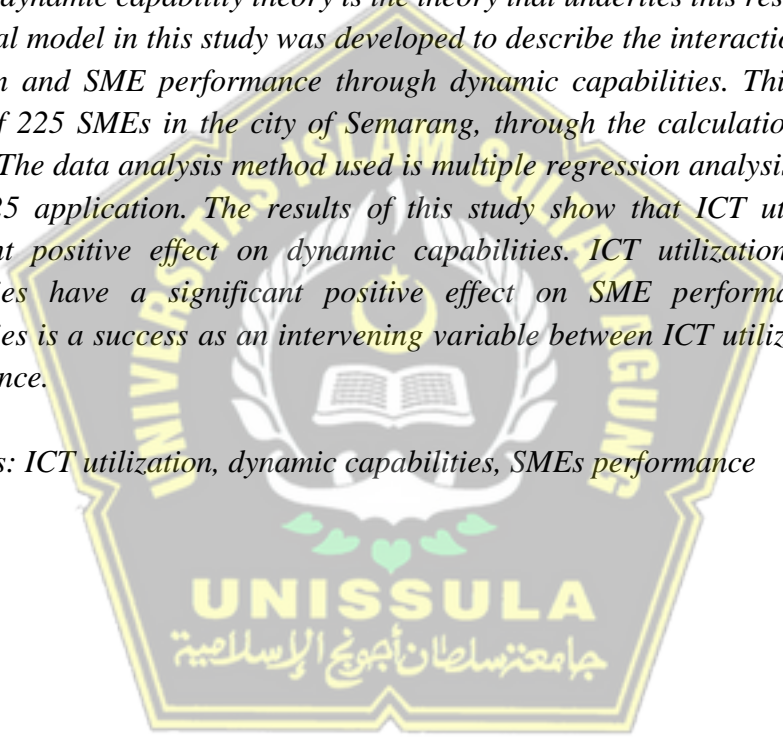


ABSTRACT

This study aims to examine the effect of ICT utilization on SME performance with dynamic capability as an intervening variable. Broadly speaking, companies face challenges in maintaining superior business performance over a long period of time. Most companies find it difficult to continuously achieve business performance according to strategic insight and agility to ensure a business environment. Especially in the current state of the 2019 coronavirus disease (Covid-19) pandemic, which resulted in most companies experiencing a decline in performance. Resource based view and dynamic capability theory is the theory that underlies this research. Thus the conceptual model in this study was developed to describe the interaction between ICT utilization and SME performance through dynamic capabilities. This study used a sample of 225 SMEs in the city of Semarang, through the calculation of the Slovin formula. The data analysis method used is multiple regression analysis with the SPSS version 25 application. The results of this study show that ICT utilization has a significant positive effect on dynamic capabilities. ICT utilization and dynamic capabilities have a significant positive effect on SME performance. Dynamic capabilities is a success as an intervening variable between ICT utilization and SME performance.

Keywords: ICT utilization, dynamic capabilities, SMEs performance



ABSTRAK

Penelitian ini bertujuan untuk menguji pengaruh *ICT utilization* terhadap Kinerja UKM dengan kemampuan dinamis sebagai variabel intervening. Secara garis besar, perusahaan menghadapi tantangan dalam mempertahankan kinerja bisnis yang unggul dalam periode yang panjang. Sebagian besar perusahaan merasa sulit untuk terus-menerus mencapai kinerja bisnis yang sesuai dengan wawasan strategis dan kelincahan untuk memastikan lingkungan bisnis. Apalagi dalam keadaan pandemi penyakit coronavirus 2019 (Covid-19) saat ini, mengakibatkan sebagian besar perusahaan mengalami penurunan kinerjanya. *Resource based View* dan *dynamic capability theory* adalah teori yang mendasari penelitian ini. Dengan demikian model konseptual dalam penelitian ini dikembangkan untuk menggambarkan interaksi antara *ICT utilization* dan kinerja UKM melalui *dynamic capabilities*. Penelitian ini menggunakan sampel 225 UKM di Kota Semarang, melalui perhitungan rumus slovin. Metode analisis data yang digunakan yaitu analisis regresi berganda dengan aplikasi SPSS versi 25. Hasil penelitian ini menunjukkan bahwa *ICT utilization* berpengaruh positif signifikan terhadap *dynamic capabilities*. *ICT utilization* dan *dynamic capabilities* berpengaruh positif signifikan terhadap kinerja UKM. *Dynamic capabilities* berhasil menjadi variabel intervening antara *ICT utilization* dan kinerja UKM.

Kata Kunci: *ICT utilization*, *dynamic capabilities*, Kinerja UKM

