



Investigating The Role of Information Technology, Motivation and Competence on Government Employee Performance

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Abstract

Purpose: The research aims to identify and analyze the effect of information technology on government employee performance, the effect of motivation on government employee performance and the influence of competence on government employee performance

Methods: This research was conducted to test the hypothesis proposed by using quantitative methods. This type of research is research with a quantitative approach and the nature of the research. Population is a group or group of research objects from which data will be collected. The whole or totality of the object under study whose characteristics are suspected or estimated. The research design used a survey research that took a sample from one population and used a questionnaire as the main data collection tool. The research was carried out in government offices. The population in the study, namely all government employees, totaled 680 people. The sampling technique used in this study is simple random sampling. Data analysis using structural equation modelling (SEM) partial least square (PLS) and use software SmartPLS 3.0

Results: From the research results the influence of Information technology Mastery variables on performance is obtained t count $4.836 > t$ table 1.96 and a significant value t $0.05 > 0.00$, indicating that information technology has a positive and significant influence on performance, From the research results the effect of the motivational variable on performance is obtained t count $8.401 > t$ table 1.96 and a significant value $0.00 < 0.05$, indicating that motivation has a positive and significant influence on performance, From the research results the effect of the competency variable on performance is obtained t count $4.904 < t$ table 1.96 and a significant value $0.00 < 0.05$, indicating that competence has a positive and significant influence on performance.

Conclusion: Based on the description and results of the analysis shown previously, it can be concluded as follows: The results show that information technology has a positive and significant effect on employee performance, motivation has a positive and significant effect on employee performance, competence has a positive and significant effect on employee performance Information Technology has a positive and significant effect towards career development, then this needs to be maintained and improved again in order to maximize performance

Keywords: Information Technology, Motivation, Competency, Government , Employee Performance

INTRODUCTION

According to [Suryaman et al.\(2020\)](#); [Nuryanti et al. \(2020\)](#) Civil Servants are the main element of human resources in achieving national goals. The role of employees is very strategic in carrying out public service duties, government tasks, and certain development tasks. It is absolutely necessary to have reliable and professional apparatus resources in carrying out very complex governance and development tasks. The professionalism of the apparatus will increase along with



the level of competence supported by the existence of information technology which is very dominant in the current era. According to [Zaman et al. \(2020\)](#); [Utomo et al. \(2023\)](#) In carrying out these tasks, civil servants must be required to have reliability, especially in running the wheels of government because with the support of technology which is increasingly developing, it is very easy for them to carry out their duties and functions as state civil servants. having a profession and management based on a merit system. According to [Asbari et al. \(2020\)](#); [Asbari et al. \(2021\)](#); [Amri, et al. \(2021\)](#) In this system as stipulated in Law Number 5 of 2014 concerning State Civil Apparatus (ASN Law), there is a comparison between the qualifications, competencies and performance required by positions with the qualifications, competencies and performance possessed by candidates in recruitment, appointment, placement, and promotion to positions that are carried out in a transparent, accountable, and competitive manner, in line with good governance. Information technology is defined as technology that combines computing (computers) with high-speed communication lines that carry data, voice, and videos. Purpose and Function of Information Technology Is to solve a problem, open creativity, increase effectiveness and efficiency in human activity.

The development of information systems today is the result of human thought that creates information systems that can influence the business world so as to bring changes in aspects of life. According to [Suryaman et al.\(2020\)](#); [Utomo et al. \(2023\)](#) The development of information systems also has an impact on the company, both positively and negatively. The more developed the information system, it can provide various conveniences to organizational activities in improving its performance. There is a positive impact from the development of information systems that can be felt by companies in the form of increased performance, ease of making reports, and information obtained will be more accurate. According to [Nuryanti et al. \(2020\)](#); [Wanasida et al. \(2021\)](#) The use of an information system is influenced by conditions that facilitate users in using it because if the information system is not supported by the necessary equipment and facilities, the user cannot use the information system. Employee motivation plays an important role in the success of organizations, both commercial organizations and public organizations, because motivation can affect the level of productivity, quality of work, employee commitment to the organization and work culture. One of the influential factors in performance is work motivation. Motivation is a state in a person's personality that encourages the individual's desire to carry out certain activities in order to achieve goals.

According to [Fayzhall et al. \(2020\)](#); [Fikri et al. \(2021\)](#); [Jannah et al. \(2020\)](#) Motivation from within employees can come from the need for money, appreciation, power, and recognition. External motivation can come from family, co-workers or superiors. In outline, the motivation given can be divided into two, namely positive motivation and negative motivation. Sedarmayanti (2013) states that competency is a "fundamental characteristic possessed by someone who has a direct influence on, or can predict excellent performance". Competence possessed by employees both individually must be able to support the implementation of organizational strategy and be able to support any changes made by management. According to [Wanasida et al. \(2021\)](#); [Yunarsih et al. \(2020\)](#): Competence has a very strong influence on employee performance. Competence is the ability to carry out or carry out a job or task that is based on skills and knowledge and is supported by the work attitude required by the job. According to [Amri, et al. \(2021\)](#); [Arifiati et al. \(2020\)](#); [Basuki et al. \(2020\)](#); [Bernarto et al. \(2023\)](#) describes that: "Competency in public organizations is needed, especially to answer organizational demands, where there are very rapid changes, the development of problems that are very complex and dynamic. Performance is a function of motivation and ability. In order to complete a task or job a person should have a certain degree of willingness and level of ability. According to [Asbari et al. \(2021\)](#); [Amri, et al. \(2021\)](#) states that "performance is the result of work that has a strong relationship with the organization's strategic goals, satisfaction and making an economic contribution". Performance is a real behavior

that is displayed by everyone as work performance produced by employees according to their role in the company.

METHOD

This research was conducted to test the hypothesis proposed by using quantitative methods. This type of research is research with a quantitative approach and the nature of the research. Population is a group or group of research objects from which data will be collected. The whole or totality of the object under study whose characteristics are suspected or estimated. The research design used a survey research that took a sample from one population and used a questionnaire as the main data collection tool. The research was carried out in government offices. The population in the study, namely all government employees, totaled 680 people. The sampling technique used in this study is simple random sampling. Data analysis using structural equation modelling (SEM) partial least square (PLS) and use software SmartPLS 3.0

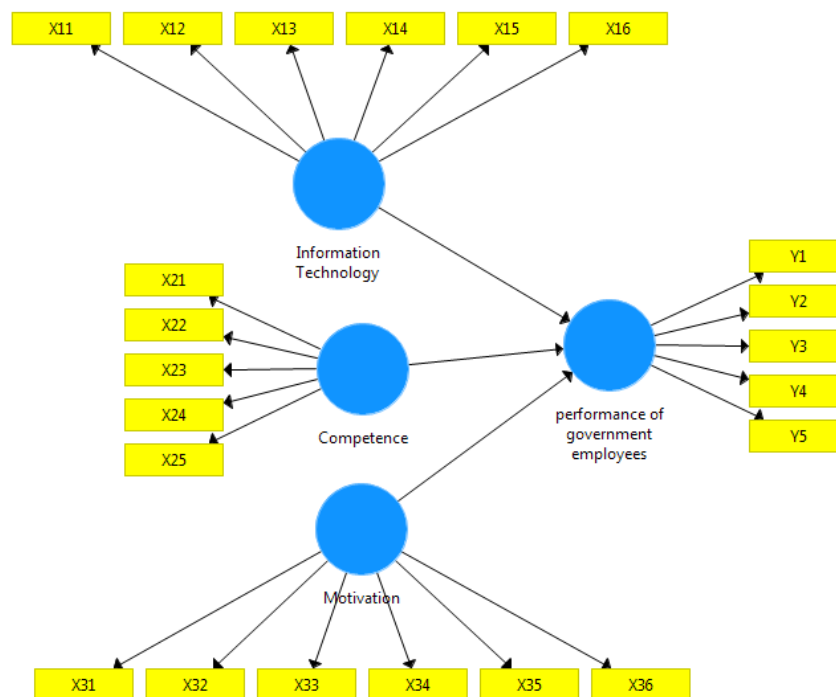


Fig 1. Research Model

Hypothesis :

1. Information Technology has a positive and significant effect on the performance of government employees
2. Competence has a positive and significant effect on the performance of government employees.
3. Motivation has a positive and significant effect on the performance of government employees

RESULT AND DISCUSSION

The results of the reliability test for the information technology variable obtained a value greater than the required reliability coefficient (α) of 0.60, meaning that each statement item of the information technology variable used in the study was reliable. The results of the motivational variable reliability test obtained the Cronbach's alpha value greater than the requirements the

reliability coefficient (α) is 0.60, meaning that each statement item of the motivational variable used in the study is reliable. The results of the competency variable reliability test obtained Cronbach's alpha value greater than the reliability coefficient requirement (α) of 0.60, meaning that each statement item of the leadership variable used in the study was reliable.

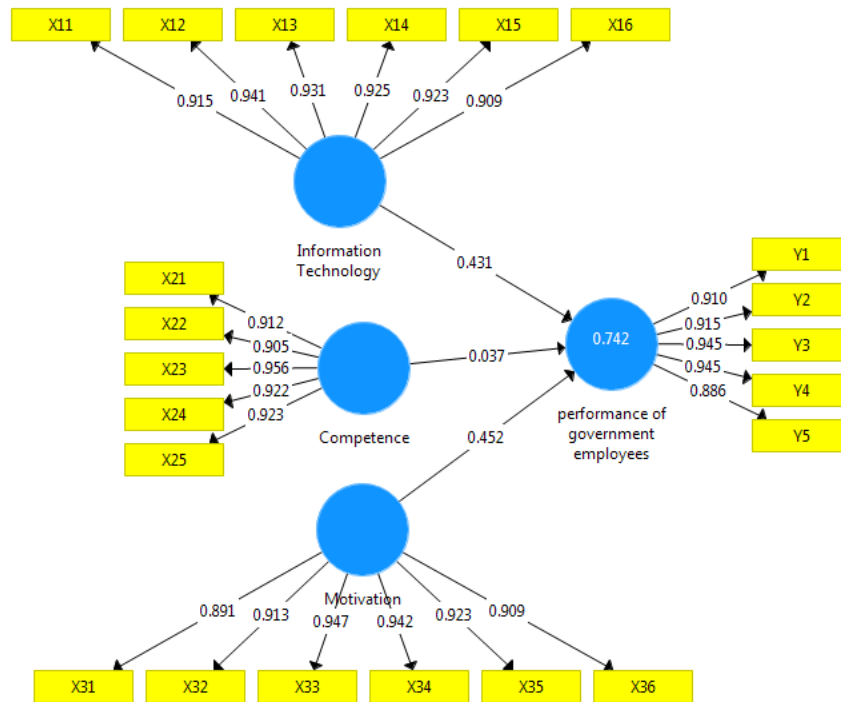


Fig 2. Validity and reliability testing

Reliability Test Results

Reliability test can be measured by looking at the value of composite reliability and cronbach's alpha. This research is testing reliability using Cronbach's alpha value because it is considered better in providing estimates consistency of an indicator

Table 1. Reliability Testing

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
Information Technology	0.845	0.823	0.843	0.654
Competence	0.819	0.843	0.813	0.663
Performance of government employees	0.819	0.843	0.813	0.663
Motivation	0.814	0.898	0.845	0.676

Table 1. shows the results of the reliability test with the Cronbach's alpha value for each variable, which can be said to be valid or reliable. Variable to be valid or reliable if the Cronbach's alpha value is ≥ 0.6 .

Hypothesis Testing

Hypothesis testing in this study was carried out by looking at the T-Statistics value and the P-Values value. The research hypothesis can be declared accepted if the P-Values <0.05

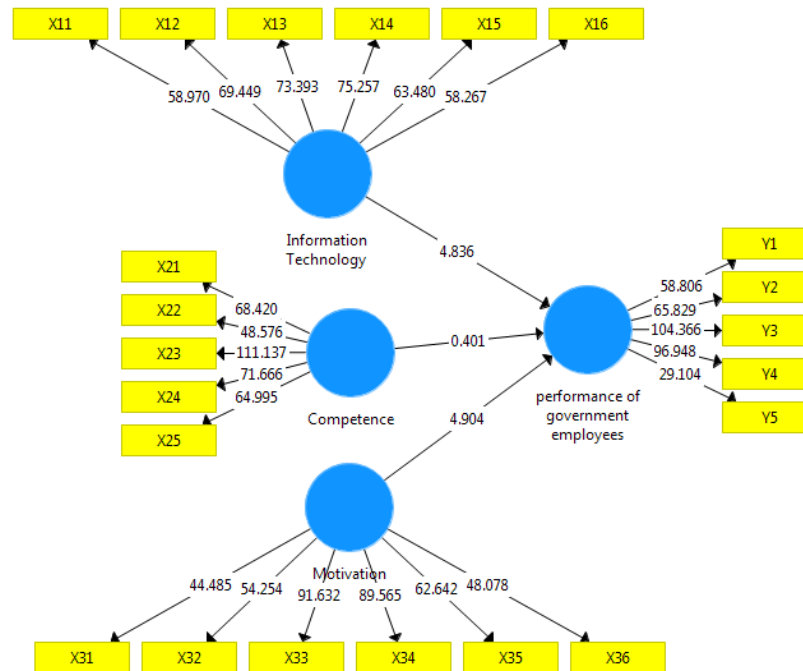


Fig 3. Hypothesis testing

Table 2. Hypothesis Testing

Correlation	P value	Result
Information Technology on the performance of government employees	0.000	Supported
Competence on the performance of government employees.	0.000	Supported
Motivation on the performance of government employees	0.000	Supported

Effect of Information Technology on Performance

From the research results the influence of Information technology Mastery variables on performance is obtained t count 4.836 > t table 1.96 and a significant value t 0.05 > 0.00, indicating that information technology has a positive and significant influence on performanceso that the Information Technology hypothesis partially affects performance can be accepted. The results of this study are in line with [According to Maesaroh et al. \(2020\);Nadeak et al. \(2021\);Novitasari et al. \(2021\);Oscarius et al. \(2021\);Sudargini \(2020\)](#) research. There is a significant influence between information technology on employee performance, there is a significant effect between discipline on employee performance, there is a significant influence between incentives on discipline, there is a significant influence between incentives on employee performance, there is an influence there is a significant difference between incentives on employee performance, there is a significant effect between incentives on employee performance. Furthermore, this research is also in line with [Maesaroh et al. \(2020\)](#) which shows that simultaneously the use of information technology, apparatus competence and organizational commitment simultaneously affect managerial performance in financial management. While partially that the variable utilization of information technology, apparatus competence and



organizational commitment has a positive effect on managerial performance.

The development of globalization requires every employee to increase his expertise in the use of information technology in improving his performance. According to [Asbari et al. \(2020\)](#); [Asbari et al. \(2021\)](#) The use of information technology is a form of increasing the knowledge and skills of employees in facilitating their duties and obligations in the company. "Information technology can have a positive impact on individual performance, so it must be utilized properly and must be compatible with the tasks supported. Information technology, especially computer technology, has the potential to improve individual and organizational performance, therefore many decision makers invest funds in information technology. The influence of today's technological developments is so rapid, therefore every organization now considers that information systems are very important for the survival of the company. According to [Maesaroh et al. \(2020\)](#); [Oscarius et al. \(2021\)](#); [Sudargini \(2020\)](#) Changes that occur in society greatly affect competition, both demographic changes, socio-economic, science and technology (IPTEK), market competition and human resources. The right strategy to face challenges and competition in the service market in the future also needs to be well planned. One way for companies to be able to compete with their competitors is to use information systems. The development of information systems today is the result of human thought that creates information systems that can influence the business world so as to bring changes in aspects of life. According to [Arifiati et al. \(2020\)](#); [Basuki et al. \(2020\)](#); [Bernarto et al. \(2023\)](#) The development of information systems also has an impact on the company, both positively and negatively. The more developed the information system, it can provide various conveniences to the activities of the organization in improving its performance. The role of the human resource function within the company is getting more and more attention in the organization's business activities. According to [Deswanti et al. \(2023\)](#); [Fayzhall et al. \(2020\)](#) The progress of an organization is determined by the existence of its human resources. ASN as the company's main resource is required to provide the best service to consumers and provide optimal performance so that consumers feel well served and feel satisfied. The achievement of organizational goals is only possible because of the efforts of the human resources in the organization to perform well. Organizations to achieve good and superior performance are required to make continuous quality improvements.

Effect of Motivation on Performance

From the research results the effect of the motivational variable on performance is obtained t count $8.401 > t$ table 1.96 and a significant value $0.00 < 0.05$, indicating that motivation has a positive and significant influence on performance. Thus it can be concluded that H2 is accepted, so the hypothesis which states that there is a positive and significant influence can be accepted. This research is in line with the results of research conducted [Fikri et al. \(2021\)](#); [Jannah et al. \(2020\)](#); [Juwaini et al. \(2022\)](#); [Kadiyono et al., \(2020\)](#) incentives have a positive and significant effect on performance, (2) motives have a positive and significant effect on performance, (3) expectations have a positive and significant effect on performance, and (4) incentives, motives and expectations have a positive and significant effect on the performance. The results of multiple linear regression tests show that: (1) work motivation, work environment and work discipline have a positive and significant effect on employee performance at the Regional Development Planning Agency of Central Sulawesi Province, (2) work motivation has a significant effect on employee performance, (3) work environment has a significant effect on the performance of the apparatus, (4) work discipline has a significant effect on the performance. Achievement motivation is a power capable of being a driving factor for employees to achieve the highest performance. According to [Novitasari et al. \(2021\)](#); [Ong et al. \(2020\)](#) These characteristics then encourage individuals to give better results when completing a task. Based on the previous descriptions, it can be concluded that achievement motivation is the desire and encouragement that exists within a person to achieve a goal which is the hope of himself so that it allows the achievement optimal performance.



The Effect of Competence on Performance

From the research results the effect of the competency variable on performance is obtained t count 4.904 < t table 1.96 and a significant value $0.00 < 0.05$, indicating that competence has a positive and significant influence on performance. Thus it can be concluded that H3 is accepted, so the hypothesis stating that there is a positive and significant influence between competence on performance can be accepted. This means that competence can improve employee performance. The results of this study are in line with [Asbari et al. \(2020\)](#); [Basuki et al. \(2020\)](#); [Bernarto et al. \(2023\)](#). Competence is very good, knowledge supported by education and experience is in accordance with employee discipline with the work assigned to employees, communication skills and operating information technology are also good, and the attitude of employees showing discipline and responsibility towards work is also very good. Experience, creativity, and motivation are factors that greatly influence the increasing competence of human resources

Furthermore, [According to Deswanti et al. \(2023\)](#); [Fayzhall et al. \(2020\)](#) Competence partially has a significant effect on employee performance. Work Discipline has a significant effect on employee performance. Simultaneously, competence and work discipline have a significant effect on employee performance. [According to Juwaini et al. \(2022\)](#); [Kadiyono et al., \(2020\)](#) states that competency is a "fundamental characteristic possessed by someone who has a direct effect on, or can predict very good performance". organizational strategy and able to support any changes made by management. Competence has a very strong influence on employee performance. Competence is the ability to carry out or carry out a job or task that is based on skills and knowledge and is supported by the work attitude required by the job. [According to Jannah et al. \(2020\)](#); [Juwaini et al. \(2022\)](#); [Kadiyono et al., \(2020\)](#) states that with high work discipline, it can make it easier for companies to achieve their goals, if employees have work discipline then employees will work effectively and can work time efficiently.

CONCLUSION

Based on the description and results of the analysis shown previously, it can be concluded as follows: The results show that information technology has a positive and significant effect on employee performance, motivation has a positive and significant effect on employee performance, competence has a positive and significant effect on employee performance Information Technology has a positive and significant effect towards career development, then this needs to be maintained and improved again in order to maximize performance. Based on the results of the study, it shows that the motivation variable has the most positive and significant effect on the performance, so this needs to be maintained, improved and even more innovative in order to maximize performance. Competence has a positive and significant effect on improving performance, so this needs to be maintained, improved and even more innovative in order to maximize performance.

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