INFLUENCE OF INFORMATION TECHNOLOGY AND EMPLOYEE ENGAGEMENT ON PERFORMANCE: A CASE STUDY AT THE MAGELANG BRANCH OF BPJS KETENAGAKERJAAN

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ABSTRACT

Study these done for identify and analyze influence technology information and engagement employee to performance employees at the *BPJS Ketenagakerjaan* Magelang Branch. The data source is primary data obtained from distribution questionnaire to 30 respondents, and sources secondary based on journals, books, research previously, as well as literature others. Research this use method quantitative with data collection through sample fed up with make all over population become sample data supported by tools help statistical program SPSS version 30. Research results show if in a way partial (t-test), technology information and engagement employee influential in a way positive to performance employees. In simultaneous (F-test), variable technology information and engagement employee in a way together influential in a way significant to performance employees at the *BPJS Ketenagakerjaan* Magelang Branch. The R Square value shows 58.2% variation figure explained by variables technology information, engagement employees and performance employees. As for the rest 41.8 % is explained by other variables outside the model that are not investigated in this study.

Keywords: *Technology Information, Employee Engagement, Employee Performance*

A. INTRODUCTION

Performance basically is achievement efforts undertaken by individuals or group within a organization, according to with not quite enough each answer has its own purpose reach objective organization (Afandi, 2018). Achievements from performance the can based on to various factor among others, innovation and creativity, empowerment employees, culture organization, as well as technology information (Tuffaha, 2020). In addition, according to Vasani & Pillai (2019), it states if performance employees are also influenced by factors attachment employee or employee engagement. Factors the each other related and able

impactful, good in a way direct to performance employee and no in a way direct and consequential to implementation task as well as not quite enough answer employee.

Opinion according to Ninith & Pinto (2023), said that system technology information, good device soft and device hard can increase transparency and efficiency organization. Research according to Febriani & Putra (2021), shows if technology information own positive impact to performance employees in the agency government because can give convenience work remotely far even though. In its use, technology this can increase efficiency and effectiveness organization because can speed up the process, so that can more fast in taking decision. In addition, it can also increase power competitiveness, performance, and productivity organization. In service public, implementation technology information can give improvement service to society, because the performance they do increasing (Hasibuan & Suhairi, 2023).

Besides technology information, engagement employees also become factors that can influence performance employees. There is a commitment employee can realize performance more employees good, that is condition when employee give more his abilities for the work they do (Handoyo & Setiawan, 2017). Employees will give better performance good when own attachment with organization place where they work, because own understanding and attention to environment operational organization as well as effort for reach objectives at both unit and department levels organization, good work the same thing that was done through level individual and team. According to Savitri *et al*., (2023), it explains if attachment employee no can separated with performance employee because employee is driving force in a organization.

Study results about impact digital competence and HR engagement towards performance at the Community and Village Empowerment Service (*Dispermades*) of Central Java Province, shows that digital competence is not own influence significant to HR performance, while attachment social own impact significant to HR performance. Other research according to Sulistyojati *et al.,* (2024), shows if technology information give impact positive to performance employees, while attachment employee or employee engagement own influence positive as well as significant to performance employees. Research previously the show if possibility existence other factors are also influential to variables. This is what makes researchers pushed for research influence technology information and engagement employee to its influence to performance employees, because combination variables this has not been researched yet in research previously.

Utilization technology accurate information can become connector in increase performance employees, so that influential to improvement efficiency and effectiveness performance. On the other hand, the formation of attachment employee to organization place employee work, will also push improvement service to public if associated with organizations in the sector public, because employee will tend more solution in finish problem job. Based on reason said, researchers try for uncover and understand the impact that occurs between variables technology information and engagement employee to performance employee in scope of *BPJS Ketenagakerjaan* Magelang Branch.

BPJS Ketenagakerjaan is institutions that were formed based on the *Undang-Undang Nomor 24 Tahun 2011* for manage guarantee social, which aims for ensure every participant get guarantee social and fulfilment decent needs. Providing protection to accident work, death, loss work, as well as lost income because already no capable work, and guarantee day old. Research this will give description how technology information and engagement employee implemented in support performance employees, who then will result to the service process that occurs for *BPJS Ketenagakerjaan* participants at the Magelang Branch.

Problems classic good in the form of burden lack of work in accordance with capacity employees, as well as problem lack of perceived satisfaction *BPJS Ketenagakerjaan* participants, Magelang Branch on services provided employees, become one of the reason study this must done. Amount *BPJS Ketenagakerjaan* participants of the Magelang Branch who tend to experience improvement from 2022 to 2024, with details 2022 number participant as many as 151.507 people. In 2023 the number participant as many as 159.755 people. In 2024 the number participant as many as 159.966 people. Improvement burden work that seems no balanced with utilization facility system technology information optimally by employees. Even though based on results observation pre field research, *BPJS Ketenagakerjaan* Magelang Branch use a number of application supporters for help make it easier giving service to *BPJS Ketenagakerjaan* participants, such as WhatsApp, telephone, email, website, JMO app, and SMILE system. However, their use felt not yet maximum because proven at the time service, participants guarantee social still complain delay service or response on complaints filed. Not to mention, participants also complained the constraints interaction two direction through social media provided by the *BPJS Ketenagakerjaan* Magelang Branch. Only on use application WhatsApp, *BPJS Ketenagakerjaan* employees, Magelang Branch send bills and various product like Guarantee Accident Work (*JKK*), Guarantee Death (*JKM*), Old Age Security (*JHT*), Guarantee Pension (*JP*), and or Guarantee Lost Jobs (*JKP*). However, when participant guarantee social submit responses, questions, and complaints, must wait response according to working hours If want to get *feedback* maximum, because messages sent previously nature automatic (bot).

On the other hand, the increase burden work for *BPJS Ketenagakerjaan* employees at the Magelang Branch, demanding employee for work in a way intensive. When demands work the no accompanied by with management good stress and fatigue, then can potential lower attachment employees, good to work and to organization. This is can seen based on results observation pre research findings if *BPJS Ketenagakerjaan* employees, Magelang Branch often do overtime, related with the claims process, as well as giving service in a way both offline and online online. The problem that then arises caused is decrease attachment employees that result to slowness of process and response to complaint *BPJS Ketenagakerjaan* participants, Magelang Branch.

Previous studies examining the relationship between information technology, employee engagement, and employee performance have produced mixed findings across different contexts. Kurniawati and Wulandari (2021) revealed that the utilization of information technology and training positively

affects employee performance through competence, while Sutanto (2021) showed that information technology and work ethic influence performance with work motivation as a mediator. In terms of employee engagement, Pratiwi and Nugroho (2022) highlighted that organizational culture and perceived organizational support significantly affect engagement through organizational commitment, whereas Amanda and Soeling (2021) found that organizational culture does not directly impact engagement unless mediated by organizational commitment. Further, a recent study demonstrated that information technology, work stress, and financial compensation significantly affect employee performance through employee engagement during the Covid-19 pandemic (Jurnal Keuangan dan Perbankan, 2024). Similarly, research on *PDAM* Tirtanadi revealed that employee engagement has a significant positive relationship with employee performance (Jurnal Social Library, 2022). Although these studies contribute valuable insights, they tend to focus on specific factors or organizational settings and do not simultaneously address the combined role of information technology and employee engagement in shaping performance, particularly in public service institutions. This condition reflects both empirical and theoretical gaps, thereby justifying the present study which aims to investigate the influence of information technology and employee engagement on employee performance at the *BPJS Ketenagakerjaan* Magelang Branch.

Based on background the back that has been described said, researchers interested know size influence technology information and engagement employee to performance Employees at the *BPJS Ketenagakerjaan* Magelang Branch. Research results this expected can beneficial for *BPJS Ketenagakerjaan* especially in the Magelang Branch For increase performance its employees. In addition, it is expected can become material considerations and input for study furthermore for research related issues with study this, or related variables with performance employees, but not yet investigated in study this.

Benefits of study this can give input to the *BPJS Ketenagakerjaan* Magelang Branch especially for its employees, so that they can increase utilization technology information and engagement employees, so that capable realize more professional, effective and efficient service.

Hypothesis in study This that is, there is influence between variables technology information to performance employees, there are influence between variables attachment employee to performance employees, and in a together there is influence between variables technology information and variables attachment employee to performance employees at the *BPJS Ketenagakerjaan* Magelang Branch.

B. LITERATURE REVIEW
Technology Information

Understanding Technology Information (IT) is all form technology used for processing, storing, distributing and managing information. Technology this covers device hardware, devices software, network communication, and databases that help man and organization in manage data into Useful information. Employee Engagement, indicators utilization technology information according to

Thompson *et al* ., (1991) quoted by Wijana (2007) in Hardijanto (2022) is as following: (1) Intensity Utilization; (2) Frequency Utilization and; (3) Amount Application or device software used.

Employee Engagement

Attachment employee is something condition psychological marked positive with existence enthusiasm, dedication, and sense of belonging to work and organization. Employees who have attachment tall no only operate task in accordance description his job, but also willing give business extra (*discretionary effort*) for success organization. According to Kahn (1990), attachment employee is condition where individual express himself in a way physical, cognitive, and emotional in carry out role his work. This is means engaged employees will show energy physical, involvement emotional, as well as deep mental focus working. While that, Schaufeli and Bakker (2004) define attachment employee as something condition positive, satisfying, and fulfilling work marked motivation with vigor (spirit and energy) high, dedication (sense of pride) as well as deep involvement), and absorption (feeling sink in work). Attachment employee based on opinion of Schaufeli *et al.,* (2002) in Sopian & Ningsih (2024) own three dimensions. Dimensions the shared as following: (1) Strength; (2) Dedication and; (3) Enjoyment.

Employee Performance

Employee performance is results work accomplished by a person employee in carry out duties and responsibilities the answer given organization, good from aspect quantity, quality, accuracy time, and attitude work, according to with standards and objectives that have been set. Performance is not only reflect ability technical individual, but also influenced by motivation, environment work, and support from organization.

According to Mangkunegara (2017), performance is results work good in a way quality and quantity achieved by a person employee in carry out task in accordance with not quite enough the answer given to him. While that, Mathis and Jackson (2011) define performance as what is being done or no done by employees who influence how much lots they give contribution to organizations, including quality *output*, quantity *output*, accuracy time, presence at place work and attitude work the same.

Robbins (2016) in Aziz & Dewanto (2022), conveyed there are five dimensions For measure performance employees, as the following: (1) Quality; (2) Quantity; (3) Timeliness; (4) Effectiveness and; (5) Independence.

C. RESEARCH METHODS

Research methods used in study this is method quantitative research methods quantitative is approach research that emphasizes numeric data collection and use analysis in a way statistics for test hypothesis and answer question research. The instruments used in study this shaped questionnaire with three variables. As for the variables includes, variables free consists of from Technology Information (X_1) and Employee Engagement (X_2), whereas variables tied is Employee performance (Y).

Determination amount sample use technique sample saturated, namely

technique determination sample based on the number population for made into sample. Amount samples taken as many as 30 samples, which are all over employees at the *BPJS Ketenagakerjaan* Magelang Branch. The measurement use questionnaire with scale Likert in the form of 5 choices answer with level assessment 1 to 5. Point 1 for election the answer is absolutely not agree and point 5 for choice the answer is very much agree.

D. DISCUSSION

In the section this will presented results research concerning variables operated that is variables technology information, engagement employees and performance employee as following.

Validity Test Results
1. Validity Test Variables Technology Information (X_1)

Table 1Validity Test Results Technology Information

No Item	Code	R Count	R Table	Information	Sig.	P-Value
1	X1.1	0.664	0.361	Valid	< 0.001	0.05
2	X1.2	0.599	0.361	Valid	< 0.001	0.05
3	X1.3	0.733	0.361	Valid	< 0.001	0.05
4	X1.4	0.578	0.361	Valid	< 0.001	0.05
5	X1.5	0.622	0.361	Valid	< 0.001	0.05
6	X1.6	0.554	0.361	Valid	0.001	0.05
7	X1.7	0.550	0.361	Valid	0.002	0.05
8	X1.8	0.537	0.361	Valid	0.002	0.05
9	X1.9	0.761	0.361	Valid	<0.001	0.05
10	X1.10	0.540	0.361	Valid	0.002	0.05
11	X1.11	0.591	0.361	Valid	<0.001	0.05

(Source: Processed Primary Data, 2025)

Based on the table above, the results of the validity test show if 11 statements on variables Technology Information obtained If r- count value > r-table which is 0.361, so that can declared valid. In addition, the value significance of 11 statements also < 0.05, then can concluded If statement or indicator the declared valid.

2. Validity Test Variables Employee Engagement (X_2)

Based on the table below, the results of the validity test show if 11 statements on variables Employee Engagement is achieved If r- count value > r-table which is 0.361, so that can declared valid. In addition, the value significance of 11 statements also < 0.05, then can concluded If statement or indicator the declared valid.

Table 2. Validity Test Results Employee Engagement

No Item	Code	R Count	R Table	Information	Sig.	P-Value
12	X2.1	0.596	0.361	Valid	< 0.001	0.05
13	X2.2	0.557	0.361	Valid	0.001	0.05
14	X2.3	0.576	0.361	Valid	< 0.001	0.05
15	X2.4	0.592	0.361	Valid	< 0.001	0.05
16	X2.5	0.587	0.361	Valid	< 0.001	0.05
17	X2.6	0.567	0.361	Valid	0.001	0.05
18	X2.7	0.555	0.361	Valid	0.001	0.05
19	X2.8	0.659	0.361	Valid	< 0.001	0.05
20	X2.9	0.582	0.361	Valid	< 0.001	0.05
21	X2.10	0.506	0.361	Valid	0.004	0.05
22	X2.11	0.552	0.361	Valid	0.002	0.05

(Source: Processed Primary Data, 2025)

3. Validity Test Employee Performance Variable (Y)

Table 3. Employee Performance Validity Test Results

No Item	Code	R Count	R Table	Information	Sig.	P-Value
23	Y.1	0.610	0.361	Valid	< 0.001	0.05
24	Y.2	0.641	0.361	Valid	< 0.001	0.05
25	Y.3	0.557	0.361	Valid	0.001	0.05
26	Y.4	0.558	0.361	Valid	0.001	0.05
27	Y.5	0.555	0.361	Valid	0.001	0.05
28	Y.6	0.519	0.361	Valid	0.003	0.05
29	Y.7	0.585	0.361	Valid	< 0.001	0.05
30	Y.8	0.780	0.361	Valid	< 0.001	0.05
31	Y.9	0.562	0.361	Valid	0.001	0.05
32	Y.10	0.516	0.361	Valid	0.004	0.05
33	Y.11	0.648	0.361	Valid	< 0.001	0.05

(Source: Processed Primary Data, 2025)

Based on the table above, the results of the validity test show if 11 statements on the Employee Performance variable are obtained If r- count value > r- table which is 0.361, so that can declared valid. In addition, the value significance of 11 statements also < 0.05, then can concluded If statement or indicator the declared valid.

Reliability Test Results

Reliability test is a test that is carried out for know consistency something instrument if used in a way recurring conditions or the same subject, so that

reduce possibility error measurement. So, it can it is said if instrument reliable, results measurements will also be stable and not changed in a way significant If done repetition as well as results research will also be more can trusted.

Table 4. Reliability Test Results Variables Technology Information, Engagement and Employee Performance

Variables	Reliability Value	Cronbach's Alpha	Information
Information Technology (X_1)	0.824	0.60	Reliable
Employee Engagement (X_2)	0.790	0.60	Reliable
Employee Performance (Y)	0.806	0.60	Reliable

(Source: Processed Primary Data, 2025)

Based on reliability test results that can be seen in the table above, can with drawn conclusion If all variables stated reliable or in condition good. Variable can it is said reliable If mark *Cronbach Alpha* > 0.60. Based on the test data above, it shows If all over variables own greater value from 0.60. Then from that, can it is said that results the can it is said reliable.

Requirements Test Results Analysis

Table 5. Normality Test Results

Variables	Statistics	N	Sig.	Information
Information Technology (X_1)	0.942	30	0.102	Normal
Employee Engagement (X_2)	0.874	30	0.002	Abnormal
Employee Performance (Y)	0.952	30	0.189	Normal

(Source: Processed Primary Data, 2025)

Based on normality test results, can known if mark significance technology information and performance employee more big from 0.05 or normally distributed, whereas variables attachment employee mark its significance not enough from 0.05 or no normally distributed.

Table 6. Multicollinearity Test Results

Independent Variables	Tolerance	VIF
Information Technology (X_1)	0.974	1,026
Employee Engagement (X_2)	0.974	1,026

(Source: Processed Primary Data, 2025)

Based on multicollinearity test results, can known if mark variable *tolerance* technology information and engagement employee more big than 0.10 and the VIF value is less out of 10, then can concluded If No happen multicollinearity between variables independent, so that No each other influence in a way strong and excessive and can used in a way together.

Table 7. Heteroscedasticity Test Results

Independent Variables	Regression Coefficient	Sig.	Information
Information Technology (X$_1$)	0.043	0.577	There is no heteroscedasticity
Employee Engagement (X$_2$)	-0.042	0.572	There is no heteroscedasticity

(Source: Processed Primary Data, 2025)

Based on heteroscedasticity test results can known if mark significance variables technology information and engagement employee more big from 0.05, then can it is said if no happen heteroscedasticity, so that worthy used For next test.

Table 8. Linearity Test Results

Variable Relationship	Sig. Deviation from Linearity	Information
X$_1$–Y	0.576	Linear
X$_2$–Y	0.973	Linear

(Source: Processed Primary Data, 2025)

Based on linearity test results, can known if mark significance Deviation from Linearity connection technology information with performance employees and engagement employee with performance employee more big from 0.05, so that can said to be linear.

Hypothesis Test Results

Table 9. Results of the t-test (partial)

Coefficients [a]					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.378	7,778		.049	.962
Information Technology (X1)	.429	.126	.428	3,398	.002
Employee Engagement (X2)	.557	.124	.566	4,494	<,001
Dependent Variable: Employee Performance (Y)					

(Source: Processed Primary Data, 2025)

Hypothesis test results show If all variables independent t - value more big from t table 2.052, and mark its significance not enough from 0.05. so that can withdrawn conclusion if technology information influential significant to performance employees and variables attachment employees also have an influence in a way significant to performance employee.

Table 10. F Test Results (Simultaneous)

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	237,208	2	118,604	18,805	<0.001
Residual	170,292	27	6,307		
Total	407,500	29			

(Source: Processed Primary Data, 2025)

Based on hypothesis test results, can known if calculated F value more big from F table its value is 3.35 and the value its significance not enough from 0.05. then, can stated that variables technology information and engagement employee influential in a way simultaneous to performance employee.

Discussion

Influence Technology Information on Employee Performance (H_1)

Based on the hypothesis test, technology information influential positive to performance employees. The proof based on to mark significance by 0.002 which is more small from 0.05, so H_1 accepted. This is interpreted if the more tall use technology information, increasingly high performance employees. Research results this in line with opinion Sulistyojati (2024) stated that that convenience and flexibility in use technology information can increase effectiveness and efficiency Work employees. Findings this is also in line with theory put forward by Thompson, Higgins, and Howell (2006) in Hardijanto (2022) stated that that utilization technology will give contribution to performance If technology the in accordance with task the work done (task-technology fit), as well as accepted and used optimally by individuals. When technology information used in accordance with need task, then will increase efficiency, speed up settlement work, as well as reduce possibility error work.

Influence Employee Engagement on Employee Performance (H_2)

Based on the hypothesis test, the attachment employee influential positive to performance employees. The proof based on to mark significance of <0.001 which is more small from 0.05, so H_2 accepted. This is interpreted if the more tall attachment employees, increasingly high performance employees. Findings This in harmony with Kahn's opinion (1990), which states that attachment employee (employee engagement) reflects to what extent the individual in a way physical, cognitive, and emotional involved in his role in the place work. When employees feel connected in a way emotional and have a sense of belonging to their work, they tend Work with more enthusiastic, take initiative high, and show performance more work superior. More furthermore, Schaufeli and Bakker (2004) also stated that employees who have level *engagement* tall will show three characteristics main, namely *vigor* (enthusiasm), dedication (commitment), and

absorption (involvement) full in work). Third aspect this is very related close with productivity and achievement optimal performance.

Influence Technology Employee Information and Engagement on Employee Performance (H₃)

Based on the hypothesis test, technology information and engagement employee influential positive to performance employees. The proof based on to calculated F value amounting to more than 18,805 big from the F table which is 3.35, besides That mark significance <0.001 which is higher small from 0.05, so H₃ accepted. This is interpreted If the more tall use technology information and engagement employees, then the more high performance employees. These results support the view of Thompson et al. (2006) through the Technology-to-Performance Chain approach, which states that technology will only have a positive impact on performance if it is used appropriately and according to the task context. On the other hand, employee engagement theory by Kahn (1990) and Schaufeli & Bakker (2004) shows that when employees have a high emotional bond and involvement, they will tend to demonstrate productive and high-performance work behavior.

E. CONCLUSION

Study This show that in a way partial through t-test, Technology Employee Information and Engagement are influential in a way positive and significant on Employee Performance at the *BPJS Ketenagakerjaan* Magelang Branch. In general, simultaneous through the test that has been done namely the F test, variable Technology Information and Employee Engagement in general together own positive and significant influence on Employee Performance at the *BPJS Ketenagakerjaan* Magelang Branch.

Suggestions from researchers for *BPJS Ketenagakerjaan* Magelang Branch is can innovate in a way continuously in increase service to participant guarantee social, good do development to application or device soft and hard on technology information, as well as give training to its employees, in order to improve efficiency and effectiveness when service. In addition, improving attachment employee with create situations and conditions environment working at the *BPJS Ketenagakerjaan* Magelang Branch which is supportive and encouraging involvement employee in a way emotional, useful create culture conducive work that can influence performance employee in a way positive too.

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