DIE : Jurnal Ilmu Ekonomi dan Manajemen
DOI: https://doi.org/10.30996/die.v15i2
Website: http://jurnal.untag-sby.ac.id/index.php/die/index

The Influence Of Digital Literacy And Work Environment On Employee Performance In Community Health Centers Telang Jaya Telang

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Received: June, 2026; Accepted: July, 2026; Published: November, 2026
Permalink/ DOI: https://doi.org/10.30996/die.v17i01

Abstract

Digital transformation in the health sector has encouraged the Telang Jaya Telang Community Health Center to implement technology-based service information systems such as ePus cluster. Optimizing these systems requires improving employees' digital literacy in accessing, evaluating, and practicing digital ethics, as well as fulfilling work environment indicators including lighting, air circulation, facilities, and work safety. This study aims to analyze the effect of digital literacy and the work environment on employee performance at Telang Jaya Telang Community Health Center. Data were collected through the distribution of Likert-scale questionnaires. The data analysis included validity and reliability testing, classical assumption testing, multiple linear regression analysis, t-tests, F-test, and coefficient of determination analysis using SPSS version 22. The results indicate that digital literacy has a positive and significant effect on employee performance, with a t-value of 3.646 (p = 0.001), while the work environment also has a positive and significant effect on employee performance, with a t-value of 2.639 (p = 0.012). Simultaneously, digital literacy and the work environment have a positive and significant effect on employee performance, with an F-value of 46.927 (p = 0.000). The Adjusted R Square value of 0.686 indicates that the two independent variables explain 68.6% of the variance in employee performance, while the remaining 31.4% is explained by other variables not included in this study. These findings suggest that improving employees' digital literacy and creating a supportive and conducive work environment are essential for enhancing employee performance, thereby contributing to the improvement of healthcare service quality for the community.

Keywords: *Digital Literacy, Work Environment, Employee Performance.*

INTRODUCTION

In recent years, the Indonesian healthcare sector has undergone a significant digital transformation. The government, through the Ministry of Health, has begun promoting the implementation of digital-based healthcare systems such as Electronic Medical Records (EMR), the SATUSEHAT application, e-Puskesmas (e-Pus), and other health reporting systems. Since 2022, these digital systems have

ISSN. 0216-6488 (Print), 2775-7935 (Online)

been gradually implemented in various healthcare facilities, including community health centers (Puskesmas). This transformation aims to improve service effectiveness, patient data accuracy, and accelerate healthcare administration processes. However, implementing digital systems also requires human resources (HR) capable of adapting to developments in information technology. According to Salombe et al. (2025), the implementation of health information systems has been shown to impact the quality of public services if supported by adequate employee competency.

The digitalization of human resources (HR) is not only about the use of information systems, but also requires the ability to understand and use technology-based information (Hidayah & Andjarwati, 2025) . According to Gilster & Watson (1999), digital literacy is defined as an individual's ability to critically and responsibly understand and utilize information from various digital sources. Furthermore, research (Deursen et al., 2022) explains that digital literacy is not only related to technical skills but also cognitive and social abilities in optimizing the use of technology.

In addition to digital literacy, the work environment is also a factor influencing employee performance in providing healthcare services. The work environment encompasses all conditions surrounding employees, both physical and non-physical, that can impact job performance. A comfortable, safe work environment, supported by adequate work facilities, will help employees work more effectively and productively. According to (Septiawan & Heryanda, 2020) , the work environment influences employee performance because good working conditions can increase employee comfort and work enthusiasm. Another study by Hermawan (2022) also explains that the work environment influences employee performance, particularly in supporting the smooth running of daily work activities.

Muara Telang District is a sub-district in Banyuasin Regency, covering an area of 341.57 km2 [and] comprising 16 villages. Based on the 2026 sub-district profile data, the population of Muara Telang District reached 39,233, with the majority of the population working in the agricultural and plantation sectors. This area only has one community health center, three sub-community health centers, and 16 village health posts (Polindes) as public service facilities. This condition indicates that health services in the Muara Telang District area play a very important role because they must be able to serve a large number of people with limited available health facilities.

Table 1. Number of Muara Telang Health Facilities

No	Health Facilities	Amount (Unit)
1	Hospital	0
2	Community Health Center	1
3	Assistant Health Center	3
4	Village Polyclinic (Polindes)	16
5	Integrated Health Post	28
6	Mobile Health Center (Pusling)	0
7	Pharmacy	0

Source *: Muara Telang sub-district profile book*

Telang Jaya Community Health Center (Puskesmas) is a community health center that coordinates primary health care initiatives for individuals and communities in Muara Telang District. In its service delivery, Telang Jaya Community Health Center (Puskesmas) has implemented digital systems such as Electronic Medical Records (EMRE), e-Puskesmas, and a digital-based health reporting system since 2023. The use of these systems requires staff to have strong digital literacy skills to ensure effective and efficient health services.

Digital healthcare services at the Telang Jaya Community Health Center (Puskesmas) continue to face challenges with medication queues that can take up to 20–30 minutes due to lengthy administrative and data entry processes, exacerbated by network disruptions when accessing the system. Utilizing digital healthcare requires staff to ensure the accuracy of patient data, innovatively share digital education, and maintain system confidentiality and security. Meanwhile, in terms of facilities, the work environment is supported by good lighting and air circulation to maintain employee focus, although noise levels tend to increase when patient volumes spike amidst the availability of emergency room and ultrasound services .

Previous research has shown that digital literacy and the work environment influence employee performance. Research (Ahyani et al., 2024) found that digital literacy impacts teacher performance in educational settings. Research (Pramudito & Wardaningrum, 2025) shows that digital literacy and human resource competencies influence employee performance in the digital transformation era. Furthermore, research (Handayani et al., 2024) also revealed that digital literacy competency has an impact on improving civil servant performance. Furthermore, research by (Hermawan, 2022) showed that the work environment has a positive and significant effect on employee performance at PT. Sakti Mobile Jakarta. Furthermore, a positive and significant direct effect of the work environment on employee performance was also found in research (Firjatullah et al., 2023) .

METHOD

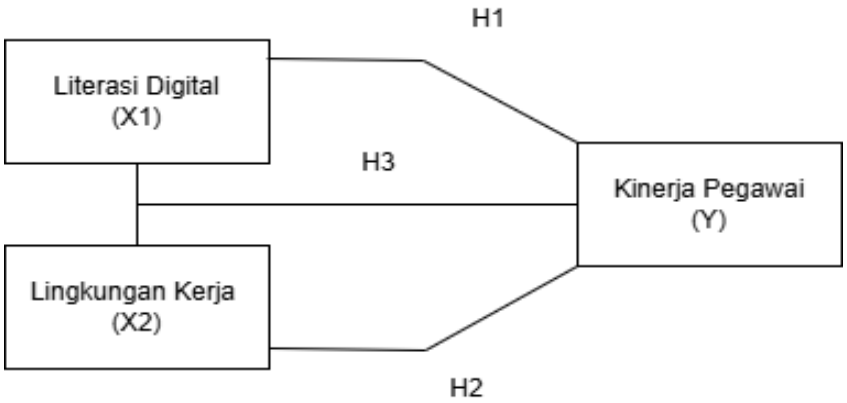


Figure 1. Framework of Thought

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This study uses a quantitative approach conducted at the Telang Jaya Telang Community Health Center from March to June involving 43 employee samples, all of whom were selected through saturated sampling techniques from a total of 43 populations. Primary data were collected directly using observation and Likert-scale questionnaires, while secondary data were obtained from literature, books, previous studies, and relevant documents. The variables studied included digital literacy and work environment as independent variables, and employee performance as the dependent variable. All research instruments were tested for quality through validity and reliability tests, followed by classical assumption tests including normality tests using Kolmogorov-Smirnov, multicollinearity tests using tolerance values and VIF, and heteroscedasticity tests using the Glejser test to ensure the feasibility of the regression model. The data was then analyzed comprehensively using multiple linear regression analysis method ($Y = a + b_1 X_1 + b_2 X_2 + e$) with the help of SPSS software, as well as hypothesis testing which included partial tests (t-test), simultaneous tests (F-test), and coefficient of determination (R^2) to accurately explain the influence between variables in the health service agency.

RESULTS AND DISCUSSION

This research was conducted at the Telang Jaya Telang Community Health Center (Puskesmas Telang) with 43 respondents, including agency employees. Based on demographic characteristics, the majority of respondents were female (90.7%) compared to only 9.3% (4%) of males. In terms of age, most employees were over 40 years old (44.2%), and were dominated by employees with more than 6 years of service (81.4%). These characteristics indicate that most employees have the maturity and established work experience to support the operational effectiveness of health services.

The results of descriptive analysis of respondents' answers show that the Digital Literacy variable (X1) obtained an overall average value of 4.02 in the good category, where the aspect of maintaining the confidentiality of important data or information recorded the highest score (4.14), while the ability to socialize education through digital media still needs strengthening. The Work Environment variable (X2) recorded an overall average of 3.87 in the good category, with the indicator of ownership of facilities that support work security and safety occupying the highest score (4.09), while the aspect of lighting in the workplace requires further attention so that employees do not get tired easily. Meanwhile, the Employee Performance variable (Y) obtained an average value of 3.85 which is classified as good, where the indicator of work results that rarely experience errors recorded the highest score (4.07), while the aspect of confidence in completing work still requires increased consistency.

The next stage of instrument testing involved evaluation using statistical software to ensure all research indicators met validity and reliability criteria. This evaluation included data quality testing using a Likert-scale questionnaire, classical assumption testing, and multiple linear regression analysis to examine the influence

between variables, both partially and simultaneously. This confirmed the feasibility of the research model and allowed for hypothesis testing.

Instrument Test Results

The research instrument testing conducted on the variables of Digital Literacy (X1), Work Environment (X2), and Employee Performance (Y) showed that all questionnaire statement items were proven to be valid and reliable. Based on the results of the validity test, all indicators of the three variables had values r_{hitung}above r_{tabel}0.301 with a significance value below 0.05, where the values $r_{hitung}$for the Digital Literacy variable ranged from 0.760 to 0.904, the Work Environment variable ranged from 0.641 to 0.828, and the Employee Performance variable ranged from 0.622 to 0.863. This condition confirms that each statement item is able to measure the indicators accurately and is valid for use in research data collection.

Further evaluation through reliability testing using the Cronbach's Alpha coefficient showed an excellent level of internal consistency for all research constructs. The Cronbach's Alpha values obtained exceeded the minimum eligibility limit of 0.70, namely 0.932 for the Digital Literacy variable, 0.909 for the Work Environment variable, and 0.906 for the Employee Performance variable, respectively. These results confirm that the questionnaire instrument has a high level of reliability in measuring the same symptoms consistently, so that the instrument model is declared very feasible to proceed to the next stage of data analysis and hypothesis testing:

Table 1. Normality Test with Kolmogorov Smirnov

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		43
Normal Parameters [a,b]	Mean	.0000000
	Standard Deviation	3.63653882
Most Extreme Differences	Absolute	.127
	Positive	.079
	Negative	-.127
Test Statistics		.127
Asymp. Sig. (2-tailed)		.080 [c]
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

The results of the normality test using the *One-Sample Kolmogorov-Smirnov Test method* obtained a significance result of the normality test of 0.080 where the result is greater than 0.05. So it can be concluded that the normality test in this study is normally distributed, the residual is normally distributed if it has a significance value >0.05 . Then supported by the following Normal Probability Plot (PP

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Plot) graphic image which shows that the points spread around the diagonal line, so it is said to be normal:

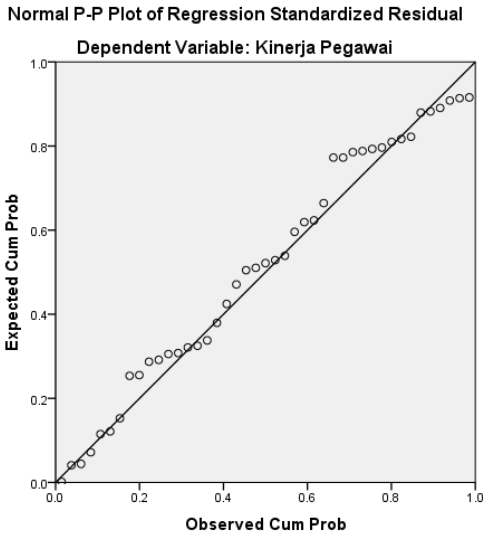


Figure 2. Normality Test on PP Plot Graph

Table 2. Results of Multicollinearity Test *of Tolerance* and *VIF*

Coefficients [a]			
Model		Collinearity Statistics	
		Tolerance	VIF
1	Digital Literacy	.378	2,648
	Work environment	.378	2,648
a. Dependent Variable: Employee Performance			

The multicollinearity test results show that the independent variable Digital Literacy has a tolerance value of 0.378 and the Work Environment has a tolerance value > 0.1, namely 0.378. Furthermore, the VIF figure shows <10, namely 2.648. Therefore, it can be concluded that there are no symptoms of multicollinearity .

Table 3. Results of Heteroscedasticity Test (Glacier Test)

Coefficients [a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,060	1,982		.535	.596
	Digital Literacy	.039	.094	.105	.414	.681
	Work environment	.015	.077	.049	.191	.849
a. Dependent Variable: ABS_RES						

the Heteroscedasticity test The Digital Literacy variable (X1) has a significance value of 0.681 and the Work Environment variable (X2) has a

significance value of 0.849. The significance figures for both independent variables show > 0.05 so it is concluded that there is no heteroscedasticity. Supported by the *Scatterplot image* 4.6 which shows that the points are spread randomly, both above and below and between the 0 (zero) axis.

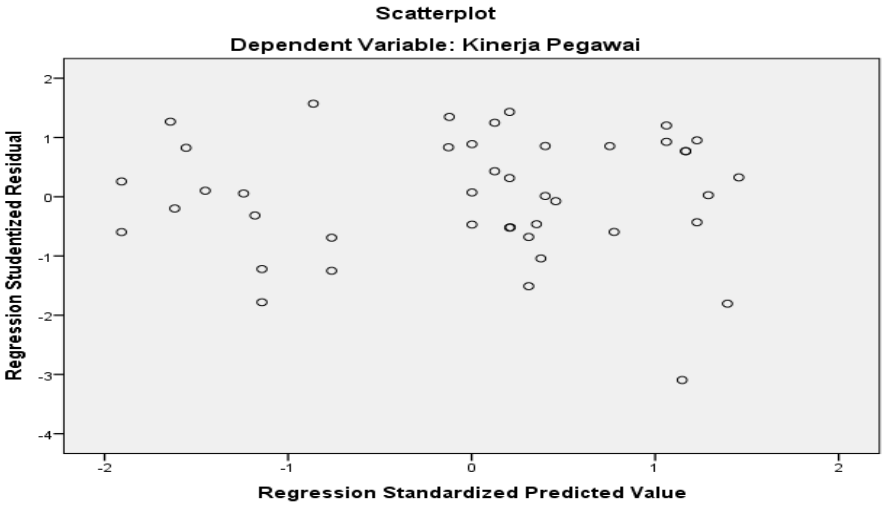


Figure 3. Heteroscedasticity Test *Scatter plot*

Multiple Linear Regression Analysis

The next stage of analysis is multiple linear regression testing to determine the form of influence between the independent variables, namely Digital Literacy (X1) and Work Environment (X2) , on the dependent variable Employee Performance (Y), which is formulated through the mathematical equation Y = a + b1X1 + b2X2 + e. Through this analysis, the direction and magnitude of changes in employee performance can be determined if the digital literacy and work environment variables experience changes, thus providing an empirical picture of the contribution of each factor in the agency environment.

Hypothesis testing is carried out through three main stages, namely partial test (t test) to see the significance of the influence of each independent variable individually on employee performance by comparing the values $t_{hitung}$and t_{tabel}at a significance level of 0.05, simultaneous test (f test) to test whether digital literacy and work environment together have a significant effect on employee performance, as well as analysis of the coefficient of determination (R2) to measure how much percentage of variation in employee performance variables can be explained by the two independent variables in the regression model.

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Table 4. Results of Multiple Linear Regression Analysis Test

Coefficients [a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,687	3,356		.801	.428
	Digital Literacy	.582	.160	.513	3,646	.001
	Work environment	.344	.130	.371	2,639	.012

Based on the table above, the results of multiple linear regression between the variables of the influence of Digital Literacy and Work Environment on the Performance of Telang Jaya Telang Health Center Employees, obtained a constant value of 2.687, regression coefficients of 0.582 and 0.344 so that the form of the multiple linear equation is as follows:

$$\mathbf{Y = 2.687 + 0.582\ X_1 + 0.344\ X_2 + e}$$

Information:

- Y = Employee Performance
- X_1 = Digital Literacy
- X_2 = Work Environment
- e = Error

From the equation above it can be explained that:

1. The constant value (α) of 2.687 indicates that if the variables Digital Literacy (X_1) and Work Environment (X_2) are considered constant or have a value of zero, then the Employee Performance value is estimated to be 2.687.
2. The value of X_1 (Digital Literacy) is 0.582. This indicates that the coefficient of each increase in Digital Literacy by one unit will increase Employee Performance by 0.582 units, assuming the Work Environment variable (X_2) remains constant. A significance value of 0.001 (<0.05) indicates that the influence is positive and significant on Employee Performance.
3. The value of X_2 (Work Environment) = 0.344. Indicates that every increase in the Work Environment by one unit will increase Employee Performance by 0.344 units, assuming the Digital Literacy variable (X_1) remains constant. The significance value of 0.012 (<0.05) indicates that the influence is positive and significant on Employee Performance .

Judging from the equation Y = 2.687 + 0.582 + 0.344 + e, the most dominant or greatest influence on Employee Performance (Y) comes from Digital Literacy (X_1) of 0.582.

Table 5. Results of the t-Test (Partial)

Coefficients [a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,687	3,356		.801	.428
	Digital Literacy	.582	.160	.513	3,646	.001
	Work environment	.344	.130	.371	2,639	.012

1. variable (X_1) has a t-value of 3.646 with a significance value of of 0.001 **.** Since the significance value of 0.001 < 0.05 **,** then $H_{0\ 1}$ rejected and Ha_1 accepted **.** This means that Digital Literacy partially has a positive and significant effect on Employee Performance in Telang Jaya Community Health Center
2. Work Environment variable (X_2) has a t-value of 2.639 with a significance value of 0.012 **.** Because the significance value of 0.012 < 0.05 , H_2 is rejected and Ha2 $_{is}$ accepted . This means that the Work Environment partially has a positive and significant effect on Employee Performance at the Telang Jaya Community Health Center.

Table 6. F-Test Results (Simultaneous)

ANOVA [a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1303.226	2	651,613	46,927	.000 [b]
	Residual	555,425	40	13,886		
	Total	1858,651	42			

Based on the table above , the variable influence of Digital Literacy and Work Environment on Employee Performance at Telang Jaya Community Health Center has a significance of 0.000 <0.05. Therefore, H_{o3} is rejected and Ha_o3 $_{is}$ accepted **.** Thus, it can be concluded that Digital Literacy and Work Environment have a simultaneous (together) effect on Employee Performance at Telang Jaya Community Health Center **.**

Table 7. Results of the Determination Coefficient (R^2)

Model Summary [b]				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.837 [a]	.701	.686	3.72634

Based on the results of the table above , it is known that the Adjusted R Square (R^2) value is 0.686 or 68.6%, thus indicating that Digital Literacy and Work

ISSN. 0216-6488 (Print), 2775-7935 (Online)

Environment contribute to the Employee Performance of Telang Jaya Telang Health Center by 68.8%. While the remaining 31.2% (100% - 68.8%) is explained by other variables not included in this study such as work discipline, compensation, workload, and motivation .

1. The Influence of Digital Literacy (X1) on Employee Performance (Y)

Based on the results of statistical testing, it was found that digital literacy has a positive and significant effect on employee performance at the Telang Jaya Telang Community Health Center. This is indicated by the calculated t value of 3.646 with a significance value of 0.001 < 0.05, so the hypothesis stating that digital literacy has an effect on employee performance is accepted (Ha 1). These results indicate that the better the employee's ability to understand and utilize digital technology, the higher the resulting performance. Digital literacy enables employees to complete work more quickly, precisely, and effectively, thereby improving the quality of service to the community.

Theoretically, the results of this study align with Paul Gilster's opinion in (Mashuri et al., 2022), which states that digital literacy is the skill of understanding and using information in various forms from a wide variety of sources accessed through computers. Furthermore, UNESCO (2018) explains that digital literacy includes the ability to access, understand, evaluate, create, and communicate information safely and responsibly through digital technology.

The results of this study are also supported by previous research conducted by Metris and Priambodo (2023), which concluded that digital literacy impacts employee performance. Research by Adawiah & Nurhidayati (2024; Indriyani et al., 2025; Lestari & Yuningsih, 2023) also shows that digital literacy has a positive and significant impact on employee performance. These findings indicate that mastery of digital technology is one of the key competencies needed to navigate digital transformation in organizations, including the healthcare sector.

2. The Influence of Work Environment (X2) on Employee Performance (Y)

Based on the results of statistical testing, it was found that the work environment has a positive and significant effect on employee performance at the Telang Jaya Telang Community Health Center. This is indicated by the calculated t value of 2.639 with a significance value of 0.012 < 0.05, so the hypothesis stating that the work environment influences employee performance is accepted (Ha2). These results indicate that the better the work environment conditions perceived by employees, the higher the level of performance that can be achieved. A comfortable work environment can increase employee concentration, work enthusiasm, and productivity in carrying out tasks.

Theoretically, the results of this study align with Nitisemito's (2012) opinion, which states that the work environment is everything surrounding workers that can influence their performance. Furthermore, Septiawan and Heryanda (2020) explain that a positive work environment can increase employee comfort and concentration, thus impacting performance.

The results of this study are also supported by previous research conducted by Lestari & Yuningsih (2023), which concluded that the work environment has a positive and significant impact on employee performance. Research by Firjatullah et al. (2023; Septiawan & Heryanda, 2020) also shows that a conducive work environment can improve employee performance. However, research by Metris and Priambodo (2023) found that the work environment does not directly affect employee performance. These differences in results may be due to the characteristics of the research subjects, organizational conditions, and the different work environments in each agency.

3. The Influence of Digital Literacy (X1) and Work Environment (X2) on Employee Performance (Y)

Based on the results of statistical testing, it was found that digital literacy and the work environment simultaneously had a positive and significant effect on employee performance at the Telang Jaya Telang Community Health Center. This is indicated by the calculated F value of 46.927 with a significance value of 0.000 <0.05, so the hypothesis stating that digital literacy and the work environment jointly influence employee performance is accepted (Ha3). In addition, the Adjusted R Square value of 0.686 indicates that the two variables are able to explain 68.6% of the variation in employee performance, while the remaining 31.4% is influenced by other factors outside the study, such as motivation, work discipline, compensation, and workload.

Digital literacy helps employees utilize technology effectively to complete their work, while a conducive work environment creates a sense of comfort and security and boosts morale. The combination of these two factors enables employees to work more effectively, efficiently, and productively, thus optimally achieving organizational goals.

The results of this study are also supported by previous research conducted by Lestari and Yuningsih (2023), which concluded that digital literacy and the work environment together have a positive and significant impact on employee performance. Research by Pramudito and Wardaningrum (2025) also explains that digital literacy is a crucial strategy for improving organizational performance in the era of digital transformation, while research by Septiawan and Heryanda (2020) proves that a positive work environment can increase employee productivity.

CONCLUSION

1. There is a significant and positive influence of Digital Literacy (X1) on the Performance of Telang Jaya Telang Community Health Center Employees partially. This is proven by the results of the t-test which shows a significance value of 0.001 < 0.05, so that the hypothesis (Ha1) is accepted. This means that the higher the employee's ability to access, understand, evaluate, and utilize digital technology, the better the performance produced in carrying out tasks and providing services to the community.
2. There is a significant and positive influence of the Work Environment (X2) on the Employee Performance of the Telang Jaya Telang Health Center partially.

ISSN. 0216-6488 (Print), 2775-7935 (Online)

This is proven by the results of the t-test which shows a significance value of 0.012 < 0.05, so the hypothesis (Ha_2) is accepted. A comfortable, safe work environment, supported by adequate facilities, can increase employee enthusiasm, concentration, and productivity in carrying out their work.

3. There is a significant influence of Digital Literacy (X1) and Work Environment (X2) on the Performance of Telang Jaya Telang Community Health Center Employees simultaneously (together). This is proven by the results of the F test with a significance value of 0.000 <0.05, so the hypothesis (Ha_3) is accepted. In addition, the Adjusted R Square value of 0.686 indicates that the digital literacy and work environment variables are able to explain 68.6% of the variation in employee performance, while the remaining 31.4% is influenced by other factors outside the study, such as work motivation, work discipline, compensation, leadership, and workload .

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