

THE INFLUENCE OF THE USE OF INFORMATION TECHNOLOGY, WORK SKILLS, ON THE PERFORMANCE OF STATE CIVIL APPARATUS IN FINANCIAL ADMINISTRATION MANAGEMENT IN THE ALAK DISTRICT OFFICE, KUPANG CITY WITH WORK MOTIVATION AS A MODERATION VARIABLE

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ABSTRACT

Every State Civil Apparatus must be ready to serve the country and provide the best service to the community. Moreover, in this millennial era, ASN must be able to adapt to rapidly changing times. Current changes have an impact on work, workers and the workplace. Head of BKN Aria Wibisana, in a Discussion and Socialization event on Civil Servant Management Strengthening the Foundations of HR Management Towards a Merit System on April 9 2018, emphasized that every ASN needs to have work skills such as: the ability to solve complex problems, critical thinking, creativity, people management, the ability to coordinate, emotional intelligence, judgment and decision making, service orientation, negotiation, and cognitive flexibility. Key Indicator Achievements are a measure of the success of an organization's strategic goals and objectives. Every government institution or agency is required to formulate Key Performance Indicators as a priority program and activity that refers to the strategic targets in the RPJMD and RENSTRA of Regional Work Units. Achievements of the main indicators are calculated based on the number of achievements divided by the target and multiplied by 100%, as is the case at the Alak sub-district office, Kupang City. Information technology is used at the Alak Subdistrict Office, the electronic application must be used properly and correctly. HR's success in using information technology will be an indicator of the success of an organization's strategic goals and objectives. This research aims to obtain empirical evidence of the influence of the use of information technology and work skills on the performance of civil servants in managing financial administration with work motivation as a moderating variable. The research uses a quantitative approach. The research population of employees at the Alak Subdistrict Office was 35 people. The sampling technique is the census sample method. Questionnaires were used as a data collection technique. The hypothesis was tested using statistical testing tools, namely the variance-based structural equation test or better known as Partial Least Square (PLS) using Smart PLS 3.2.8 software.

Keywords: *Technology, Skills, Performance, Administration, Motivation*
JEL Classification: A10, G10, L30

INTRODUCTION

Human Resources (HR) play a very important role in organizational activities. Any organization, whether government or private, really needs people to achieve its stated goals. Humans as objects and as subjects in organizational activities carry out planning, formulation, determination and implementation of various organizational activities in order to achieve their goals. Human resources (HR) in an organization are not only determined by the number or availability, but also their quality is needed to produce work performance to support the achievement of organizational goals. In general, the strategic targets to be achieved by the Alak Subdistrict Office include:

- 1) Increased work performance of Alak District officials, namely a decrease in disciplinary employees and management of employees who receive awards
- 2) Increasing the quality of public services, including community administration services such as: Business Location Permit (SITU), Trading Business Permit (SIUP), Micro Business Permit, Heir Information, Statement of Transfer of Rights, Transfer Letter, Research Permit, Research Completion Letter, Certificate of Incompetence, and recording of Electronic Identity Card.
- 3) Waste Bank Management, including: Amount of Waste entering the Waste Bank, Waste Recycling.
- 4) Increasing community awareness and participation towards the environment, including: having dispensary plants in demonstration gardens, forming waste working groups (pokja) in sub-districts, implementing the Kupang Green and Clean program.
- 5) Improve IT-based information systems, namely creating a District website
- 6) Increasing security and order in the Alak District environment, including: empowering and activating members of community protection (Linmas) and resolving cases that occur within the Alak District.

The work performance of an organization is closely related to the work performance of its employees. In the context of measuring and improving the performance of government agencies, the strategic targets of an agency are measured through the achievements of Key Performance Indicators (IKU). Based on the data obtained, the achievements of the Main Performance Indicators of the Alak Subdistrict Office over the last 2 years can be read in Table 1.1 below.

Table 1. Achievements of Main Performance Indicators at the Alak Subdistrict Office

No	Strategic target	Main Indicator Achievements		explanation
		2020	2021	
1	Work performance of Alak District employees	87%	65%	down 22%
2	Quality of public services	76%	78%	up 2%
3	Waste Bank Management	75%	30%	down 45%
4	Community awareness and participation towards the environment	77%	61%	down 16%
5	IT-based information system	77%	80%	up 3%
6	Security and order in the Alak District environment	75%	81%	up 6%

Source: *Lakip 2021 Alak District Head Office, 2021*

Key Indicator Achievements are a measure of the success of an organization's strategic goals and objectives. Every government institution or agency is required to formulate Key Performance Indicators as a priority program and activity that refers to the strategic targets in the RPJMD and RENSTRA of Regional Work Units. Main indicator

achievements are calculated based on the number of achievements divided by the target and multiplied by 100%.

Based on the background of the problem described above, the author is interested in conducting research with the title "The Influence of the Use of Information Technology, Work Skills on the Performance of State Civil Servants in the Management of Financial Administration at the Alak District Office, Kupang City with Work Motivation as a Mediating Variable".

METHOD

To describe the phenomena that occur at the research location, the data analysis technique used is descriptive statistical analysis. Descriptive analysis was carried out by calculating respondents' perceptions (Levis, 2013: 108) with the following formula:

$$P_{s-p} = \left(\frac{\overline{X} P_{s-p}}{5} \right) \times 100\%$$

Information :	P_{s-p}	=	Perception categories
	$\overline{X} P_{s-p}$	=	Average score for population perception
	5	=	The highest score on the Likert scale

To answer the description of each research variable, a scale range is used as in Table 3.2 below.

Table 2. Predicates and Ranges of Descriptive Test Scores

Maximum Score Achievement	Attitude/Predicate Category
> 84 – 100	Strongly agree
> 68 – 83	Agree
> 52 – 67	Simply Agree
> 36 – 51	Disagree
> 20 – 35	Don't agree

Source: Levis (2013:108)

In this research, statistical testing tools are used, namely the variance-based structural equation test or better known as Partial Least Square (PLS) using SmartPLS 3.2.8 software. PLS analysis is a multivariate statistical technique that compares multiple dependent variables and multiple independent variables (Jogiyanto and Abdilah, 2016: 11). In accordance with the hypothesis that has been formulated, in this research inferential statistical data analysis is measured using SmartPLS (Partial Least Square) software starting from measuring the model (outer model), model structure (inner model) and hypothesis testing.

RESULTS AND DISCUSSION

Based on the results of descriptive statistical analysis tests and Structural Equation Model Partial Least Square (SEM-PLS) analysis, the results of this research can be described as follows:

Discussion of Descriptive Statistical Analysis

Alak Subdistrict Office ASN Work Performance

In this research, the work performance variable is the work results (output), both quality and quantity, achieved by employees over a period of time in carrying out their work duties in accordance with the responsibilities assigned to them. Work performance is described in 4 (four) indicators with 8 statements. The results of the descriptive analysis of the work performance variable show that the indicator achievement of the work

performance variable has an average indicator achievement of 72%. The lowest value is the yield quality indicator, namely 67.71% and the highest value is the yield quantity indicator, namely 77.14%. With this achievement score, it can be concluded that the work performance variable is within good decision standards. With these results, the first hypothesis which states "the work performance of the State Civil Apparatus at the Alak District Office is quite good", is rejected.

The difference between these results and the initial data in chapter I is because at the time of this research, the leadership had implemented a weekly evaluation system, where each employee provided a report on the implementation of their duties. So if there is a work delay or delay in completing work, the management will immediately be given a warning and required to complete the pending work.

Achievements are quite good on work quality indicators, because there are still problems with these indicators. Based on the results of interviews with 3 (three) employees, the picture was obtained that although employees know their respective duties, there are still work errors, for example in terms of collecting data on residents, typing errors in official documents/letters and errors in making monthly reports.

Work Motivation of ASN Alak Subdistrict Office

Work motivation is everything that creates work enthusiasm for Alak Subdistrict Office employees. In this research, work discipline is described in 5 (five) indicators with 10 statements. The results of the descriptive analysis of the work motivation variable show that the indicator achievement of the work motivation variable has an average indicator achievement of 70.11%. The lowest value is the indicator of the desire to make changes, namely 67.14% and the highest value is the indicator of the desire to improve work knowledge, namely 71.71%. With this achievement score, it can be concluded that the work motivation variable is within good decision standards. With these results, the first hypothesis which states "the work motivation of State Civil Servants at the Alak District Office is quite good", is rejected.

Good achievements in the indicators of desire to excel, desire to make improvements, desire to continually improve work abilities and desire to increase work knowledge can be explained as follows.

- a. Currently, the Kupang City Government has implemented an online ASN work performance assessment using the e-Kinerja application. Through this application, work performance will be assessed every month and regularly, so that leaders can know the progress of carrying out tasks so that assessments can be carried out based on work results. In this way, ASNs are encouraged to have good or very good work performance, because this assessment will influence the amount of performance allowance each ASN receives.
- b. ASN of the Alak Subdistrict Office also has the desire to make improvements if there are errors or mistakes in their work. Based on interviews with 2 (two) sub-division heads at the Alak Subdistrict Office, information was obtained that currently the ASN of the Alak Subdistrict Office is making efforts to improve work abilities and work knowledge because they realize that the people who are the object of ASN services at the Alak Subdistrict Office are people who increasingly critical and intelligent, so ASN must strive to provide services professionally.
- c. In terms of work knowledge, based on interviews with 5 (five) employees, information was obtained that the employees have work knowledge to carry out their duties because they have served for a long time at the Alak Subdistrict Office so they have work experience and work knowledge, both regarding work stages and efforts -Efforts that need to be made so that the task is carried out well. The working knowledge in question includes: knowledge of service flow, sub-district areas within the Alak District and how to build good communication with the community

Mastery of Information Technology ASN Alak Subdistrict Office

Mastery of information technology is the skill possessed by Alak Subdistrict Office employees in the use of technology and information, especially computer devices related to carrying out their duties. In this research, mastery of information technology is described in 4 indicators with 8 statements. The results of the descriptive analysis of the information technology mastery variable show that the indicator achievement of the information technology mastery variable has an average indicator achievement of 72%. The lowest value is the indicator for using software, namely 68.29% and the highest value is the indicator for being able to use the internet network, namely 77.43%. With this achievement score, it can be concluded that the information technology mastery variable is within good decision standards. With these results, the first hypothesis which states "the State Civil Service's mastery of information technology at the Alak District Office is quite good", is rejected.

Good achievements in indicators of computer/laptop use, software use, ability to present data, ability to use internet networks, can be explained as follows.

- a. Based on the results of interviews with 4 (four) ASN people, information was obtained that the use of computers/laptops, the use of software and internet networks is no longer something new in the Alak Subdistrict Office environment. The Covid 19 pandemic that occurred has spurred ASN of the Alak Subdistrict Office to be able to work quickly, precisely using laptops/computers and internet networks.
- b. The internet network is also available well because the Kupang Smart City internet network is available. Installation of wifi or internet network is carried out in each regional device with the aim of facilitating services and carrying out tasks. The Kupang City Government is one of the 100 cities in Indonesia that has launched a Smart City, so the installation of an internet network in each OPD is expected to encourage Kupang City to become a Smart City, both for its citizens and ASN as public servants.

ASN Work Skills for Alak Subdistrict Office

Work skills are the ability of Alak Subdistrict Office employees to operate a job easily and carefully. In this research, work skills are described in 3 indicators with 6 statements. The results of the descriptive analysis of the work skills variable show that the indicator achievement of the work skills variable has an average indicator achievement of 74%. The lowest value is the technical skills indicator, namely 68.29% and the highest value is the social relations skills indicator, namely 79.14%. With this achievement score, it can be concluded that the work skills variable is within good decision standards. With these results, the first hypothesis which states "the work skills of the State Civil Servants at the Alak District Office are quite good", is rejected.

Good achievements in indicators of the use of technical skills, social relations skills, conceptual skills can be explained as follows.

- a. In terms of technical skills, based on the results of interviews with the Secretary of the Alak Subdistrict Head, information was obtained that currently the ASN of the Alak Subdistrict Office is able to operate computers/laptops and other work facilities such as operating e-KTP recording machines. Apart from that, ASN also knows and understands work operational standards well, so that their duties can be carried out well.
- b. In terms of social relations skills, based on interviews with 4 (four) ASNs, information was obtained that ASNs have good working relationships so that ASNs will help each other if there are other ASNs who cannot carry out their duties..
- c. In terms of conceptual skills, the Alak Subdistrict Office ASN is able to plan, control and record work well. This is supported by the results of interviews with the Head of the General and Civil Service Sub-Division who stated that recording

work plans and work results is important. For example, the Head of the General and Civil Service Sub-Section records the Plan for Periodic Salary Increases for each ASN in the agenda book based on the time of periodic salary increases such as January, February, March to December 2022, so that the Decision Letter for Periodic Salary Increases is not delayed.

Discussion of Inferential Statistical Analysis

The Influence of Information Technology Mastery on Work Motivation of State Civil Servants at the Alak District Office

The statistical test results show that the t test value = 14.535 and the significance value is 0.000 or smaller than the alpha level used of 5% (0.05). With these results, the decision is that the information technology mastery variable has a significant effect on the work motivation variable. Based on this decision, it can be said that if the mastery of information technology at the Alak Subdistrict Office gets better, it can increase work motivation. These results accept the second hypothesis, which states "Mastery of information technology has a significant effect on the work motivation of State Civil Servants at the Alak District Office

The research results obtained are also in accordance with several previous studies. The results of research from Nur (2020) with the research title "The Effect of Mastery of Information Technology and Organizational Support on Employee Work Performance at the Food Security Service of Central Java Province with Work Motivation as a Mediating Variable" obtained results which stated that mastery of information technology had a significant effect on employee work motivation at the Central Java Province Food Security Service.

Arumwanti (2013) stated that motivation is related to how to encourage subordinates' enthusiasm for work, so that they are willing to work hard by giving all their abilities and skills to realize the company/organization's goals. With good mastery of information technology, it is hoped that a person's work motivation can increase even better in carrying out their work.

The Influence of Work Skills on Work Motivation of State Civil Servants at the Alak District Office

The statistical test results show that the t test value = 3,081 and the significance value is 0.002 or smaller than the alpha level used of 5% (0.05). With these results, the decision is that the work skills variable has a significant effect on the work motivation variable. Based on this decision, it can be said that if the work skills of employees at the Alak Subdistrict Office get better, work motivation can increase. These results accept the third hypothesis, which states "Work skills have a significant effect on the work motivation of State Civil Servants at the Alak District Office".

The Effect of Mastery of Information Technology on Work Performance of State Civil Servants in the Alak District Office

The statistical test results show that the t test value = 5,084 and the significance value is 0.000 or smaller than the alpha level used of 5% (0.05). With these results, the decision is that the information technology mastery variable has a significant effect on the work performance variable. Based on this decision, it can be said that if the mastery of information technology at the Alak Subdistrict Office gets better, it can improve work performance. These results accept the fourth hypothesis, which states "Mastery of information technology has a significant effect on the work performance of the State Civil Apparatus at the Alak District Office".

Human resources are closely related to the establishment of an organization. Because all turns in the wheels of organizational life are regulated by humans, whether non-profit or profit-oriented organizations, private or government organizations, large or

small organizations. Human resources are also a driving force in realizing an organization's goals, namely by having quality human resources. There must be good management and coordination of human resources so that the organization's strategy can be realized quickly. The rapid development of technology and globalization must also be accompanied by competent and superior human resources because human resources also contribute to the success and continuity of an organization..

The Influence of Work Skills on Work Performance of State Civil Servants at the Alak District Office

The statistical test results show that the t test value = 3,992 and the significance value is 0.000 or smaller than the alpha level used of 5% (0.05). With these results, the decision is that the work skills variable has a significant effect on the work performance variable. Based on this decision, it can be said that if the work skills of employees at the Alak Subdistrict Office get better, work performance can improve. These results accept the fifth hypothesis, which states "Work skills have a significant effect on the work performance of the State Civil Apparatus at the Alak District Office".

The research results that I obtained are in accordance with several previous studies. The results of research from Wati (2020) with the research title "The Influence of Motivation and Competence on the work performance of employees at the Sukowono District Office, Jember Regency" obtained results which stated that work skills had a significant effect on the work performance of employees at the Sukowono District Office, Jember Regency. Likewise with research from Lidya (2019) entitled "The Influence of Work Discipline, Work Skills and Leadership on the Work Performance of State Civil Servants at the Water Resources, Cipta Karya and Spatial Planning Service of South Sulawesi Province mediated by Work Motivation", where the results state that skills work has a positive effect on work performance

Budiyono (2014) stated that employee skills are one of the factors in achieving success in achieving organizational goals. The aim of work skills is to be able to facilitate work in completing each job effectively and efficiently without any difficulties so that it will produce good work performance. Skills are the skills or abilities possessed by employees to do a job and can only be obtained through practice, both training and experience. Skills are also something that every employee must have because skills are the skills, abilities, and dexterity of an employee in completing their work and tasks given by the organization. Work ability will make an employee able to do work well and provide work performance.

Triono (2015) said that work skills are the underlying characteristics of a person related to the effectiveness of individual performance in their work or the basic characteristics of individuals which have a causal or causal relationship with the effective level of work or work performance of each member of the organization. Basically, work skills are an individual thing. Each individual will have a different level of work skills depending on their abilities and experience. Job skills have great benefits for individuals and organizations. For individuals, work skills can improve their achievements so that they receive compensation commensurate with their achievements.

The Influence of Work Motivation on Work Performance of State Civil Servants at the Alak District Office

The statistical test results show that the t test value = 3.113 and the significance value is 0.002 or smaller than the alpha level used of 5% (0.05). With these results, the decision is that the work motivation variable has a significant effect on the work performance variable. Based on this decision, it can be said that if the work motivation of employees at the Alak Subdistrict Office gets better, work performance can improve. These results accept the sixth hypothesis, which states "Work motivation has a significant effect on the work performance of the State Civil Apparatus at the Alak District Office".

The research results that I obtained are in accordance with several previous studies. The results of research from Indrianto (2018) with the research title "The Influence of Work Motivation, Communication and Mastery of Technology on the Work Performance of Employees in the Capital Investment and One-Stop Integrated Services Service of Lubuklinggau City" obtained results which state that work motivation has a significant effect on the performance of employees of the Capital Investment Service And One Stop Integrated Services in Lubuklinggau City. Likewise with research from Tetuko (2019) entitled "The Influence of Information Technology Mastery, Work Discipline, and Work Motivation on the work performance of State Civil Servants in the Kedu District Office, Temanggung Regency", where the results state that work motivation has a positive and significant influence on ASN work performance at the Kedu District Office, Temanggung Regency.

CONCLUSION

Based on the results of the analysis that has been discussed, the conclusions from the results of this research are as follows:

- 1) The results of descriptive analysis show that the achievements of each variable are: work performance = 71.79%; Work motivation = 70.11%; Mastery of information technology = 72% and work skills = 74%. With this achievement, it can be concluded that all variables are in the good category. This result also rejects the first hypothesis.
- 2) The variable mastery of information technology has a significant effect on ASN Work Motivation at the Alak Subdistrict Office with a t test value = 14.535 and a significance value of 0.000. Thus, if the Alak Subdistrict Office ASN's mastery of information technology gets better, it can increase work motivation. With these results, the second hypothesis is accepted.
- 3) The work skills variable has a significant effect on ASN Work Motivation at the Alak Subdistrict Office with a t test value = 3.081 and a significance value of 0.002. Thus, if the work skills of the Alak Subdistrict Office ASN get better, it can increase work motivation. With these results, the third hypothesis is accepted.
- 4) The variable mastery of information technology has a significant effect on ASN work performance at the Alak Subdistrict Office with a t test value = 5.084 and a significance value of 0.000. Thus, if ASN's mastery of information technology at the Alak Subdistrict Office improves, work performance can be improved. With these results, the fourth hypothesis is accepted.
- 5) The work skills variable has a significant effect on ASN work performance at the Alak Subdistrict Office with a t test value = 3.992 and a significance value of 0.000. Thus, if the work skills of ASN at the Alak Subdistrict Office get better, work performance can be improved. With these results, the fifth hypothesis is accepted.
- 6) The work motivation variable has a significant effect on ASN work performance at the Alak Subdistrict Office with a t test value = 3.113 and a significance value of 0.002. Thus, if the work motivation of ASN at the Alak Subdistrict Office gets better, work performance can improve. With these results, the sixth hypothesis is accepted.
- 7) The coefficient of determination (R^2) shows that the contribution of work motivation variables, mastery of information technology and work skills in explaining work performance variables is 70.5% and the remaining 29.5% is explained by other variables outside this research such as work discipline, leadership, communication, etc. Furthermore, the value of the coefficient of determination (R^2) for the contribution of the variable mastery of information technology and work skills in explaining the work motivation variable is 92.9%

and the remaining 7.1% is explained by other factors outside this research, such as work environment, supervision, compensation, etc.

Based on these conclusions, the researcher's suggestions to the management of the Alak Subdistrict Office are:

- 1) Increase work motivation by guiding and encouraging employees to make changes to things that slow down the work process. For example, if there are difficulties at work, employees take the initiative to find out or ask questions so that the work can be completed quickly.
- 2) Improve mastery of information technology by ensuring that work data is stored properly and updating or maintaining computer/laptop software so that it functions better
- 3) Improving work skills, by providing training or guidance to ASN who have not mastered the use of computers/laptops so that it further supports the work performance of ASN at the Alak Subdistrict Office to achieve very good results.

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