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## APPLICATION OF INFORMATION TECHNOLOGY AND USER SKILLS TO ORGANIZATIONAL PERFORMANCE

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### ABSTRACT

Human resources refer to individuals in the organization who work together to achieve organizational goals. The strategy to develop organizational performance is to strengthen the organizational capacity and competence of human resources. Technology is a whole of methods that rationally lead and have the characteristics of efficiency in every field of human activity. This will be effective if efforts to achieve organizational goals if it is supported by the competence of human resources. This study is to determine the role of information technology and user skills on organizational performance. Observations will be made at one of the sub-district offices in the city of Surabaya involving 23 respondents. The results of the study have described that the application of information technology has a positive and significant effect on organizational performance, where the better the existing technology in an organization, organizational performance will increase. In addition, it was concluded that user skills had a positive and significant effect on organizational performance. This means that if an employee's competence is further improved in terms of his field, the performance of the organization will also increase.

Keywords: information technology, user skills, organizational performance, district office.

### INTRODUCTION

Human resources are the most important basic capital in every organization. Without human resources, it is certain that the wheels of the organization will not move. Human resources can be defined as individuals who design and produce outputs in order to achieve the strategies and goals set by the organization. Without individuals who have expertise or competence, it is impossible for organizations to achieve goals (Khasanah et al., 2010).

In organizations, human resources are human capital because they are considered capable of contributing to profitability. By using based on professional responsibility, the parties involved should be able to make an important contribution to the organization (Rusman, 2007; Novrianda et al., 2012; Darmawan, 2019; Ernawati et al., 2020). The existence of effective leadership will reduce pressure for employees in carrying out tasks that require clear direction (Santosa, 2002; Oetomo, 2004; Razali, 2006). Human resources can also be said as intellectual capital because of the ability to provide bright ideas in organizational development (Ahmad et al., 2014;

Darmawan et al., 2020). Developing an organization cannot be separated from the demands for how to do the work process quickly and measurably to get a goal that the organization wants to achieve (Kiley et al., 2015; Mahyanalia et al., 2017). Organizational performance is formed from the contribution of each member's work. One aspect to improve organizational performance is the use of information technology in an organization (Jamaluddin et al., 2013). The use of technology is expected to show significant changes in performance aspects so that the organization's growth rate is increasingly rapid. In addition, there is an attitude of optimism in viewing change as one of the basic capital in creating superior human resources.

Information technology is a type of technology in the form of technical equipment and functions to process and convey information. Information technology includes a series of equipment that functions as a tool to process data or information, tools, manipulation tools and information management tools (Sinambela & Darmawan, 2011). Technology in this era of globalization is experiencing very fast development, it is characterized by increasingly sophisticated technological equipment and a wider range. With advances in information technology, activities carried out by humans can be completed effectively and efficiently and get maximum results. Conformity between efforts to achieve individual goals with organizational goals will be able to realize good performance from each individual and organization. The existence of technology will strengthen it. In using information technology in an organization, it must be supported by the skills of employees who understand the use and utilization of information technology. In organizations, information technology is needed to assist operational activities. With sophisticated technology equipment will accelerate performance and provide maximum results for the organization. Employees will be satisfied with using technology at work (Wardati, 2020).

Indonesian society has begun to lead to the digital era. One of the benefits of the community is being able to access information about political, economic developments, government performance and accessing public services (Padma et al., 2018). Moreover, nowadays, with the high mobility of society, the government is also increasingly being demanded to lead to digital-based services. In reality, the availability of information by the government is still not in line with people's expectations. Based on the phenomenon shows that technological developments are increasingly sophisticated, almost everyone is able to use or obtain information using sophisticated technology. And almost all company employees or government agency employees have used technology to obtain information so that employee performance continues to run well. Therefore, this study aims to determine the role of information technology and user skills on organizational performance. Observations will be made at one of the sub-district offices in the city of Surabaya.

## RESEARCH METHODS

Data collection techniques through questionnaires and interviews. Collecting data by making a list of questions that have been compiled to be asked to respondents in accordance with alternative answers that already exist. In the interview method by collecting data by interviewing the parties directly involved (respondents) in this study. Thus the research data is direct data obtained from research objects such as interviews and questionnaires to district office employees.

9 The number of samples in this study was the entire population of 23 employees. The sampling technique uses a census.

3 The first independent variable is the application of information technology (X.1) which is defined as a technology used to process data. Processing includes processing, obtaining, compiling, storing and manipulating data in various ways to produce quality information, namely information that is relevant, accurate, and timely. This is measured from four dimensions, namely technical feasibility, economic, acceptable, in harmony with the environment. Technical feasibility means that technology must produce added value, have various features or capabilities to meet the increasingly diverse needs of users, be efficient in using resources including energy, durability, network, access speed and other technical factors. Economical means that technology must produce economic productivity or financial gain. One way to evaluate technology productivity is to calculate the ratio of rupiah output to rupiah input. Technologies that do not make a profit, called nonperforming, do not perform. Non-performing technologies are usually unsustainable, unsustainable in development. Technology can be accepted by the user community, liked, easy to use, can be purchased at an affordable price, and does not conflict with the culture and habits of the user community. Technology must be in harmony with the environment and this will determine the sustainability of the existence of technology in the user community (Gunawan et al., 2012).

The second independent variable is the user's skill (X.2) which means the ability, skill, power of the user to try with himself to do a job. Indicator of this variable is knowledge, ability and expertise. Knowledge as users of information systems can be seen through knowledge of information systems and understanding the knowledge of task<sup>1</sup> from their work as users of information systems. Abilities as users of information systems can be seen from the ability to run existing information systems and the ability to work on and harmonize tasks and work. Skills in the work that are the responsibility and express their needs at work (Hutomo, 2011).

4 Organizational performance is a description of the level of achievement of the implementation of tasks in an organization, in realizing the goals, objectives, mission, and vision of the organization (Wahyudi et al., 2006). Indicators measuring organizational performance consist of productivity, service quality, responsiveness, responsibility and accountability (Fatimah et al., 2018). The productivity of an organization can be seen from the ratio of inputs and outputs, service quality can be seen from human resources and community satisfaction, responsiveness can be seen from the procedures and desires of the community, responsibility can be seen from the responsibilities and administration of services, while accountability can be seen from the target size. achieved.

This study uses descriptive and statistical analysis, namely by collecting data through questionnaires and then tabulating and interpreting so that conclusions can be drawn.

## 5 RESULTS AND DISCUSSION

To determine the role of information technology and user<sup>19</sup> skills on organizational performance at the sub-district office, where in conducting testing in this study, linear regression analysis was used with the help of SPSS 26 which is presented in the following table.

12

Table 1. Multiple Linear Regression

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	25.667	9.385		2.735	.013
	X.1	2.513	.805	.499	3.124	.005
	X.2	3.672	1.355	.432	2.710	.013

Source: SPSS output

23

Constant Value = 25,667. This means that if the independent variable is assumed to be constant, the organizational performance will increase by 25,667. The coefficient of the first variable is 2,513. This means that every 1 score increase for the variable use of information technology will be followed by an increase in organizational performance of 2,513. The user skill coefficient is 3,672. This means that if there is an increase of 1 score for user skills, it will be followed by an increase in organizational performance of 03,672. Thus the regression model obtained is  $Y = 25,667 + 2,513 X.1 + 3,672 X.2$

21

The t-test that was carried out proved that each independent variable had a role in the dependent variable. The variable use of information technology has a significant impact on organizational performance because the significance value is 0.005 or lower than 0.05. The user skill variable also plays a significant role in organizational performance because the significance value is 0.013 or lower than 0.005. The results of the F test are shown in table 2 below.

Table 2. Summary Results for F Test

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	425.695	2	212.848	10.118	.001 <sup>b</sup>
	Residual	420.740	20	21.037		
	Total	846.435	22			

Source: SPSS output

The value of Fcount is 10.118. Although the numbers obtained are small, it is proven that simultaneously there is a real role in the application of information technology and user skills to organizational performance. This is indicated by a significance value of 0.001 or lower than 0.05. The coefficient of determination is shown in table 3.

Table 3. Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.709 <sup>a</sup>	.503	.453	4.587	1.608

Source: SPSS output

11

The multiple correlation coefficient (R) is 0.709. This shows that the magnitude of the relationship between the independent and dependent variables is strong because it is worth 70.9%. The coefficient of determination is obtained at 50.3%, which means that the two independent variables have a contribution of 50.3%. There is an amount of 49.7 which is contributed from variables that are outside this study.

The findings in this study state that the application of information technology is proven to have a role in organizational performance. This means that sub-district offices that apply information technology have the possibility to improve organizational performance. The better the application of information technology in the sub-district office, the better the performance of the sub-district office. Information technology in its development greatly affects all fields, one of which is the field of government. Information technology in government is a new breakthrough in terms of managing and disseminating information about government to the public. With the technology applied in a government, it is expected to provide convenience and public transparency and the completion of increasingly complex work (Darmawan, 2012).

Another result states that user skills have a significant positive effect on organizational performance. The existence of user capabilities in information systems within an organization can affect the level of organizational performance. The quality of human resources must continue to be improved in order to face future changes (Ningwulan, 2012; Freddy, 2015; Mardikaningsih, 2020). This should be entrenched in the organization (Ishak et al., 2016). organizations must pay attention to employees as important organizational assets (Ramadhan et al., 2013; Putra et al., 2017). The ability of users in information technology systems is related to the capacity of individuals in the use of information technology systems to carry out various tasks in a job in accordance with the responsibilities entrusted. User capabilities in information technology systems include user knowledge about information technology systems, understanding of tasks and work as system users, being able to run existing systems, and being able to carry out tasks and jobs that are the responsibility of district office employees.

The application of information technology in a government agency must be supported by the ability of competent users to apply information technology. Civil Servants (PNS) in addition to being required to develop applied knowledge about their respective duties and responsibilities are also required to be able to use technology in terms of a public service process (Baskoro et al., 2002; Sjamsi & Darmawan, 2004). This is because those who use information technology are mostly human resources in the local government environment, for that it is very necessary to pay attention to the abilities of users in using the information technology used.

## CONCLUSION

The results of the study have described that the application of information technology has a positive and significant effect on organizational performance, where the better the existing technology in an organization, organizational performance will increase. In addition, it was concluded that user skills had a positive and significant effect on organizational performance. This means that if an employee's competence is further enhanced in terms of his field, the organizational performance will also increase. The use of information technology should be maintained and if possible improved by providing regular and open evaluations. Evaluation can come from employee input or from the community. User skills can be improved through continuous training in order to produce qualified human resources who are ready for technology-based change. For further researchers can discuss other factors that have not been studied in this study.

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