USE OF INFORMATION TECHNOLOGY ON EMPLOYEE PERFORMANCE
(A CASE STUDY AT BALI PROVINCE GOVERNMENT OFFICE)

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Abstract
The purpose of this study is to analyze the influence of information technology, competence, information technology, competence, job satisfaction on employee performance at the Bali Province DISDIKPORA. The population size in this study was 142 Head of Administration or School Administration Staff who handled the staff at SMA, SMK and SLB Negeri in Bali Province DISDIKPORA. The sampling technique used is the technique Non Probability that is saturated sample or often called total sampling. The data analysis tool uses SEM PLS. The results showed that information technology had a positive effect, competence had a positive effect, information technology had a positive effect on employee performance, competence had a positive effect on employee performance, job satisfaction had a positive effect on employee performance.

Keywords: Information Technology, Competency, Work Satisfaction, Work Performance

Introduction
The development of Information Technology (IT) in the era of the industrial revolution 4.0 increased rapidly so that it affects the management of an organization, and also has a significant influence on information systems in government agencies. The developments that occur indicate that the presence of IT is a necessity to show the work of the entity or agency. The development of IT also led to the storage of files in the form of paper staff left behind and replaced with the use of databases online.

The success of an IT can be measured by the performance achieved by IT users as a whole during a certain period in carrying out tasks that are compared with various possibilities, such as: targets or targets or criteria that have been determined in advance. Organizations or agencies that have good IT and have been supported by applications supporting modern technology, are expected to have a positive impact on the sustainability of government performance by producing staffing data that is timely, accurate, and reliable.

Performance is what is done and how to do it (Wibowo, 2016: 7). An employee's performance is very necessary, because with this performance will be known how far the ability of employees to carry out the tasks assigned to him. In order to optimize employee performance in organizations, it is necessary to determine clear and measurable criteria that are jointly determined as a reference, therefore IT as a means of facilitating must continue to be developed (Saputra, Yuesti & Sudja, 2019); (Yuesti, Rumanti, Kepramareni & Suardhika, 2020); (Yuesti, Kepramareni & Novitasari, 2020).

The successful use and implementation of IT in organizations, especially government agencies, depends on how IT operations are, the ease of IT for its users, and the utilization of IT used (Goodhue in Jumaili, 2005: 725). According to Sajady et al., (2008) the use of IT is based on its contribution in
decision making, the quality of staffing information, performance evaluation, and internal control that facilitates staffing data. Based on the field and empirical phenomena above, it is deemed necessary to conduct research related to IT, Competence, Job Satisfaction and Employee Performance. This research will be conducted with the consideration that the Bali Provincial Government has just developed IT in the field of employment and more than 50% of the PNS Provincial Government of Bali are located in the DISDIKPOR of the Province of Bali.

**Literature Review**

**Performance**
Performance comes from the notion of performance. There are also those who give an understanding of performance as a result of work or work performance. But actually the performance has a broad meaning, not only the results of work, but including how the work process takes place (Wibowo, 2016: 7). Further Simamora (2004: 339) states that the performance refers to the level of achievement of the tasks that make up an employee's job. Performance reflects how well employees meet the requirements of a job. Rivai (2004: 309) states that performance is a function of motivation and ability. Performance is an activity carried out by each individual in relation to achieving the planned objectives. Armstrong and Baron in Wibowo (2016:7) explained that performance is a job that has a strong relationship with the organization’s strategic goals, customer satisfaction, and economic contribution. Robbins (2008: 98) say that performance is a function of the interaction between the ability or Ability (A), motivation (M), and the opportunities (O) is the performance = f (A x M x O) which means that the performance is a function of ability, motivation and opportunity. From the various views mentioned above, it can be concluded that employee performance is the ability of each individual to complete tasks in accordance with the rules and procedures established by the organization (Sumantra, 2019).

**Job Satisfaction**
Job satisfaction (job satisfaction) is defined as a positive feeling about one's work that is the result of evaluating its characteristics (Robbins, 2008: 98). According to Handoko (2004) states job satisfaction a pleasant or unpleasant emotional state with which employees view their work. Job satisfaction reflects a person's attitude towards his job. This can be seen in the employee's positive attitude towards work and everything encountered in the work environment. The personnel department or management must constantly monitor job satisfaction, because this can affect absenteeism, employee turnover, morale, complaints and other vital personnel issues. According to Mathis (2006) job satisfaction is a positive emotional state from evaluating one's work experience. Job dissatisfaction arises when these expectations are not met. Generally it is known that job satisfaction is a factor that contributes to the physical and mental well-being of employees. Because of this, it has a significant influence on work related behaviors such as productivity, absenteeism, rates turnover and employee relations (Suryani, 2019).

**Competency**

Human resource competency is based on the theory put forward by Donald (2007: 86) explaining that access to self-development is basically recognition of human resource competencies by introducing the concept of "KSEA" that every development of human beings observed or seen and viewpoints four sides namely in the form of integration of knowledge and academic ability visits, skills visits and training attended, work experience based on length of service, and attitude. All human resources possess knowledge that is supported by reliable human resource skills. Human resource skills supported by mature work experience are human resource abilities. Human resources, who have experience working with a high attitude, will become professional human resources.

**Information Technology**

Stair & George (2010: 4) defines information technology (IT) to include all tools that capture, store, process, exchange, and use information. The IT field includes computer hardware, such as computers mainframe, servers, laptops, and PDAs; software, such as operating systems and applications to perform various functions; related networks and equipment, such as modems, routers, and switches; and a database for storing important data. According to Information Technology
Association of America (ITAA) in Sutarman (2009:13) understanding of Information Technology (IT) / Information Technology is a study, design, development, implementation, support or management of computer-based information systems, especially applications of computer software and hardware.

**Methods**

Data were collected using a questionnaire. The population size in this study was 142 Head of Administration or School Administration Staff who handled the staff at SMA, SMK and SLB Negeri in Bali Province DISDIKPORA. The sampling technique used is the technique Non Probability that is saturated sample or often called total sampling. According to the saturated sample is a sampling technique where all members of the population are sampled. So the sample in this study are all Head of Administration or School Administration Staff who handle the staffing at SMA, SMK and SLB Negeri in the DISDIKPORA Province of Bali, amounting to 142 people.

The research questionnaire was compiled based on the results of theoretical and empirical studies and formations during pre-research, first assessing the *face* and *content validity*. sentences and structure of each question through discussions with several TU school staff at the Bali Provincial Office of Education, Youth and Sports. In the process, some improvements were also made to the content of the questions in the research instrument. Furthermore, (try out) involving 35 respondents to ensure the level of validity and reliability of research instruments before being distributed to all the intended respondents. If the research instrument has been declared valid and reliable at this stage of the trial, the research instrument is said to have good calibration for each variable size studied. Then the research instruments are distributed directly to all target samples. Data obtained from the distribution of research instruments as a whole. Subsequently examined, tabulated, *screened*, and analyzed to answer and discuss research problems.

**Results**

Based on the results of tests conducted using the SmartPLS application 3.0 can be presented with the following research model images:

*Figure 5.3 Full Model Structural (PLS Bootstrapping)*

Source: processed data, 2020
The test results of the research hypothesis based on the picture above are as follows:

- **Hypothesis Testing 1**: There is a positive influence between information technology on job satisfaction in DISDIKPORA staff of Bali Province. This result can be seen in the path coefficient value of 0.225 with a p-value of 0.000. The p-value is less than 0.05 (alpha 5%). Based on that, **hypothesis 1 is accepted.**

- **Hypothesis Testing 2**: There is a positive influence between competence on job satisfaction among DISDIKPORA Bali Province employees. This result can be seen in the path coefficient value of 0.534 with a p-value of 0.000. The p-value is less than 0.05 (alpha 5%). Based on that, **hypothesis 2 is accepted.**

- **Hypothesis Testing 3**: There is a positive influence between information technology on employee performance in Bali Province DISDIKPORA employees. This result can be seen in the path coefficient value of 0.119 with a p-value of 0.024. The p-value is less than 0.05 (alpha 5%). Based on that, **hypothesis 3 is accepted.**

- **Hypothesis Testing 4**: There is a positive influence between competence on employee performance in Bali Province DISDIKPORA employees. This result can be seen in the path coefficient value of 0.330 with a p-value of 0.000. The p-value is less than 0.05 (alpha 5%). Based on this the **hypothesis 4 is declared accepted.**

- **Hypothesis Testing 5**: There is a positive influence between job satisfaction on employee performance in Bali Province DISDIKPORA employees. This result can be seen in the path coefficient value of 0.030 with a p-value of 0.000. The p-value is less than 0.05 (alpha 5%). Based on that **hypothesis 5 is stated accepted.**

- **Job satisfaction (Y₁)** is able to mediate positively and significantly on the indirect effect of information technology (X₁) on employee performance (Y₂). This result can be seen in the path coefficient value of 0.074 with a p-value of 0.008. The p-value is less than 0.05 (alpha 5%). The results of the analysis in table 5.16 shows that the direct influence of information technology on employee performance has a path coefficient of 0.119. While in table 5.17 it can be seen that the indirect effect of information technology on employee performance through job satisfaction has a path coefficient of 0.074. This path coefficient proves that information technology has a direct effect on employee performance greater than the indirect effect of information technology on employee performance through job satisfaction.

- **Job satisfaction (Y₁)** is able to mediate positively and significantly on the indirect effect of competence (X₂) on employee performance (Y₂). This result can be seen in the path coefficient value of 0.176 with a p-value of 0.000. The p-value is less than 0.05 (alpha 5%). The results of the analysis in table 5.16 shows that the direct effect of competence on employee performance has a path coefficient of 0.458. While in table 5.17 it can be seen that the indirect effect of competence on employee performance through job satisfaction has a path coefficient of 0.176. This path coefficient proves that competence has a direct effect on employee performance greater than the indirect effect of competence on employee performance through job satisfaction.

- This finding provides a clue that information technology and increasingly quality competencies will increase job satisfaction in organizations so that later it can improve employee performance that has an impact on the company's continued progress.

**Discussion**

Based on the results of the analysis, this section will discuss the results of the calculations that have been carried out. This study aims to determine the effect of information technology and competence on employee performance through job satisfaction as an independent variable **intervening** study in school administration staff in the DISDIKPORA Province of Bali. Testing is shown through existing hypotheses so that they can find out how the influence of each variable on other variables.

**The Influence of Information Technology on Job Satisfaction in Bali Province DISDIKPORA**

The results of statistical data analysis show that information technology has a positive and significant effect on job satisfaction on Bali Province DISDIKPORA, with a path coefficient of 0.225 and a **p-value of 0.000**. Analysis of this research model shows that quality information technology will lead to high job satisfaction. The results of this study are supported by research conducted by Situngkir &

Effect of Competence on Job Satisfaction in DISDIKPORA Bali Province

Results of statistical data analysis show that competence has a positive and significant effect on job satisfaction at DISDIKPORA Bali Province, with a path coefficient of 0.534 and a \textit{p-value} of 0.000. Analysis of this research model shows that quality competencies will lead to high job satisfaction. The results of this study are supported by research conducted by Francis & Neyland (2018) and Park (2018) states that competence has a positive and significant effect on job satisfaction.

Influence of Information Technology on Employee Performance in Bali Province DISDIKPORA

The results of statistical data analysis show that information technology has a positive and significant effect on employee performance at Bali Province DISDIKPORA, with a path coefficient of 0.119 and a \textit{p-value} of 0.024. Analysis of this research model shows that quality information technology will lead to high employee performance. The results of this study are supported by research conducted by Sirisomboonsuk, et al (2018) stating that the company's IT has a positive and significant effect on the company's project performance.

Effect of Competence on Employee Performance in Bali Province DISDIKPORA

The results of statistical data analysis show that competence has a positive and significant effect on employee performance at Bali Province DISDIKPORA, with a path coefficient of 0.458 and a \textit{p-value} of 0.000. Analysis of this research model shows that quality competencies will lead to high employee performance. The results of this study are supported by research conducted by Halim (2019) states that competence has a positive and significant effect on employee performance.

Job Satisfaction Effect on Employee Performance in DISDIKPORA Province of Bali

The results of statistical data analysis show that job satisfaction has a positive and significant effect on employee performance at DISDIKPORA Bali Province, with a path coefficient of 0.330 and a \textit{p-value} of 0.000. Analysis of this research model shows that high job satisfaction will lead to high employee performance. The results of this study are supported by research conducted by Gani (2018) stating that job satisfaction has a positive and significant effect on lecturer performance.

Effect of Information Technology on Employee Performance through Job Satisfaction in DISDIKPORA Bali Province

Results of data analysis indirectly on information technology variables on employee performance through job satisfaction at DISDIKPORA Bali Province, showed the results of the path coefficient of 0.074 with a \textit{p-value} of 0.008. Analysis of this research model shows that information technology has a positive and significant effect on employee performance through job satisfaction. The results of this study are supported by research conducted by Huy, et al (2019) stating that job satisfaction as a mediator of task-technology suitability in improving employee performance.

Influence of Competence on Employee Performance through Job Satisfaction in DISDIKPORA Bali Province

Results of data analysis indirectly competency variables on employee performance through job satisfaction at DISDIKPORA Bali Province, showing the results of the path coefficient of 0.176 with a \textit{p-value} of 0.000. Analysis of this research model shows that competence positive and significant effect on employee performance through job satisfaction. The results of this study are supported by research conducted by Yuliandi (2019) stating that competence has a positive and significant influence through job satisfaction on employee performance, both directly and indirectly. This was also stated in the research of Kembau, et al (2018) that work competence had a significant and partially positive effect on job satisfaction and job satisfaction partially had a significant positive effect on employee performance.

Conclusion

Based on the discussion of research results, it can be concluded that, the influence of information technology and competence on employee performance through job satisfaction as an intervening variable that information technology has a positive and significant effect on job satisfaction.
in Bali Province DISDIKPORA, this indicates that the quality of information technology used the higher
the employee's job satisfaction will be. Vice versa, the lower the information technology used, the lower
the job satisfaction of employees. Competence has a positive and significant effect on job satisfaction
in Bali Province DISDIKPORA, this indicates that the higher the competency of employees, the higher
the job satisfaction of employees. Vice versa, the lower the competency of employees, the lower the job
satisfaction of employees. Information technology has a positive and significant effect on employee
performance in Bali Province's DISDIKPORA, this indicates that the more quality the information
technology used, the higher the employee's performance will be. And vice versa the lower the
information technology used, the lower the performance of employees. Competence has a positive and
significant effect on employee performance in the Bali Province DISDIKPORA, this indicates that the
higher the employee's competency, the higher the employee's performance will be. Vice versa, the lower
the competency of employees, the lower the employee's performance. Job satisfaction has a positive
and significant effect on employee performance in the Bali Province DISDIKPORA, this indicates that
the higher the employee job satisfaction, the higher the employee's performance will be. Vice versa, the
lower the job satisfaction of employees, the lower the performance of employees.

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