

The Influence of Information Systems and Employee Competence on Service Effectiveness with Employee Performance as a Mediating Variable

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Abstract

Law Number 25 of 2009 Concerning Public Services Article 1 Paragraph (1) states that public services are activities or series in order to fulfill service needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers. Service standards are benchmarks used as guidelines for service delivery and references for assessing service quality as obligations and promises of providers to the community in order to provide quality, fast, easy, affordable, and orderly services. The purpose of this study was to determine directly and indirectly the influence of information systems and competencies on effectiveness with employee performance as a mediating variable at the UPTD Motor Vehicle Testing Service of the Jember Regency Transportation Service. The number of samples in this study was 199 respondents. The analysis technique used was the Structural Equation Model (SEM) using the WarpPLS 7.0 application. The results of the data analysis showed (1) the information system variable had a positive but not significant effect on employee performance and competency directly had a significant positive effect on employee performance. (2) Information system variables have no significant effect on service effectiveness, but performance competence, employee performance directly has a significant positive effect on service effectiveness. (3) Information system variables and competence indirectly have a positive but insignificant effect on service effectiveness through employee performance.

information system;
performance competence;
employee performance;
service effectiveness.



I. Introduction

Human needs during life will not be separated from public services, where effective public services in the field of motor vehicle testing are a crucial aspect in maintaining the safety and reliability of motor vehicles on the highway. Efficiency, accuracy, and conformity in the testing process play an important role in ensuring public safety. Law Number 25 of 2009 concerning Public Services Article 1 Paragraph (1) states that public services are activities or series in order to fulfill service needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers. Based on this understanding, public service activities have been regulated in their fulfillment based on regulations made by the government with the main objective of fulfilling basic needs and community welfare. For example, researchers may be interested in interpreting human actions in a particular setting through a process of interactions between themselves and the subjects. Thus, these researchers use mainly theoretical approaches to utilise humans as the primary research instruments and this involves the application of reflexive analysis. (Gadour, A and Amniana, S 2014)

Service standards are benchmarks used as guidelines for organizing services and references for assessing service quality as obligations and promises of organizers to the public in the context of quality, fast, easy, affordable, and orderly services. The existence of Law Number 25 of 2009 concerning Public Services certainly provides direction to all service organizers, both state organizers, BUMN, BUMD, BHMN to the private sector and individuals to organize standardized services by fulfilling service standard components. Motor vehicle testing is an examination of the condition of the vehicle that will undergo testing, in this case whether it meets the requirements for roadworthiness or not. Motor vehicle testing is also carried out through applicable procedures by registering, checking administrative requirements. Likewise, the UPTD Motor Vehicle Testing of the Jember Regency Transportation Service provides services to customers who need services according to their duties and functions, one of which is motor vehicle testing, data from the UPTD Motor Vehicle Testing of the Jember Regency Transportation Service shows that vehicle testing services have not yet met the target.

Efforts made by the Jember Regency Transportation Agency in improving and developing information technology have now become the main choice in creating an information system that is in line with organizational progress as a solution to solving problems. According to Li, Huang and Liu (2023) an adequate information system is directly correlated with increased employee performance. Their study shows that the implementation of an effective information system allows employees to more efficiently access information, manage complex tasks and collaborate better in an integrated work environment. Furthermore, research by Wang and Li (2022) underlines that the use of sophisticated information systems can increase employee productivity, accelerate decision making and improve the organization's ability to adapt to changes in the external environment. These findings highlight the importance of the role of the right information system in supporting and improving employee performance and strengthen the understanding of the great benefits that organizations can gain from investing in the development and implementation of adequate information systems. Proper and efficient implementation of information systems can result in significant improvements in service effectiveness in various sectors. They emphasize that a well-integrated information system can speed up workflow, increase access to necessary information and improve decision-making processes within the organization, thereby contributing to increased efficiency and quality of services provided to the public (Gupta & Sharma, 2021)

According to Hall (2001) performance appraisal is an ongoing process to assess employee work and efforts to improve employee work in an organization. Performance appraisal is a process of assessing employee work results in an organization through the preparation of work appraisals. Basically, performance appraisal is an evaluation of employee work performance by comparing it with the standard level of performance (Azhad et al., 2015). Performance is the result obtained by employees during a certain time (Qomariah, 2020). This activity helps to take matters related to the personnel section and provide good feedback to employees about the implementation of work. According to Sinambela (2007) Public services are often seen from the existence of government bureaucracy, because it is in direct contact with the demands of community needs. The philosophy of public service places the people as a place to carry out government administration. Before knowing the meaning of public employee performance, it is necessary to know that public organizations can be interpreted as organizations carried out by the government against a number of people, which have every activity that is profitable in a group and offers satisfaction even though the results are not related to a physical product. This is more significant when directed towards the performance of good

behaviour. The quicker the praise or reward follows the successful performance, the more effective it is likely to be. (Gadour, A. 2013)

Tanaka et al. (2014) highlighted that employee competency includes a combination of knowledge, skills and attitudes that have a significant impact on individual and organizational performance. The results of this study indicate that employees who have strong competencies tend to show better performance in carrying out their duties, are more prepared to face change and are better able to make meaningful contributions to organizational goals. In addition, research conducted by Kim and Lee (2019) emphasized that employee competency development, especially through targeted training programs, has a positive impact on the quality of individual performance. They highlighted that organizational investment in improving employee competency can increase motivation and productivity which ultimately has an impact on the overall performance of the company. Research on competence and performance has been widely conducted, including by (Adam & Kamase, 2019; Bahri et al., 2018; Basalamah, 2017; Manik & Syafrina, 2018; Mukhtar, 2018; Nyoto et al., 2020; Rande, 2016; Wasiman, 2020; Widyanto & Mersa, 2018; Wongso et al., 2020; Yamin & Ishak, 2018).

II. Research Method

The object of research in this study is the UPTD Motor Vehicle Testing of the Jember Regency Transportation Service. The type of data used in this study is primary data. Data collection methods with observation, interviews, documentation, questionnaires and literature studies. Data analysis needs to be done in a study, in this study the data analysis technique includes sampling techniques, questionnaire testing, namely through validity and reliability tests. The sampling technique used in this study is accidental sampling so that researchers can take samples from anyone they meet, then the number of samples is 199 people who use the keur test. Outer model test, namely validity and reliability test, to see if the data is valid and reliable enough to be studied. Furthermore, the inner model test is used to measure the extent to which exogenous variables affect endogenous variables. Data were obtained from distributing closed questionnaires to the community who use the keur test.

III. Result and Discussion

3.1 Validity and Reliability Test

The validity test is used to prove that the statements in each latent variable in the study can be understood by respondents with the same meaning as intended by the researcher with the condition that the loading factor value is >0.7 or between $0.4 - 0.7$. The results of the analysis show that all indicators meet the construct validity criteria. Reliability test, is carried out with the aim of showing the internal consistency of indicators in latent variables. The composite reliability criteria are composite reliability values greater than 0.70 or by comparing composite reliability values greater than Cronbach's alpha. Based on the results of the study, it was found that all variables have a Cronbach alpha value above 0.7 , so it can be concluded that all variables meet the reliability criteria.

3.2 Hypothesis Testing

Hypothesis testing uses the inner model test. Testing is carried out using the Warp-PLS application with the output in Table 1 as follows.

Table 1. Total Influence Path Coefficient Values (Inner Model)

| Exogenous Variables | Endogenous Variables | Direct path coefficient | direct path coefficient | Total Effects | p- value |
|----------------------|-----------------------|-------------------------|-------------------------|---------------|----------|
| Information Systems | Employee Performance | 0.073 | | 0.073 | 0.149 |
| Employee Competence | Employee Performance | 0.602 | | 0.602 | <0.001 |
| Employee Performance | Service Effectiveness | 0.014 | | 0.014 | 0.420 |
| Information Systems | Service Effectiveness | 0.594 | 0.001 | 0.595 | 0.492 |
| Employee Competence | Service Effectiveness | 0.447 | 0.009 | 0.456 | 0.432 |

Based on table 1, the path coefficient value obtained from the p-value results of 4 out of 5 tests of exogenous variables against endogenous variables is >0.05 , one of which has a p-value <0.05 with each value of the total effect being positive, so it is concluded that H_0 is rejected because there is a positive but insignificant influence between the information system (X1) and employee competence (X2) on the service effectiveness variable (Y) through employee performance (Z) as a mediating variable.

3.3 Discussion

a. The Influence of Information Systems on Employee Performance

The system used for motor vehicle testing at the Motor Vehicle Testing UPTD has used digitalization of services in the form of the Motor Vehicle Testing Management Information System (SIM PKB) which will later provide quality, accurate and precise performance so that the impact will provide better motor vehicle testing services. A well-built information system can directly improve performance by building capabilities and a sense of responsibility for the services carried out. The results of this study are in line with research conducted by (Ichsan, 2020), Shadi et al. (2018) which states that the management information system has a positive effect on employee performance.

b. The Influence of Employee Competence on Employee Performance

Each motor vehicle examiner has a skill level with special provisions according to the type of vehicle being tested, this will provide a concept/self-image, work motivation, and special skills that have been learned in educational and training development or through formal education of motor vehicle examiners of the Ministry of Transportation which later motor vehicle examiners have responsibilities and can provide better quality work results. Employees who are competent in their fields have a significant influence on improving employee performance that has been regulated in personnel regulations so that it is hoped that each employee has good performance, and also has a good impact on community services. The results of this study are similar to the studies of Titin & Suwanto (2020), Yadi & Yulia (2020), (Amdani et al., 2019; Friolina et al., 2017; Indiyarningsih et al., 2020; Mustikawati & Qomariah, 2020; Pinca, 2015; Setiawati, 2017), (Wahyudi et al., 2022), (Irawan et al., 2024), (Hendrawan & Sanosra, 2023), (Puspitasari et al., 2024), (Rusmayanti et al., 2022), (Galih et al., 2023), (Hapsari et al., 2022), (Qomariah et al., 2023), (Ayni et al., 2024), (Rahmadani et al., 2020), (Qomariah & Utamy, 2023), (Prahastyo et al., 2024), (Askany et al., 2024), (Setiawan et al., 2022), (Utomo et al., 2019)

that there is a positive influence between employee competence and employee performance. Meanwhile, research that found that competence had no impact was conducted by (Chandra et al., 2020).

c. The Influence of Information Systems on Service Effectiveness

A good quality information system is very important in an organization, especially a government organization that provides services to the public in order to provide excellent service. Effectiveness in service can be achieved if the basis of service can be fast, accurate, and accountable. This also has an impact on transparent services and makes it easier for the public to receive services. The transition from a manual information system to a digital information system has a significant impact on services so that they become effective, fast, and accurate. The results of this study are in line with research conducted by Nguyen (2020), Dani (2020), Diah (2020) which found that the information system has a positive effect on service effectiveness.

d. The Influence of Employee Competence on Employee Performance

Each motor vehicle examiner has a skill level with special provisions according to the type of vehicle being tested, this will provide a concept/self-image, work motivation, and special skills that have been learned in educational and training development or through formal education of motor vehicle examiners of the Ministry of Transportation which later motor vehicle examiners have responsibilities and can provide better quality work results. Employees who are competent in their fields have a significant influence on improving employee performance which has been regulated in personnel regulations so that it is hoped that each employee will have good performance, and also have a good impact on public services. The results of this study are similar to the research of Titin & Suwanto (2020), Yadi & Yulia (2020) that there is a positive influence between employee competence and employee performance.

e. The Influence of Employee Performance on Service Effectiveness

Applicable regulations such as daily performance assessments and certain criteria that have been set to be adhered to and implemented in the implementation of work will provide a sense of responsibility and employee ability in carrying out tasks, so that later it will provide increased service to be more effective and achieve the target of a job in every community service. Employees who perform well can directly influence the effectiveness of service by providing full concentration in the form of attention, concern for the community who need a service. The results of this study are similar to the study by Liu and Liu (2022) which found that employee performance has a positive effect on service effectiveness.

f. The Influence of Information Systems on Service Effectiveness Through Employee Performance

In an organization, a quality information system with employee performance who are responsible for its implementation is very important which can provide excellent service to the community. Effectiveness in service can be achieved if the basis of service can be fast, accurate, and accountable. This also has an impact on transparent service and makes it easier for the community to receive services. This study obtained results that support the research conducted by Li and Hu (2020) that the information system has a positive effect on service effectiveness with employee performance mediation.

g. The Influence of Employee Competence on Service Effectiveness Through Employee Performance

Employees, specifically in terms of skills, attitudes and behavior that have been built in the work environment, will form positive performance. The competence given by employees in each coaching and training will form full responsibility for the quality and quantity of performance and this will have an impact on effective service. The results of this study are that there is an influence between employee competence on service effectiveness with employee performance mediation. Mardiasmo in Fauzi (2023) organizational effectiveness is a measure of the success or failure of achieving the goals of an organization in achieving its goals.

IV. Conclusion

The conclusion of this study is the results of data analysis which show that (1) information system variables have a positive but insignificant effect on employee performance and competence directly has a positive and significant effect on employee performance. (2) Information system variables have an insignificant effect on service effectiveness, but performance competence, employee performance directly has a positive and significant effect on service effectiveness. (3) Information system variables and competence indirectly have a positive but insignificant effect on service effectiveness through employee performance.

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