

The Influence of Information Technology Application, Work Environment and Competence on Job Performance: Job Satisfaction as Mediator

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ABSTRACT

The research objective was to determine the effect of the information technology, work environment and competence on the job performance of village apparatus in Pariaman city which was mediated by job satisfaction. The population of this research is village apparatus in Kota Pariaman and the research sample is 200 respondents. Data analysis using SEM AMOS. The results showed the application of information technology, work environment and competence had a positive effect on job satisfaction and job performance of village apparatus in Pariaman City. Furthermore, the application of information technology, work environment and competence mediated by job satisfaction has a positive effect on the job performance of village apparatus in Pariaman City.

Keyword: *Application of information technology, work environment, competence, job satisfaction, job performance.*

1. INTRODUCTION

To improve the performance of village officials in Kota Pariaman, many factors must be considered, including the application of information technology [1], [2], work environment [3] and job satisfaction of village officials [4]. Research reveals that the use of information technology has an effect on the performance of Nagari officials [2]. The application of information technology to individuals and organizations will be very different in different countries due to structural and cultural differences. The results of field studies show that the direct relationship of offline and online information has a significant impact on job performance [6]. Furthermore, the empirical studies of the work environment are an improvised model to increase employee morale which in turn will improve employee performance [7]. This will affect the performance of village officials in carrying out their activities [8]. Competence is knowledge, skills, and abilities that a person has and has become a part of him, so that he can perform cognitive, affective and psychomotor behaviors as well as possible [9]. Based on the description above, this study aims to see the effect of the application of information technology, work

environment, and competence on performance mediated by job satisfaction.

The use of information technology such as social media will reduce employee psychological tension and in the end will have a positive effect on performance [10];[11];[12];[13]. Performance can be influenced by various things, including leadership, personnel quality, organizational structure, systems and procedures, infrastructure and facilities, communication, motivation and work environment. The results reveal that the work environment has a stronger positive effect on employee performance [14];[15];[16]. The use of information technology is a must for villages because along with the development of reporting technology, this is done online. Research reveals that competence has a positive and significant impact on employee performance. Good knowledge is one of the indicators that causes performance to be effective [17];[18];[19]. To achieve the maximum level of job satisfaction in every task implementation, factors that can affect job satisfaction are always faced, including the ability of village officials to utilize information technology at work. Research reveals that information technology provides job satisfaction [20]. The work environment is an

effective way to help employees improve their abilities and creativity in completing their work. The results show that the work environment is proven to have an effect on job satisfaction, namely there is a positive relationship between work environment and job satisfaction. Competence as a special expertise owned by the company and knowledge that is directed to achieve a high level of satisfaction. The results showed that competencies consisting of motives, traits, self-concept, knowledge, and skills were proven to have an effect on job satisfaction.

2. METHODS

The number of samples to be used in the study was 200 people who were proportioned in each work unit. Measurements were made to measure respondents' responses using a Likert scale (1-5).

3. RESULTS AND DISCUSSION

This research was conducted on village apparatus in Pariaman City with a total sample of 223 questionnaires that had been divided and distributed. A total of 23 questionnaires (10.3%) were not completely filled out. To answer the research problem, data analysis consisted of descriptive analysis and hypothesis testing.

Table 1. Demographics

No.	Respondent Characteristics	Frequency (person)	Percentage (%)	
1.	Gender	Male	75	38
		Female	125	63
2.	Age (Years)	18-27	60	30
		28-37	63	32
		38-47	27	14
		48-57	50	25
3.	Education	High School	115	58
		Diploma	45	23
		Bachelor	40	20
4.	Position	Head of Section	105	53
		Secretary	35	18
		Kepala Dusun	60	30

After the measurement model is proven valid, the next process is to analyze the relationship between the indicator and its construct. To evaluate the validity of the structural model, it is done by assessing the fit of the model (goodness of fit). The structural model to be evaluated has no difference with the full structural model that has been tested at the measurement model evaluation stage.

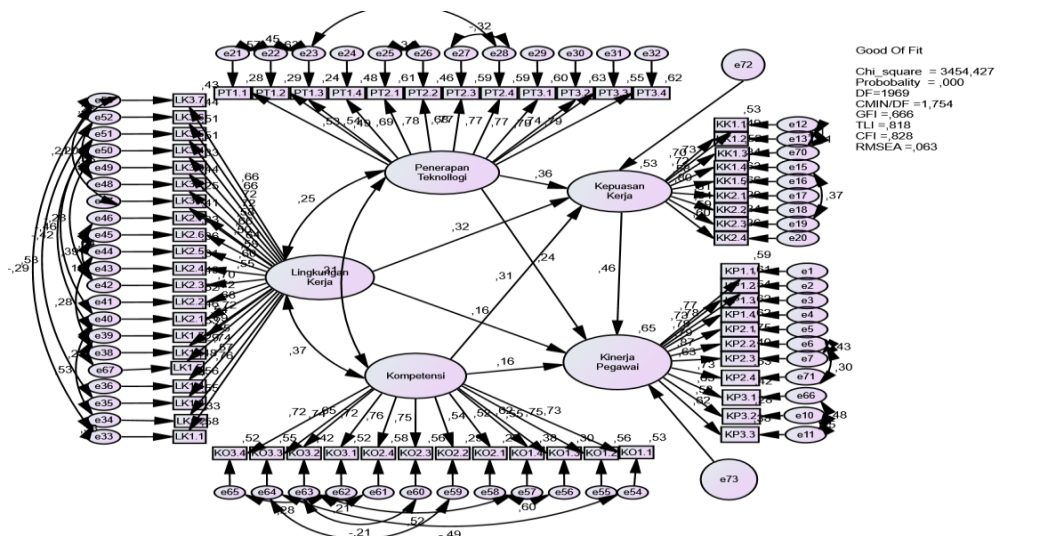


Figure 1. Goodness of Fit Indices

Table 2. Uji Squared Multiple Correlations

Variable	Estimate
Job Satisfaction	,53
Job Performance	,65

Table 3. Result of the Research Hypotheses

Hypothesis		Estimate	S.E	C.R.	P	
Job Performance	<---	Application of Technology	,34	,10	3,36	***
Job Performance	<---	Work environment	,16	,06	2,57	,01
Job Performance	<---	Competence	,17	,07	2,43	,01
Job Satisfaction	<---	Application of Technology	,47	,11	4,42	***
Job Satisfaction	<---	Work environment	,29	,07	4,43	***
Job Satisfaction	<---	Competence	,30	,07	4,18	***
Job Performance	<---	Job Satisfaction	,50	,10	5,05	***

Table 4. Standardized Direct Effects

Variabel	Competence	Work environment	Application of Technology	Job satisfaction
Job satisfaction	,31	,32	,36	,00
Job Performance	,16	,16	,24	,46

Table 5. Standardized Indirect Effects

Variabel	Competence	Work environment	Application of Technology	Job satisfaction
Job satisfaction	,00	,00	,00	,00
Job Performance	,14	,15	,17	,00

Table 6. Standardized Total Effects

Variabel	Competence	Work environment	Application of Technology	Job satisfaction
Job satisfaction	,31	,32	,36	,00
Job Performance	,30	,31	,40	,46

The results of the first hypothesis test are $\beta = 0.34$, $p = 0.000 < 0.05$, t (C.R) = 3.36. The results of the second hypothesis test are $\beta = 0.16$, $p = 0.01 < 0.05$, t (C.R) = 2.57. The results of the third hypothesis test are $\beta = 0.17$, $p = 0.01 < 0.05$, t (C.R) = 2.43. The results of the fourth hypothesis test are $\beta = 0.50$, $p = 0.000 < 0.05$, t (C.R) = 5.05. The results of the fifth hypothesis test are $\beta = 0.47$, $p = 0.000 < 0.05$, t (C.R) = 4.42. The results of the sixth hypothesis test are $\beta = 0.30$, $p = 0.000 < 0.05$, t (C.R) = 4.18. Based on the results of the hypothesis testing, H1, H2, H3, H4, H5, H6, H7 are supported. Furthermore, H8, H9 and H10 see the effect of job

satisfaction as a mediating variable, showing that the value of standardized direct effects is greater than standardized indirect effects, so it can be said that the mediating variable has a direct effect.

The use of information technology that is used appropriately and supported by personal expertise in its operation will improve individual performance. The use of information technology such as social media will reduce employee psychological tension and in the end will have a positive effect on performance [10]. The government as a public organization in realizing good governance requires optimal performance. Performance can be influenced by various things, including

leadership, personnel quality, organizational structure, systems and procedures, infrastructure and facilities, communication, motivation and work environment. The results of the study reveal that the work environment has a stronger positive effect on employee performance [14]. Competence is related to the abilities possessed by village officials in order to do their job well. Competence is a combination of expertise, knowledge, and the ability to make work easier to achieve maximum performance. The use of information technology is a must for villages because along with the development of reporting technology, this is done online. Good knowledge is one of the indicators that causes performance to be effective[19].

To achieve the maximum level of job satisfaction in every task implementation, factors that can affect job satisfaction are always faced, including the ability of village officials to utilize information technology at work. Research reveals that information technology provides job satisfaction [20]. The work environment is an effective way to help employees improve their abilities and creativity in completing their work. Competence as a special expertise owned by the company and knowledge that is directed to achieve a high level of satisfaction. The results showed that competencies consisting of motives, traits, self-concept, knowledge, and skills were proven to have an effect on job satisfaction. One of the things that must be the main concern of an agency is the job satisfaction of its employees, because if employees do not feel comfortable, are not appreciated, cannot develop all their potential, then employees automatically cannot focus and concentrate fully on their work or in run errands.

The application of information technology can have a positive impact on individual performance, if the technology is used appropriately and is compatible with the task at hand. Better and higher performance in achieving a series of tasks when using information technology support. This will make employee job satisfaction and ultimately the performance will be efficient, effective, productive and quality. The results of the study reveal that the use of information technology aims to complete each task and be able to increase job satisfaction and in the end performance will be better. The results of the study reveal that the work environment has a positive effect on job satisfaction. Furthermore, job satisfaction can be a mediating variable between work environment and performance. Competence is a characteristic of individual behavior in handling and carrying out work effectively.

4. CONCLUSION

Furthermore, the results of hypothesis testing based on beta and p-value values can be concluded that: Application of information technology, work environment, competence of village officials has a positive and significant effect on job satisfaction and performance of village officials. Furthermore, the application of information technology, work environment, competence affects the performance of village officials through job satisfaction. This means that the better the application of information technology, competence and work environment, the more job satisfaction will increase and in the end the performance of village officials will also increase.

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