The Effect of Training and Education Through Utilization of Prima Learning Management System in Improving the Performance of State Civil Apparatus of Tangerang City Government

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Abstract. The policies taken by the Indonesian government to stem the transmission of COVID-19 (especially policies to limit human mobility) are increasingly making organizations adapt so that their activities can continue. Organizational activities are prioritized on a non-face-to-face basis, including those carried out by the Tangerang City Government. The application of internet technology in the field of education and training will be urgently needed in order to improve the quality and equity of educational services. Through e-learning, distance education which depends on distance and time for the implementation of education and training will be overcome, so that it is necessary to use a media learning management system. Organizational activities are prioritized on a non-face-to-face basis, including those carried out by the State Civil Apparatus (ASN) of the Tangerang City Government, especially in selecting the Education and Training Program (Training) to be the most rational choice to do. This writing is a desk research-based study through a qualitative approach. From the results of the analysis, it is known that there are many LMS in circulation that can be developed by developers, ranging from open-source to paid or paid. However, each of these LMS certainly has advantages and disadvantages that have an impact that is less effective for users. Therefore, the purpose of this paper is to find out what needs to be developed and to improve the competence and performance of ASN Tangerang City Government.

Keywords: Training · E-Learning · LMS prima competence · ASN Performance

1 Introduction

Information and communication technology in Indonesia is experiencing very rapid development. This is evidenced from the survey report of the Indonesian Internet Service Providers Association (APJII), there are 210.03 million internet users in the country in the 2021–2022 period. That number increased by 6.78% compared to the previous period which amounted to 196.7 million people. This also makes the internet penetration rate in Indonesia to 77.02% [20]. In 2020, all parts of the world are facing the spread of

the Corona Virus (Sars-Cov 2) which originated in Wuhan, China and is still ongoing today. In response to this, the World Health Organization (WHO) urges that activities that have the potential to cause crowds be temporarily stopped so that the spread of COVID-19 can be prevented [21]. This makes various countries have to implement a lockdown system (regional quarantine) to suppress the spread of the corona virus even more widely. However, the Government of Indonesia has implemented a Large-Scale Social Restrictions (PSBB) system to anticipate and suppress the spread of the virus. Since the implementation of the PSBB, the implementation of Education and Training (Diklat) which was initially implemented face-to-face has shifted to a remote (online) training system, where training participants attend learning materials in a different room from the instructor [22]. Teachers take advantage of online training to facilitate training during a pandemic (Hidayah et al., 2020). Flexibility is one of the characteristics of remote training that allows training to be carried out in any condition and anywhere [23]. Distance learning (online) places more emphasis on independent learning [1]. Delivery of material using distance learning is less understandable by all training participants, because they experience difficulties in controlling the learning atmosphere with limitations in virtual space [2]. Online education and training can still be said to be ineffective, although Widyaiswara continues to strive to improve the quality of their education so that it can facilitate and deliver material to training participants [11]. Even so, this weakness is not a reason not to do it. Stakeholder creativity is needed to minimize the weaknesses of online learning.

The role of the teacher in choosing an online education and training learning model is very important in achieving goals. E-learning-based education and training learning is considered suitable to be applied in online learning in conditions like this. Because in the e-learning training model it is able to combine synchronous and asynchronous processes so that it makes it easier to achieve training objectives. According to [24] through the method of combining e-learning learning models with blended learning during the Covid-19 pandemic, it can create satisfying learning outcomes for training participants, and learning outcomes have differences between blended learning and conventional learning. According to [13] states that the effect of e-learning with blended learning on learning independence such as motivation, discipline and responsibility and the desire to self-evaluate its success is very significant.

The Covid 19 pandemic has affected all aspects of life both economically, socially and in particular the educational aspect, so during the Covid 19 pandemic it was endeavored that learning could continue but was limited, then e-learning education and training learning could be used as a reference using the blended learning method [5]. According to [7] that e-learning is not always interesting and training participants show better face-to-face learning. Human resources include teachers as experts to guide and guide training participants who are required to be able to carry out the education and training learning process effectively, besides that training participants also have a role in implementing the training process, because they should be able to learn independently with online teacher guidance. The learning environment is a supporting factor for the training process using the blended learning model, with a comfortable learning environment that allows training participants to receive the training material optimally and express their

creativity. Facilities and infrastructure in the e-learning training model include smartphones/laptops/computers, LMS (learning management system) application platforms and internet networks to facilitate the remote training process.

Efforts to maintain HR competency can be carried out in various ways by the organization itself. One of them is the education and training program. Training is the process of teaching new or existing employees the basic skills they need to perform their jobs. Training is a powerful intervention in providing knowledge, abilities, and skills according to the needs and demands of the work being done. Related to learning processes such as making classes, creating assignments, content, discussion forums, scoring systems, and CBT online exams which are all accessible to the internet network. LMS is also often called an e-learning platform or learning content management system. So it can be concluded that the LMS is a web-based application that automates and virtualizes the teaching and learning process electronically. The existence of this e-learning facility makes it easier for students to learn online in this pandemic era.

Basically, LMS is software in which there are features needed in the learning process. Features in LMS that can support online learning are an alternative for teachers in monitoring developments and become indicators of student assessment.

The Tangerang City Government provides education and training services to ASN in an effort to improve their competence through the provision of LMS Prima. The results of the observations show that the education and training activities that the training participants feel have constraints, among others, the internet network which is less supportive. The problem that arises from these obstacles is the lack of activity of the training participants in the learning process and can be seen by the condition of the training participants who are unable to describe a problem, so that the answers given by the training participants are not correct with the answer points that should be in the case study questions. So that the ability of training participants in critical thinking is included in the less than optimal category. Training participants are ASNs whose aim is to improve competence and teaching skills (how to teach) ASNs. Increasing the competence of ASN is very necessary to support work that is oriented towards efforts to produce high performance so that it can improve service to the community.

Taking into account the development of emergency conditions in anticipation of the prevention and spread of COVID-19, the implementation of competency development through the training channel in the form of Classical learning which is carried out through activities that emphasize the face-to-face learning process in the classroom needs to be encouraged to change to Non-Classical learning which is carried out through activities which emphasizes the distance learning process outside the classroom which is carried out by utilizing Information Technology (IT) or available learning management applications to support the learning process without reducing the quality and achievement of learning objectives. Utilization of IT or learning management applications is carried out by integrating (incorporating) learning materials including delivery strategies for each training subject. Meanwhile, distance learning-based learning strategies and methods (tools and media) can be developed by Training Organizing Institutions according to their resources. Distance learning is carried out by utilizing e-learning technology or video conferencing applications which can be downloaded for free. The applications in question include Skype, Zoom cloud, Connect Wise Control, Google Hangout, and so

on. E- learning is the Competency Development of Civil Servants which is carried out in the form of training as a whole optimizing the facilities and the implementation mechanism is carried out by utilizing information and communication technology media. to achieve learning goals and improve performance.

2   Method

This research is a form of library research which includes literature study activities, data processing and analysis using a qualitative approach. The method of collecting data and information in this library research study is carried out through verification and analysis with secondary data obtained through institutional documents and literature searches. Books, literature, articles, journals, scientific research, secondary data from institutions and internet pages are the sources of data in this study.

Data from the implementation of e-learning training, were collected from various sources organizing training programs organized by the Government of Tangerang City. Implementation data collected includes e-learning education and training programs. Evaluation of the implementation and graduation rate of training participants using e-learning consists of two different stages, namely: the online or independent method stage and face-to-face practice. Evaluation of the implementation involves various aspects, especially related to the pass rate of this model, namely the number of participants who pass the training so that ASN competence can increase.

3   Results and Discussion

The growth of internet technology has transformed into education and training programs in the form of electronic learning systems, known as e-learning. E-learning is a type of learning that uses internet media or computer networks, making it possible for teaching materials to be delivered [8]. In addition, e-learning is classified as an important alternative to a knowledge-based environment, while the conventional learning process in class must be physically present in the same room. However, internet technology (e- learning) seems to have made traditional learning methods obsolete [3]. Nearly 95% of universities in the world use e-learning [15]. E-learning is considered capable of answering the challenges of the world of education in the midst of current technological developments. E-learning is urgently needed in the learning process of education and training participants, in this case the ASN of the Tangerang City Government, to expand access and flexibility to the information needed. The ASN competency development process flow through e-learning is described below:

Improving the performance of ASN after participating in training is an indicator of the success and or effectiveness of training [6]. To find out the results (product) of the training, it is measured by the level of use and usefulness of the training [20]. There are several criteria for measuring the success of a training intended to improve the performance of training participants in terms of the level of use: a) the perceived usefulness of the user institution, b) use by participants, and c) ease of application [14]. First, the opinion of the user institution, how often the training material is used by the

institution. The training materials that are developed do not always match the actual performance required by the institution.

Based on the order of the institution, the number of times the training participants apply the training material in a certain time unit. The two opinions of the training participants are whether the training materials set by the institution/organization are considered important by the training participants in completing their job descriptions. It may be that a training material is considered important by an organization or institution so that it is made into a capability that must be possessed by the training participants, but according to the training participants' view, the ability of the results of the training is not important. Because of this, the importance of a standard performance does not only need to be measured from the perspective of the institution but also needs to consider the views of the training participants. Third, is it easy to implement. Often the results of a training are in vain because the trainees do not apply them when carrying out their duties in the field.

Basically, even without the COVID-19 pandemic, there has been a shift in digital technology-based work systems and mechanisms that hit almost all institutions (profit and non-profit) in the era of the industrial revolution 4.0 and 5.0, which is a reality and necessity that is difficult to stop. The application of e-learning in the era of the industrial revolution 4.0 and during the Covid-19 pandemic can carry out e-learning properly, independently. Even active in participating in online learning and dare to give opinions and respond positively to learning using e-learning [9]. Changes to the work system and mechanism cannot work if the human resources owned do not have capabilities that are in line with the changes/developments of the work system and mechanism. According to [12] facing the era of society 5.0 and the Covid 19 pandemic, the world of education plays an important role in improving the quality of human resources, such as the ability to solve complex problems, critical thinking, creativity, emotional management, teamwork, and cognitive flexibility [25].

Training with online and offline approaches is a form of training that should be recommended so that implementation can be more effective. This success is a manifestation of collaborative-based training management. This means that all parties involved in implementing the Tangerang City Government ASN competency development program in an e-learning manner by utilizing LMS Prima are able to carry out tasks that are the responsibility of each unit. A collaborative approach to training management is aimed at advancing and synergizing the roles of relevant institutions and/or participants in training management. This is based on the fact that so far in non-formal education training institutions, teachers/trainers have conducted their own training. The principle of collaborative learning through virtual learning is to contribute to efforts to improve the quality and effectiveness of learning [19]. Collaboration means working together to achieve common goals that have been set through division of tasks/work, or distributing tasks to employees. Data on the implementation of ASN competency development is presented in a description: organizers, number of participants and participants who pass training using e-learning by utilizing LMS Prima.

As a training strategy that combines face to face (face to face/classical) learning with online learning (through the use of internet facilities/media), e-learning designs and implements training programs both in terms of content and delivery online. In this

case, training participants do not only rely on the material provided by the teacher, but can search for material in a variety of ways, including, looking at the library, asking classmates or friends online, opening websites, looking for study material through search engines, portals, or blogs, or it could be other media in the form of training software and training tutorials. Various innovations in the use of training technology can be easily found and used, making the combination of classical training and online-based training a very appropriate choice in the digital era.

Training participants have the flexibility to study materials or teaching materials independently by utilizing teaching materials stored online; 3) Discussion activities take place online/offline and take place outside of class hours, discussion activities take place both between the training participants and the instructor and between the training participants themselves; 4) Teachers can manage and control training conducted by training participants outside class hours; 5) Teachers can ask training participants to review the subject matter before face-to-face training takes place by preparing supporting assignments; 6) The target of achieving teaching materials can be achieved in accordance with the targets set; and 7) Training becomes flexible and not rigid.

Of course, the education and training model with the combination/assimilation concept besides having the advantages above also has drawbacks, including: 1) Teachers need to have skills in organizing e-learning; 2) Teachers need to set aside time to develop and manage e-learning system training, such as developing materials, preparing assessments, conducting assessments, and answering or giving statements in forums submitted by training participants; 3) Teachers need to prepare digital references as references for training participants and digital references that are integrated with face-to-face training; 4) Unequal supporting facilities and infrastructure and low understanding of technology; 5) Training strategies are needed by teachers to maximize learning potential. The potential for implementing education and training with the e-learning system is very possible to implement, this is in line with the development of information and communication technology, in terms of the proliferation of supporting applications, it is also accompanied by the even distribution of the use of this technology for the community, so that the deficiencies mentioned above can be overcome by having great will from the teacher. Whatever form of training strategy, method or model that is implemented and utilized properly and appropriately in education and training will expand learning opportunities, increase efficiency, improve the quality of education and training, facilitate skills formation, and encourage lifelong learning in a sustainable manner as stated at the beginning of the article. This. E-learning is not the only alternative in overcoming training problems. However, in the midst of the rapid flow of information and communication in various walks of life, e-learning is an essential solution today.

4   Conclusions

Training with a non-face-to-face learning model or better known as e-learning is a training strategy that aims to achieve training objectives in a technology and information-based way that is carried out online (online). So far, the popular training strategy in Indonesia is traditional class- based (classical) training using the lecture method. The Tangerang City Government, which also provides training services for ASN, applies

an e- learning based learning model as the most rational choice during the COVID-19 pandemic. Applicable in normal times. The ASN competency development program through e-learning that has been implemented has been running as expected in terms of the implementation and also the graduation of the training participants. Learning methods that combine online and face-to-face methods are still able to provide added value to the implementation and improvement of ASN competencies and skills as training participants.

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