IMPROVING EMPLOYEE PERFORMANCE THROUGH THE REGIONAL GOVERNMENT INFORMATION SYSTEM

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Abstract—

In response to the development of information technology, organisations are required to enhance their competent human resources so that employees can contribute optimally to achieving effective and efficient performance. Specifically, the utilisation and mastery of technology in using information systems, which is why this research was conducted with the aim of improving employee performance through the regional government information system. The research method used is the survey method. The results of this study indicate that the calculated t-value is 7.495, meaning there is a significant positive influence of Regional Government Information Systems on performance. The r-value is 0.827, indicating that Regional Government Information Systems influence employee performance with a very strong category. The determination test yielded a result of 0.684, meaning that 68.40% of the variability in employee performance can be explained by the variability in Regional Government Information Systems, thus Regional Government Information Systems contribute to achieving employee performance. The managerial implications for leaders are that they can implement planning, organising, executing, and controlling local government information systems consistently and maintain security to ensure that the information system's accuracy and relevance continue to support employees' work. In addition, employees are required to improve their knowledge, abilities, and skills in utilising developments in information technology.

Keywords: Performance, Information System

I. INTRODUCTION

The development carried out by a nation essentially aims to enhance prosperity and justice for the entire society. To achieve national goals, it is necessary to have competent civil servants, At the regional and central levels, who have a high sense of responsibility and are accomplished. The smooth functioning of governance and the implementation of national development heavily depend on the skills and abilities of its employees in performing

their tasks effectively. Therefore, achieving the desired objectives greatly relies on good cooperative relationships, so that a job can be completed well and the original goals can be attained.

In responding to the development of technology (IT) and environmental changes, this is certainly unavoidable in various aspects of life, and this causes the living environment to change according to the demands of needs. Human resources in this context will inevitably experience various changes and demands to help cope with them. Related to this, human resource activities in carrying out work within their organisation will inevitably face challenges to compete with others. This competition will certainly depend on the characteristics possessed. Therefore, human resource activities within an organisation will undoubtedly be confronted with competition from other organisations.

Factors underlying environmental changes and their impact on the organisation, whether direct or indirect, will be the subject of study, particularly in the aspect of human resource behaviour itself. Based on the above description, the focus of the research to be conducted will be on the Regional Government Information System (RGIS) that is part of every resource within the organisation, one of which is the attitude and capacity possessed by employees in the company environment. Therefore, it is clear that the role of human resources as a vital element in an organisation will be closely related to the behaviour of the organisation itself. The process of development and utilisation of resources must be supported by competent human resources, but this is not easy due to culture and other factors that can become a unique character shaping the behaviour of society itself, while changes in times, technology, and globalisation pose their own challenges. Thus, in carrying out development, one will ultimately face issues regarding human resources.

The problem occurring at the UPTD PSDA Office for the Cimanuk – Cisanggarung River Area is that the characteristics of the employees have not yet provided maximum contributions and are considered insufficient for the level of needs. Because good employee characteristics are very important in creating good work. When employees contribute maximally, it will lead to effective work achievements. In addition, services to the community, attention to recognition, the creation of mutually beneficial partnerships, and collaborative innovation are felt to be suboptimal. These are very important for an organisation to boost the morale of its employees, such as by providing recognition to the employees.

Employee performance reports can show the performance targets that have been achieved, but of course, this is not enough because the problem lies in how the organisation can improve employee performance amidst the changing tides of globalisation through the enhancement of the RGIS, the comprehensive development of organisational values for accomplishing the objectives and goals, and the provision of opportunities to develop skills through a good career path. Another aspect that must be considered is the environmental changes related to the work field of the UPTD Utilisation of Water Resources WS Cimanuk – Cisanggarung. Therefore, it makes sense for carrying out study into the factors that can improve employee performance at the UPTD Utilisation of Water Resources WS Cimanuk – Cisanggarung.

According to the conditions in the real world, the Regional Government Information System (RGIS) employees are suspected to still not meet expectations and desires. This is due to the office infrastructure that supports activities, which is suspected to cause employee dissatisfaction. Among other things, the gap in technology mastery and the development of operational support facilities. Thus, this poses a challenge to achieving employee performance; therefore, further research is needed on the variables that may affect performance. Ability to work is related to the knowledge, skills, talents, interests, and experience required for someone to complete various tasks that are their responsibility and carried out according to their job function. Meanwhile, work ability is a manifestation of the level of motivation, stemming from drives in the form of specific needs and desires that cause someone to perform certain behaviours.

From the implementation perspective, as we know, several government agencies today are required to enhance work professionalism. However, despite this, problems still persist, particularly in terms of the readiness and skills of their employees to respond to the rapid pace of change. As we know, the Regional Government Information System on human resources is a fundamental characteristic possessed by an individual that directly influences or can predict better performance. The goal of the Regional Government Information System includes the creation of work capabilities and a willingness to work, supported by the courage to face challenges and changes. In addition, there must be an agreement to develop open expertise. Those conditions are the basic requirements that a person must possess to contribute effectively while working in a business organisation. Work ability is related to the knowledge, skills, talents, interests, and experience needed by someone to complete the tasks that must be carried out according to their job/position. Meanwhile, work willingness is the manifestation of the level of motivation, stemming from impulses in the form of certain needs and desires that cause someone to perform certain behaviours.

In the era of competition and demands for work professionalism today, it has generally succeeded in improving employee performance; however, in some aspects, it is suspected that the main tasks of their work do not yet meet expectations. The main tasks are the duties that must be performed, which are the responsibility to do something in order to achieve a goal.

Another issue is the delay in enhancing self-capacity. there are issues concerning the performance of the employees, but among them, there is still the suboptimal system of improving human resource skills. Therefore, the existence and role of human resources within the organisation become very vital, and in this case, the employees at the UPTD Water Resource Utilisation Office of the Cimanuk-Cisanggarung River Basin as a governmental organisation are required to have the capacity capable to deal with the challenges and rapid developments during these times. However, the problem is that there are still several factors suspected to be obstacles in achieving employee performance, which ultimately affects the overall performance of the organisation. Thus, it can be concluded that the Regional Government Information System is a determining factor in the accomplishment of employee performance at the Water Resources Management Office.

Based on the identification and limitation of the problem, the author formulates the research problem as whether the Regional Government Information System affects employee performance at the UPTD Water Resource Management Office WS Cimanuk – Cisanggarung.

The proposed hypothesis is that the Regional Government Information System influences employee performance at the UPTD Water Resources Management Office of the Cimanuk – Cisanggarung River Basin. The research model for this study can be seen in the following figure 1:

Figure 1. Model Research

II.   METHOD

This research uses the survey method. The population in the present research is composed of workers at UPTD Water Resources Management Office WS Cimanuk – Cisanggarung who are involved with the use of the RGIS, totalling 28 employees, so the sampling technique used is census. The research instrument uses a questionnaire, with the information system variable employing 11 indicators from Hartono (2004) and the employee performance variable using 11 indicators from Mangkunegara (2013).

III.   RESULTS AND DISCUSSION

Data processing was done to test the validity and reliability of the study's instrument (questionnaire).

Table 1. The outcomes of the Validity Test

Variable	Indicator's	r_{value}
Regional Government Information System	Planning and Organising	0,770
	Implementation and Control	0,694
	Accuracy	0,663
	Relevance and Completeness	0,715
	Consistency	0,562
	Formality	0,369
	Centralisation	0,748
	Communication	0,527
	Application Availability	0,578
	Ease of Use	0,536
	Technology Support Security	0,551

Variable	Indicator's	r_{value}
Performance	Coordination and planning	0,817
	Planning a work program	0,744
	Ability to conduct job evaluations	0,786
	Ability to build communication	0,746
	Attitude of tolerance	0,596
	Ability to adapt to the work environment	0,449
	Technical and procedural task abilities	0,710
	Implementation of technology	0,714
	Strengthening the position	0,555
	Creation of a conducive environment	0,378
	Building internal and external relationships	0,521

Data Processing, 2025

From Table 1, the findings of the validity test indicate that all indicators can proceed to the next stage, which is the reliability test process. Here are the findings of the reliability test calculations for the regional government information system variable and the employee performance variable using the Alpha Cronbach's calculation:

Table 2. Findings of the Reliability Test

Variable	Cronbach's Alpa Value
Regional Government Information System	0,826
Performance	0,852

Data Processing, 2025

Classical assumption tests were conducted, with the following results:

Table 3. Classical Assumption Test

Test's	Value
Multicollinearity Test	Tolerance = .385 VIF = 2.595
Autocorrelation Test	Z =-.809 Asymp. Sig. (2-tailed) = .418
Heteroskedasticity Test	t = 1.847 Sig = .070
Normality Test	Z = .093 Asymp. Sig. (2-tailed) = .200
Linearity Test	*Deviation from Linearity* = 1.492

Data Processing, 2025

The results in Table 3 show that the tolerance value is greater than 0.1, while the VIF value < 10. Therefore, it can be concluded that there is no multicollinearity between the independent variables in the regression model; the Z value is -0.809 with p = 0.418. Since the p value is > 0.05, it means the Z value is not significant, indicating that there is no autocorrelation in the regression model; the significance values of all three dependent variables are less than 0.05, so there is no heteroscedasticity problem in the multiple linear regression equation; the Kolmogorov-Smirnov test was used to test for autocorrelation problems, and the calculated Z value was 0.093 with an Asymp Sig value of 0.200 or greater than 0.05. This indicates that the data distribution is approaching a normal distribution, and the basis for making the linearity test decision in this study was done by comparing the significance value (Sig.) with 0.05, where if the Deviation from Linearity Sig. value > 0.05, then there is a significant linear relationship between the independent and dependent variables.

The findings of the reliability test indicate that the instrument for the RGIS has a Cronbach's Alpha value of (0.826) > 0.800; the instrument for the performance has a Cronbach's Alpha value of (0.852) > 0.800; this means that the instruments are reliable or trustworthy to be used as data collection tools because they are classified as very good, thus allowing the continuation to the data analysis stage, which includes calculating the correlation coefficient, determination coefficient, regression test, and hypothesis test. The correlation and determination coefficient values can be presented in Table 4 below.

Table 4. Correlation and Determination Coefficient

Model	R	R Square	Std. Error of the Estimate
1	.827[a]	.684	2.67983

a. Predictors: (Constant), RGIS (X)

The findings of the correlation analysis indicate that the r value is 0.827, meaning that the regional government information system has an extremely significant impact on performance. Meanwhile, the determination test yielded a result of 0.684, meaning that the variability in performance determined by the variability in the RGIS is 68.40%, while the remaining 31.60% is explained by other variables not included in the model of regression. These findings indicate that the RGIS variable contributes to performance achievement, meaning that if this variable is present, it may significantly enhance performance. The values of the regression test and hypothesis test are presented in Table 5. below.

Table 5. Regression and Hypothesis Test

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.424	4.864		1.938	.064
	Regional Government Information System (X)	.803	.107	.827	7.495	.000

a. Dependent Variable: Performance (Y)

The above values are inserted into the formula, resulting in the simple linear regression equation :

Y = 9.424 + 0.803X + e Interpretation:

a. The constant (a) of 9.424 is positive This means that if the variable for the RGIS shows a value of zero (0), the dependent variable, which is the performance of UPTD Water Resource Management WS Cimanuk – Cisanggarung employees, will have a value of 9.424 units.

b. The regression coefficient of the RGIS variable (b1) is 0.803, which is positive. The value of the RGIS coefficient of 0.803 indicates that the RGIS has a positive influence on performance. This means that if the RGIS is increased by one unit, it will affect the performance improvement of UPTD Water Resource Management WS Cimanuk – Cisanggarung employees by 0.803, assuming other factors remain constant.

All regression coefficients are positive, meaning that the RGIS has an influence on the performance of UPTD Water Resource Utilisation WS Cimanuk – Cisanggarung employees. Based on the regression coefficient, it is known that the regression coefficient value for the RGIS is 0.803. Thus, the RGIS variable has an influence on the performance of UPTD Water Resource Management employees in the Cimanuk – Cisanggarung Watershed. Acceptance or rejection of the t-test results can use the criteria of p-value. At a significance level of 0.05, with 28 respondents and 1 independent variable or df value = n-1-k or 28-1-1= 26, the t-table value is obtained as 2.048.

Based on the calculation's findings, the test value obtained is 7.495 with a significance value (sig) of 0.000, thus Ho is rejected and Ha is accepted. The results indicate an important beneficial effect of the RGIS on performance. This means that if the RGIS improves, the performance of the UPTD Water Resource Utilisation WS Cimanuk – Cisanggarung employees will also increase.

To strengthen the results of this research, several relevant research findings were also considered: A study by Ramadhan & Putra (2018) found that high-quality information from regional government information systems significantly contributes to the effectiveness of decision-making and to the enhancement of employee performance in the government environment. Research by Santoso (2017) indicates that the introduction of management information systems in government agencies can enhance operational efficiency and employee accountability, which ultimately

improves overall performance. A study by Wijaya et al. (2019) indicates that adequate information technology support and user-friendly applications are important factors in improving productivity and job satisfaction among employees in the public field. The implementation of information systems must also be supported by a conducive work environment in order to improve employee performance (Kusumah, AI. 2021). The findings of the research concluded that the higher the RGIS of an employee, the more significantly it will affect the improvement of employee performance.

IV. CONCLUSIONS

The RGIS contributes to improving employee performance. Employee performance will further increase with the support and commitment from management and leadership for the successful implementation and utilisation of the information system, ensuring its continuous development and use.

Planning, organising, implementing, and controlling the RGIS must be done consistently to maintain security, ensuring that the information system remains accurate and relevant while continuing to support employees' work.

The managerial implications for leaders are that they can implement planning, organising, executing, and controlling local government information systems consistently and maintain security to ensure that the information system's accuracy and relevance continue to support employees' work. In addition, employees are required to improve their knowledge, abilities, and skills in utilising developments in information technology.

The research limitations are study limited to a single regional area and technical and organisational cultural barriers to system adoption. Recommendations for future research are improvement of working hour and shift recognition in e-performance, intensive training for employees on RGIS usage, development of user-friendly systems and cross-unit integration and future research with additional variables, like organisational culture and training impact.

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