

**THE INFLUENCE OF THE USE OF INFORMATION AND ORGANIZATIONAL
COMMUNICATION TECHNOLOGY ON THE PERFORMANCE OF VILLAGE
APPARATUS IN PASIR DISTRICT EAST LAMPUNG SAKTI**

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Abstract: *For the development of public services, government organizations need to be able to create and enhance services. Resources are necessary for all organizations, including governmental and commercial ones, to accomplish their objectives. One organizational resource that is essential to reaching shared objectives is human resources. The public expects the government to provide quality services. Performance evaluations are given to employees. Village authorities in the Pasir Sakti District of East Lampung are among the staff members whose work is evaluated and in need of improvement in order to promote organizational performance. The degree of service provided by village government personnel is measured by their performance. "The Influence of Organizational Information and Communication Technology on the Performance of Village Officials in Pasir Sakti District, East Lampung" is the research's stated goal. Since the research is given as statistics, the author in this instance used a quantitative approach to perform the study.*

Keywords: *Information Technology, Organizational Communication, Employee performance*

1. Introduction

The advancement of technology leads to modifications in the work patterns of many agencies or organizations, including those in the public sector. Work from home initiatives or policies have been put into place by numerous government organizations. Officials from the Pasir Sakti sub-district in East Lampung also completed this. Prior to the advancement of technology, village officials performed their duties in a typical manner, which involved their presence at the sub-district office in order to complete the prearranged work schedule. Village authorities assist the village head in carrying out village government and development in compliance with East Lampung Regional Regulation Number 10 of 2016. The introduction includes the background to the issue or problem as well as the urgency and rationalization of activities (research or service).

Employees of the agency, notably the Pasir Sakti sub-district village administrators in East Lampung, do not always perform to a satisfactory standard. Researchers in the area have observed a number of phenomena that support this, including the following: 48 village officials in the Pasir Sakti sub-district report activities that go beyond the scheduled or target hours, indicating that cooperation and coordination between the officials is still not at its best. One of the many variables that might affect employee performance is corporate communication. Employee performance can rise in a business with the help of information technology utilization.

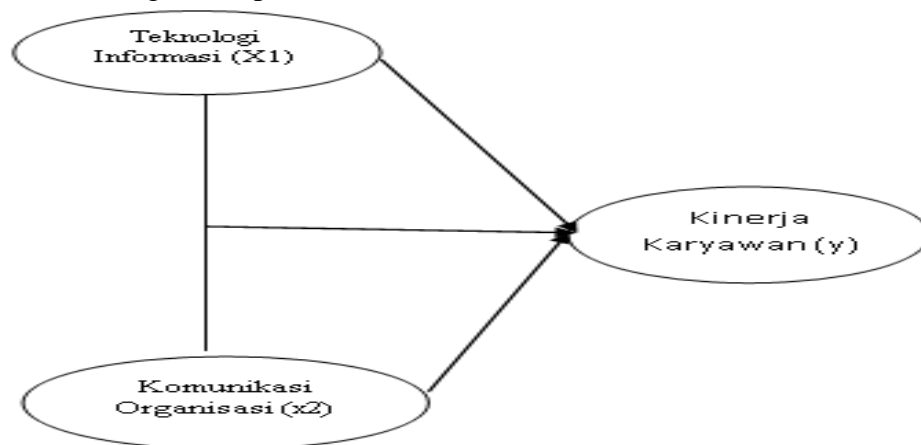
This is consistent with Simarmata's (2006:3) assertion that technology should be able to enhance human performance since its purpose is to support human endeavor (human effort).

Effective communication will create a sense of mutual understanding which will make the work atmosphere comfortable, there will be no conflict and encourage cooperation between employees so that the tasks given will be completed without burden and will definitely improve performance. "In carrying out work, employees are also inseparable from communication, both communication with leaders and communication with fellow colleagues," Chairunnisah, (2012).

According to Mangkunegara (2018: 214) states that the term performance comes from the words job performance or actual performance (work performance or actual achievement achieved by a person), namely the quality and quantity of work results (output) achieved by an employee in carrying out his duties in accordance with his responsibilities. the answer given to him.

According to Rivai (2019), performance is real behavior displayed by each person as a work achievement produced by employees in accordance with their role in the company.

S.P. Hasibuan (2016:34) states "performance (employee performance) is a work result achieved by a person in carrying out the tasks assigned to him which is based on skill, experience and seriousness as well as time". Drawing from the perspectives of the aforementioned experts, it can be inferred that an employee's performance is determined by their capacity to complete all assigned responsibilities.



3. Research Method

This study employed a quantitative research methodology. Measuring the symptoms of interest is crucial in quantitative research because the analysis typically involves statistical analysis. To collect data, a structured list of questions (questionnaire) is created based on measurements of the variables under study. This process yields quantitative data. Meanwhile, the type of research is associative research. Associative/relationship research is research that aims to determine the relationship between two or more variables. With this research, a theory can be built that can function to explain, predict and control a phenomenon, Sugiyono (2013:08). Sugiyono (2015:33) defines a population as a generic region made up of persons and objects with particular attributes and traits that are used by researchers to investigate and make inferences. Based on Sugiyono (2008: 116), the sample size is determined by considering that it is "part of the number and characteristics possessed by the population." It is preferable to take all research objects if there are fewer than 100; if there are more than 100, then 10%, 15%, 20%, or

25% of the objects may be taken." Within the Pasir Sakti sub-district of East Lampung, there are 48 village authorities that make up the population under investigation. 48 individuals, or all village authorities in Pasir Sakti District, East Lampung, made up the sample used in this study.

Saturated sampling was the method employed in this study since every member of the population that is, all 48 individuals or all village authorities in Pasir Sakti District, East Lampung was sampled.

Table 1. Respondent Profile

| Profile of respondent | Frequency | Percentage (%) |
|-----------------------|-----------|----------------|
| Gender: | | |
| 1. Male | 28 | 58.3 |
| 2. Female | 20 | 41.7 |
| Age: | | |
| 1. 21-30 | 15 | 31.2 |
| 2. 31-40 | 29 | 60.4 |
| 3. > 41 | 4 | 8.3 |

Based on table 4.1, it can be seen that the majority of village officials in Pasir Sakti District, East Lampung, are male, namely 28 people or 58.3% of the total respondents. The majority of village officials in Pasir Sakti District, East Lampung are aged 31-40 years, namely 29 people or 60.4% of the total respondents.

Table 2. Reliability

| Variabel | Cronbach Alpha | Cronbach Alpha yang disyaratkan |
|------------------------------|----------------|---------------------------------|
| Information Technology | 0,841 | >0,6 |
| Organizational Communication | 0,781 | >0,6 |
| Employee performance | 0,770 | >0,6 |

Table 2 above indicates that the Cronbach's Alpha value for the information technology variable is $0.841 > 0.6$, the organizational communication variable is $0.781 > 0.6$, and the employee performance variable is $0.770 > 0.6$ based on the SPSS output findings. Therefore, it can be It was determined that the 22 questions total that had been given to 48 respondents were trustworthy.

Multiple Linear Regression Analysis

Multiple linear regression is used to determine the influence of several variables, so generally the basic formula for multiple linear regression is used:

Table 3. Results of Multiple Linear Regression Calculations

| Coefficients ^a | | | | | |
|------------------------------|-----------------------------|------------|---------------------------|-------|------|
| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | B | Std. Error | Beta | | |
| 1 (Constant) | 2.461 | 4.550 | | .541 | .591 |
| Information Technology | .623 | .214 | .563 | 2.911 | .006 |
| Organizational Communication | .294 | .344 | .166 | .855 | .397 |

a. Dependent Variable: Employee performance

$Y = 2.461 + 0.623X_1 + 0.294X_2 + e$ is the multiple linear regression equation derived from Table 3 The following provides an explanation for the aforementioned multiple linear regression results:

1. The Employee Performance (Y) value is 2.461, or 246.1%, if all of the independent variables are taken to be zero.
2. Information Technology (X₁) and Employee Performance (Y) have a direct link, as indicated by the regression coefficient results, which have a value of 0.623.
3. The regression coefficient values for Organizational Communication (X₂) indicate a value of 0.294, indicating a direct correlation between Employee Performance (Y) and Organizational Communication (X₂).

Hypothesis Testing Results

The computed F value, which is obtained based on the above data processing findings, is 22.627. When the sig value is $0.000 < 0.05$ and the estimated F value is higher than the F table, which is $22.627 > 3.20$. This indicates that the performance of village officials is impacted by the usage of organizational information and communication technology. Ha₃ is then approved.

Coefficient of Determination (R²)

As can be observed, R is 0.708, indicating a 70.8% correlation between the variables Organizational Communication (X₂) and Information Technology (X₁) and Employee Performance (Y). Thus, there is a reasonably close association between Organizational Communication (X₂) and Information Technology (X₁) and Employee Performance (Y). and a

R Square of 0.501, often known as the coefficient of determination; in this instance, this indicates that Information Technology (X1) and Organizational Communication (X2) account for 50.1% of Employee Performance (Y). In the meantime, factors beyond the scope of the study have an impact on the remaining $100\% - 50.1\% = 49.9\%$ Employee Performance (Y).

4. Results and Discussion

The Influence of Information Technology on Employee Performance

The findings indicate that the performance of village officials in Pasir Sakti District, East Lampung, is influenced by the usage of information technology; therefore, Ha1 is accepted and H01 is rejected. The tcount is $6.692 < t_{table} 2.014$ and is significant $0.000 < 0.05$.

The Effect of Organizational Communication on Village Officials' Performance

The findings demonstrate that there is a substantial difference ($0.000 < 0.05$) between tcount ($5.625 > t_{table} 2.014$) and H02 (which indicates that organizational communication influences employee performance) and so Ha2 is approved.

Information and Communication Technology in Organizations' Impact on Worker Performance

The findings indicate that, at $\alpha = 0.05$, Ftable is 3.20 and Fcount is 22.627. According to the regression model, there is an impact of the use of organizational information and communication technology on the performance of village officials in Pasir Sakti District, East Lampung, since the probability of significance is significantly smaller than 0.05, specifically $0.000 < 0.05$.

5. Conclusion And Suggestion

The following conclusions can be made based on the findings of the study analysis concerning the impact of organizational communication and the application of organizational information and communication technology on the performance of village officials in Pasir Sakti District, East Lampung:

1. In Pasir Sakti District, East Lampung, information technology influences village officials' performance by 6.692%
2. In Pasir Sakti District, East Lampung, village authorities' performance is impacted by organizational communication by 5.625%.
3. In Pasir Sakti District, East Lampung, village authorities' performance is impacted by organizational information and communication technology by 22.627%.

Advice

The author makes recommendations that Pasir Sakti District, East Lampung, may take into consideration in light of the previously mentioned conclusions.

1. In order to raise village officials' performance, information technology skills need to be further developed.
2. To raise the efficiency of Village Apparatus in Pasir Sakti District, East Lampung, village officials need to communicate more actively.

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