

THE INFLUENCE OF INFORMATION TECHNOLOGY AND TRAINING ON EMPLOYEE PERFORMANCE THROUGH COMPETENCE

Yuyun Desti Indrawati^{1st}

Yoberth Kornelius^{2nd}

Ira Nuriya Santi^{3rd}

**Master of Management Study Program, Faculty of Economics and Business, Tadulako
University**

yuyoundhesty@gmail.com, yoberthkornelius63@gmail.com, iranuria@yahoo.com

Abstract

This study aims to assess and analyze the effect of information technology on competence, the effect of training on competence, the effect of competence on employee performance, the effect of information technology on employee performance, the effect of training on employee performance through competence, and the effect of training on employee performance through competence.

The research in question is quantitative. There were 47 participants in this study who were employees of the Tora Belo Regional General Hospital in Sigi Regency. The SEM-PLS approach was used to conduct hypothesis testing, and the descriptive analysis method was used to analyze the data.

Competence has a substantial and favorable influence on employee performance, as shown by the analysis results. In addition, employee performance is significantly and favorably affected by information technology. However, training has a minimal and adverse effect on employee performance. In addition, employee competencies facilitate the favorable and substantial impact of information technology on employee performance. Employee performance is significantly and directly influenced by training, which is also influenced by the level of competence.

Keywords: Information Technology, Training, Competence, Performance

INTRODUCTION

Riwukore (2021) defines human resources as the group of individuals employed by an organization or company and usually referred to as laborers, employees, or staff. Personnel are considered a valuable asset, and their actions substantially affect the goals of the organization. The efficiency of an organization is closely related to its human resources. Gibson (2017) suggested in Kahpi et.al. that organizations should prioritize performance as an important factor. This is due to the fact that performance has a direct impact on the achievement of organizational goals and progress, which is crucial for survival in a globally competitive environment characterized by volatility and frequent fluctuations. Employees' performance is assessed based on the quantity and quality of work they complete in carrying out their duties. It is expected that employee effectiveness will be enhanced by improving the quality of human resources. Access to training, employee proficiency, and utilization of information technology are important components that influence employee success.

Tora Belo Regional General Hospital, located in Sigi Regency, is a government institution that provides health services to the local community. The hospital is classified as a class C facility. Health institutions are obliged to provide health services

that require a large amount of knowledge. Therefore, continuous knowledge development requires the implementation of an organizational learning strategy. Moreover, it is imperative to consistently improve one's understanding to foster the long-term growth of every internal component within the organization. Tsai's event at Cornelius is scheduled to take place in 2023.

Significant insight into information technology variables was gained through interviews and observations conducted at Tora Belo Regional General Hospital, particularly during an interview with an employee identified as NR. Research has indicated that employees may experience confusion as a result of software updates, especially if they are not familiar with the changes. Therefore, it is imperative to provide training to employees to address this issue. In addition, NR revealed that some non-medical staff members at Torabelo Hospital did not receive training. As a result, there were no alternative options available to fulfill certain employees' responsibilities if they were unable to report to work. In addition, NR observed that the individuals selected for training did not match their areas of expertise. As a result, their ability to apply and disseminate the knowledge and skills they had acquired during training was compromised, hindering the achievement of training objectives.

One of the many obstacles in human resource management in Sigi Regency is the state of NR. The lack of alignment between the competencies employees have and the training they have received is a frequent problem. The job requires a high level of proficiency in the ever-evolving field of information technology. Evaluating training programs that are consistent with the overall competencies of its personnel is the responsibility of RSUD Tora Belo as a government organization. This involves selecting training materials that are simple and easy for employees to implement. An example of this occurred on March 13-15, 2024, when the Ministry of Communication and Information Technology, in collaboration with the HR Development Agency, held a training session on Office applications. The main objective of the program was to provide students with the necessary skills to effectively operate applications such as Microsoft Word and Excel. This example can be further expanded to include information technology training provided by various government entities, with special emphasis on Tora Belo Hospital. It is important to emphasize the importance of basic information technology training, as this training has the potential to reach a diverse audience that includes different age groups and educational backgrounds.

The effectiveness of individuals who have a deep understanding of information technology can be substantially improved through the implementation of effective training and the provision of adequate resources. Beneficiary satisfaction will be closely linked to improved staff competence through training. The implementation of time management services has the potential to enhance the reputation of the administering agency and increase public satisfaction with employee performance. This is particularly important given the large number of patients in the hospital and the accumulation of queues every day. Another lingering problem is the absence of punctuality, as some employees often arrive at the office after the appointed time. Prompt and accurate recording of patient conditions, presentation of laboratory data, such as medical test results, and provision of front desk services are all hampered by

this. Employee tardiness often hampers the prompt and comprehensive presentation of laboratory data, which includes medical examination findings and patient status information, resulting in significant delays.

It is critical to implement measures that serve as deterrents or punishments for medical and non-medical personnel to address the widespread problem of tardiness. It is critical for leaders and authorities to consistently reinforce and oversee preventive measures in order to effectively enforce them and improve staff productivity. Dedication and consistency are necessary.

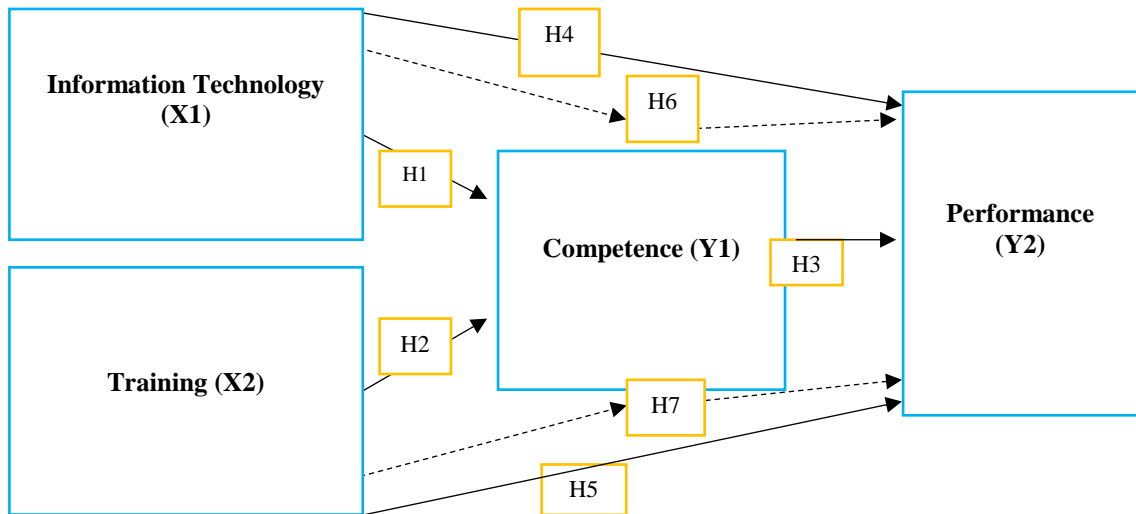


Figure 1. Research Framework

Based on the research conceptual framework above, the research hypothesis can be formulated as follows:

- H1: "Information technology has a positive and significant effect on employee competence at Tora belo Hospital, Sigi Regency."
- H2: "*Training has a positive and significant effect on employee competence at Tora belo Hospital, Sigi Regency.*"
- H3: "Competence has a positive and significant effect on employee performance at Tora belo Hospital, Sigi Regency."
- H4: "Information technology has a positive and significant effect on employee performance at Tora belo Hospital, Sigi Regency."
- H5: "*Training has a positive and significant effect on employee performance at Tora Belo Hospital, Sigi Regency.*"
- H6: "Information technology has a positive and significant effect on performance through employee competence at Tora belo Hospital, Sigi Regency."
- H7: "*Training has a positive and significant effect on performance through employee competence at Tora belo Hospital, Sigi Regency.*"

METHODS

This research uses a quantitative approach. Sarwono (2009) argues in Kornelius (2023) that the quantitative approach specifically focuses on variables that are the main subject of research. In addition, it is important to implement and understand these variables within a

broader framework. This research was conducted at Tora Belo Regional General Hospital in Sigi Regency. Data was collected by administering a survey to workers at Tora Belo Regional General Hospital in Sigi Regency. The survey was conducted online using Google Forms. For this study, 47 samples were collected using saturated sampling methodology, which is sometimes referred to as the census method.

Data analysis in this study was carried out using SmartPLS 4.0 software, which is specifically intended for Partial Least Square (PLS) analysis, within the framework of the Structural Equation Model (SEM) approach. The data analysis approach in the Structural Equation Model (SEM) includes hypothesis testing, outer model testing, and inner model testing.

RESULTS AND DISCUSSION

1. Results

The user intends to use SmartPLS version 4.0 to conduct hypothesis testing using structural equation model analysis. 5% is the significance level corresponding to the critical t-value of 1.96 in hypothesis testing. A coefficient is considered significant if the p-value is less than the significance level. The subsequent results are related to the investigation of direct and indirect effects.

Table 1. Results of Direct and Indirect Effects

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
TI (X1) -> KM (Y1)	0,329	0,309	0,122	2,690	0,004
TR(X2) -> KM(Y1)	0,373	0,405	0,148	2,513	0,006
KM (Y1) -> KP (Y2)	0,504	0,508	0,127	3,973	0,000
TI(X1) -> KP(Y2)	0,422	0,416	0,106	3,985	0,000
TR(X2) -> KP(Y2)	0,095	0,108	0,099	0,955	0,170
TI (X1) -> KM (Y1) -> KP (Y2)	0,166	0,154	0,069	2,408	0,008
TR(X2) -> KM(Y1) -> KP(Y2)	0,188	0,205	0,094	1,991	0,024

Source: Data processed (2024)

2. Discussion

1. The Effect of Information Technology on Competence

The results of hypothesis testing show that information technology has a significant and beneficial impact on personnel efficiency at Torabelo Regional General Hospital located in Sigi Regency. The findings of this study are in line with research conducted by Anhara et al. (2023), which showed that information technology has a substantial and favorable impact on competence. Tora Belo Hospital will continue to utilize information technology to improve the productivity of its staff and encourage ingenuity in its activities.

Information technology has had a dramatic impact on several parts of life by greatly enhancing the skills and abilities of people in various sectors. Information technology greatly improves and accelerates the accessibility of information and knowledge. In today's digital age, an important skill to have is proficiency in information technology. Employees can improve the efficiency of their workplace by developing the ability to adapt to new technologies, understand the core concepts of information technology, and use software and hardware

effectively. Therefore, it is imperative for Tora Belo Hospital and its staff to embrace information technology to improve efficiency and maintain their competitiveness in today's digital world.

2. Effect of *Training* on Competence

The results of hypothesis testing indicate a significant and positive relationship between employee competence and training at Torabelo Regional General Hospital, Sigi Regency. The results of this study are consistent with research conducted by Purnomo et al (2022), showing that training has a substantial and beneficial effect on employee competence. In line with this, Kahpi et al (2017) identified a statistically significant and strong correlation between training and competence. This suggests that organizations interested in improving employee competencies can benefit significantly from the implementation of training programs. Training is essential for employees at RSUD Tora Belo to effectively carry out their assigned responsibilities by providing them with specialized knowledge and skills. Employees at RSUD Tora Belo can improve their technical and non-technical abilities as well as gain a comprehensive understanding of certain topics by participating in training. This ensures that employees are informed about the latest technological advancements and can integrate them into their work, especially in the digital age.

3. The Effect of Competence on Employee Performance

Hypothesis testing conducted at Torabelo Regional General Hospital in Sigi Regency shows a significant and favorable relationship between employee performance and competence. The findings of this study are in line with research conducted by Anggriani (2022), which shows that competence has a substantial and beneficial effect on employee performance. According to Indriyani & Dewi (2020), competence has a significant and beneficial effect on employee performance.

Proficiency in areas of knowledge, skills and mindset are essential to carry out certain responsibilities effectively. Employees at Tora Belo Hospital who demonstrate competence are more likely to complete their responsibilities quickly and effectively, as they have the experience and understanding necessary to perform tasks quickly and accurately. The reason for this is because employees' performance is significantly improved by their high level of competence.

The staff at Tora Belo Hospital demonstrate an exceptional level of expertise, which leads to improved quality of work. They have the ability to solve problems efficiently, adjust to change, find job satisfaction, and increase the credibility and trust of the organization. Therefore, it is imperative for RSUD Tora Belo to continuously improve employee performance by encouraging the growth of staff skills and abilities .

4. Effect of Information Technology on Employee Performance

Hypothesis testing shows that information technology has a significant and positive effect on employee performance at Torabelo Regional General Hospital, Sigi Regency. The results of this study are consistent with research conducted by Anhara (2023), which shows that employee performance is significantly and positively influenced by information technology. This implies that employee performance can be improved through the effective use of information technology.

At Tora Belo Hospital, personnel efficiency, productivity, and overall performance improved as a result of the automation of routine manual tasks, made possible by information technology. Information technology allows employees to easily access the resources and information they need to fulfill their responsibilities. At Torabelo Hospital, information technology substantially improves employee performance by providing tools and platforms that assist individuals in their work, thereby increasing efficiency and production. Information technology enables employees to devote more time to strategic tasks.

The efficiency of communication and cooperation among personnel at Tora Belo General Hospital is improved by information technology. Even when personnel are geographically dispersed, video conferencing services such as Zoom and Google Meet facilitate efficient communication. This ensures timely dissemination of information, facilitating quick retrieval and response to any issues, while optimizing efficiency and cost-effectiveness.

5. Effect of Training on Employee Performance

The results of hypothesis testing show that training has no impact on employee performance at Torabelo Regional General Hospital, Sigi Regency. The findings of this study contradict research conducted by Purnomo et al. (2022), which states that training has a large and beneficial impact on employee performance.

The results of this study are in line with research conducted by Tuhouloula (2022), which suggests that employee performance is not affected by employee training. Employee performance is not influenced by the implementation of training that employees undergo. The results of this study indicate that the efficacy of Tora Belo Hospital employees is not directly influenced by the training.

In an interview with an employee at Tora Belo Hospital with the initials NR, it was stated that the training carried out did not match the competencies of the employees, resulting in the ineffective application of the skills and knowledge acquired during the training. As a result, the training did not result in substantial improvements in employee performance, despite the time and resources that had been allocated to the training. Employee performance does not improve as a consequence of the mismatch between job requirements and the skills taught during training.

6. The Effect of Information Technology on Employee Performance Mediated by Competence

The results of hypothesis testing show that information technology has a beneficial and substantial effect on employee performance through competence. The findings of this study suggest that competency can act as an intermediary between information technology and employee performance. This finding indicates that the implementation of modern information technology at Tora Belo Hospital will improve employee performance by encouraging better competence. The findings of this study are in line with the conclusions of Anhara et al. (2023), who found that information technology has an impact on employee performance through the mediating variable of competence.

Skill utilization is supported by advances in information technology. As a result, if employees perceive an increase in the level of information technology, their confidence in their capacity to carry out work will also increase.

RSUD Tora Belo's information technology department enhances staff competencies by providing tools and software that improve daily job performance. Information technology optimizes collaboration, task allocation and overall workforce efficiency. Employees' expertise in utilizing information technology ensures that they can manage time and resources efficiently and minimize potential errors, thus positively impacting their performance.

Employees with high levels of competence are more adaptable to change, able to create innovations, and able to solve challenges quickly. In addition, they have superior skills in both individual and collaborative work. Therefore, companies that use information technology see an increase in operational efficiency and improved employee performance supported by competence.

7. The Effect of Training on Employee Performance Mediated by Competence

The seventh hypothesis test results show that training significantly and statistically affects employee performance by improving their competencies. The results of the investigation show that competence serves as a mediator in the correlation between employee

performance and training. This implies that employees' competencies will increase through training, which in turn will contribute to improved performance. The results of this study are consistent with research conducted by Purnomo et al. (2022), which shows that training serves as an intervening factor that affects employee performance by influencing their competence. Employee performance is influenced by the level of competence influenced by training. It can be concluded that training indirectly affects employee performance by improving their competence.

The fifth hypothesis (H5) of this study investigated the direct effect of training on employee performance at Tora Belo Hospital. For this hypothesis, the t-statistic value was 0.955, which is less than the threshold of 1.96. Therefore, the hypothesis was rejected. In contrast, the seventh hypothesis (H7) investigated the indirect impact of training on employee performance through competencies. The value of this hypothesis is 1.991, which is greater than 1.96. As a result, this hypothesis is accepted. Consequently, this illustrates that training has an indirect influence on employee performance through improving competencies, but not a direct influence.

This suggests that training alone is not enough to improve employee performance; competencies are required to facilitate performance improvement. Therefore, it can be concluded that employee performance will improve when they have a high level of competence and receive training that enables them to perform their responsibilities effectively. Training is essential as it can improve employee performance by enhancing employee competencies. It is beneficial to implement training sessions on an ongoing basis to achieve this goal. Therefore, the skills acquired through training serve as the link that connects training to improved employee performance. Ultimately, employee performance improves as a result of employees' increased ability to utilize their training, leading to a more proactive approach to their day-to-day responsibilities.

CONCLUSIONS

Information technology has a direct and substantial impact on employee performance. Training also has a direct and substantial impact on competence, which in turn has a direct and substantial impact on employee performance. In addition, information technology indirectly affects employee performance by improving competencies. However, training does not have a direct and substantial impact on employee performance, but indirectly affects it through competencies. The research and debate is now over.

LIST OF REFERENCES

- Anggraini, N. (2022). Pengaruh Penggunaan Teknologi Informasi dan Kompetensi terhadap Kinerja Pegawai dengan Motivasi Kerja sebagai Variabel Intervening (Studi Kasus pada Dinas Pertanian dan Pangan Kabupaten Demak). *Formosa Journal of Applied Sciences*, 1(4), 315–334. <https://doi.org/10.55927/fjas.v1i4.1189>
- Awan Anhara, W. P. dan S. (2023). *Pegawai Melalui Kompetensi Pegawai Sebagai*. 12(3), 160–170.
- Kahphi, H. S., Khurosaini, A., & Suhendra, I. (2017). Pengaruh Pelatihan dan Motivasi Berprestasi Terhadap Kinerja Pegawai Dengan Kompetensi Sebagai Variabel Intervening. *Jurnal Riset Bisnis Dan Manajemen Tirtayasa (JRBMT)*, 1(1), 1–10.
- Kornelius, Y. (2023). Pembelajaran Organisasi di Rumah Sakit Umum Daerah. *Journal on Education*, 6(1), 2050–2055. <https://doi.org/10.31004/joe.v6i1.3195>
- Mohamad Varis Purnomo, Badia Perizade, Y. S. (2022). Pengaruh Pelatihan Dan Pengalaman

- Kerja Terhadap Kinerja Dengan Kompetensi Sebagai Variabel Intervening Pada Kepala Unit Pelaksana Teknis Pt. Kereta Api Indonesia. 7(10).
- Ratih Indriyani dan Monica Dewi. (2020). Pengaruh lingkungan kerja terhadap kinerja melalui kompetensi sdm sebagai variabel intervening pada ukm keripik tempe malang. 6(2), 53–61. <https://doi.org/10.9744/jmhot.6.2.53>
- Riwukore, J. R. (2021). *the Effect of Compensation and Competence on Performance With Motivation As a Variable Intervening an Employee in Partners of the Central Statistics Agency, Lubuklinggau City, South Sumatra, Indonesia. Review of Management and Entrepreneurship*, 5(2), 113–136. <https://doi.org/10.37715/rme.v5i2.1778>
- Rizal Tuhuloula; Derriawan; Fahrudin Salim. (2022). Pengaruh Pelatihan SDM Dan Teknologi Informasi Terhadap Kinerja Pegawai Badan Kepegawaian Daerah Kabupaten Buru *The Influence of HR Training and Information Technology on Employee Performance at the Regional Civil Service Agency of Kabupaten Buru*. 112–122.