

Effect of Quality and Competence on Satisfaction of Civil Servants for E-Kinerja Users through Perceptions of Ease of Use as an Intervening Variable at the City Government of Banda Aceh in 2020

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ABSTRACT

This study aims to determine effect of quality and competence on satisfaction of civil servants for e-kinerja users through perceptions of ease of use as an intervening variable at the City Government of Banda Aceh in 2020. This type of research is a type of quantitative descriptive research. The entire State Civil Apparatus (ASN) in the five agencies in the Banda Aceh City Government is 236 people. The characteristics of the sample in this study were the civil servants who used the e-kinerja application from all levels of positions and groups who were randomly selected. So the number of samples taken was 149 respondents. The data analysis method uses descriptive statistics and path analysis. The results showed application quality has a significant effect on user satisfaction because the resulting significance value is $0.049 < 0.05$. User competence has no significant effect on user satisfaction because the resulting significance value is $0.061 > 0.05$. Application quality has no significant effect on perceptions of ease of use because the resulting significance value is $0.323 > 0.05$. User competence has a significant effect on perceptions of ease of use because it has a significant value of $0.000 < 0.05$. Perceptions of ease of use has a significant effect on user satisfaction because it has a significance value of $0.000 < 0.05$ with a beta value of 0.551. Perceptions of ease of use

cannot be used as an intervening variable in the influence of application quality on user satisfaction, but perceptions of ease of use can be used as an intervening variable in the influence of user competence on user satisfaction.

Keywords: Quality, Competence, Satisfaction, Perceptions of Ease of Use

INTRODUCTION

The strategic role of human resources in organizations can be elaborated in terms of resource theory, where the function of the company is to mobilize all internal resources or capabilities to face market interests as the main external factor. Human resources can provide added value as a measure of business success. Human Resources as labor is an important factor in the performance process of an organization. This also applies to organizations in the Government system. Quality human resources in the right quantity will optimize human resources in implementing performance.

Quoted from the background of the formulation of Presidential Regulation No.81/2010, Indonesia was ranked 6th out of 9 ASEAN countries based on a government effectiveness assessment

conducted by the World Bank, which means that the institutional capacity/ effectiveness of government in Indonesia is lagging behind when compared to progress made by neighboring countries. This condition reflects the existence of problems in government administration such as the quality of the bureaucracy, public services and the competence of government officials. Furthermore, based on the assessment of the Government Agency Performance Accountability Report (LAKIP), it also shows that the number of government agencies deemed accountable has only reached 24%.

Along with the rolling of the globalization era and the industrial 4.0 era, world competition in various fields has increased sharply. Meanwhile, in the discourse of public organizations, the effects of globalization and reforms lead to efficiency and management restructuring, and at some level experience privatization, even these demands lead to the paradigm of reengineering the bureaucracy, like a private business entity. On the other hand, the demand for improving the quality of service to the community is getting stronger. This empirical fact requires that the government administration cannot be silent about the conditions to come.

The development of information technology is also growing rapidly in line with the increasing need for information on various life scales. The development of information technology is something that cannot be avoided and affects all aspects of human life. Referring to the 2018 Global Digital Report census data, it raises the fact that 50 percent of Indonesia's population has used internet access services with a percentage of 132 million users compared to 223 million residents at that time. In this modern and practical era, internet technology can be the primary need of every human being in supporting social and work activities. Viewed from the work side, humans need a fast flow of information in the form of data or information via internet access to support their work, because

"technology is a useful tool to help individuals complete their work" (Ratnaningsih, 2014).

According to Jogiyanto (2012), information technology systems provide five main roles in organizations, namely to increase efficiency, effectiveness, communication, collaboration and competition. Hall (2012) mentions three objectives for developing an information system, namely to support the accountability function of an organization's management, to support management decision making, and to support operational activities to be more effective and efficient.

It is increasingly true that the demands of change to digitize organizations do not only apply to profit-oriented companies, but also urge non-profit sectors such as foundations, education and government. Therefore, the government began to develop and pay attention to information technology systems to improve the performance of public services. Through the Presidential Regulation of the Republic of Indonesia Number 81 of 2010 concerning the Grand Design of Bureaucratic Reforms for 2010-2025, the Government devotes issues of problems, hopes and strategic steps to reforming the long-term bureaucracy, including digitizing the implementation of government and community services. The bureaucratic reform has been carried out gradually and continuously.

The government has begun to take early, systematic, and adjustable steps so that the goals and objectives can be achieved effectively and efficiently. Evidence of this reform can be observed by the widespread availability of government information in cyberspace, such as e-kinerja, e-procurement, e-KTP, e-registration taxes, e-passports and others. This is done to create good governance including transparency, public participation and accountability (good governance), which is implemented electronically (e-Government). The use of e-Government in government is aimed at increasing internal efficiency, facilitating the delivery of public

services, and the process of democratic governance.

Based on the Information System Success Model that has been designed by DeLone and McLean (2010), it is stated that in assessing the information system users of the system are the most important and fundamental factors, because they are people who can immediately experience the convenience and benefits of the system, as well as e-kinerja.

User satisfaction is a feeling that arises after using the system. The user response is an evaluation of the perception of the difference between the initial expectations before using and the actual performance of the system as perceived after using or using the system. Satisfaction and dissatisfaction of civil servants using e-kinerja applications is a comparison between expectations regarding the expected function and an evaluation of the actual function, so that civil servants will feel satisfied, dissatisfied, or in a neutral state (not satisfied and dissatisfied) with the system of company.

So far, civil servants have raised the negative issue of implementing e-kinerja. They argue that e-kinerja adds to work activities. The process of inputting and evaluating e-kinerja is time consuming, often fails to input and is slow in accessing the web. In order to evaluate and develop e-kinerja efforts, the needs of civil servants for e-kinerja must be properly detected by the system designer so that the performance that has been implemented and which will continue to be developed can meet the needs of civil servants and e-kinerja can be used as a reference for the Banda Aceh City Government in taking support payment decisions, promotions and other staffing policies. In the future, it is hoped that meeting the needs of civil servants can provide satisfaction and motivate them to do a better job.

The perception of ease of use as a level of one's confidence that in using a certain system does not require hard effort. Every civil servant has a different view of

the effectiveness of using e-kinerja, although in general to avoid rejection of the use of a system that is developed, the system must be easily applied to the advantage. If someone believes that a system is easy to use, then this is also a belief about the decision-making process (Jogiyanto, 2007). A good perception of ease of use will be achieved when the user of the application really understands how to use the application.

Perceptions of ease of use of e-kinerja are the degree to which a person believes that e-kinerja is easy to understand and use. The intensity of use and interaction between civil servants and e-kinerja can also indicate ease of use. Frequently used systems indicate that the system is better known, easier to operate and easier to use by its users, thus affecting user satisfaction.

The e-kinerja application developer stated that implementing e-Kinerja was challenging the understanding and interests of application users. The age of civil servants greatly affects the understanding and applicability of e-kinerja so that it can also create a bad perception of the application, even though it is caused by their own limitations. Tanuwijaya and Soenhadji (2012) states that "the quality of an information system is the quality of a product or service which is generally measured based on the suitability of the user with the information system, where the information system can be applied according to what the user wants".

This study aims to determine effect of quality and competence on satisfaction of civil servants for e-kinerja users through perceptions of ease of use as an intervening variable at the City Government of Banda Aceh in 2020.

RESEARCH METHODS

This type of research is a type of quantitative descriptive research. Arikunto (2015) states that quantitative descriptive research aims to describe or describe the properties (characteristics) of a situation or research object. The nature of this research

is explanatory research, which is research that intends to explain the position of the variables under study and the relationship between one variable and another (Sugiyono, 2010).

The entire State Civil Apparatus (ASN) in the five agencies in the Banda Aceh City Government is 236 people. The author chooses to make e-kinerja users the subject of research in five agencies that are closely related to services, especially services to the community, to fellow civil servants and agencies who have a high enough work intensity. It is known that the number of employees in the five Dinas which is the object of research is 236 people. The characteristics of the sample in this study were the civil servants who used the e-kinerja application from all levels of positions and groups who were randomly selected. So the number of samples taken was 149 respondents.

The data analysis method uses descriptive statistics, which is a data analysis technique by describing the situation of the research object without intending to draw conclusions based on all the data that has been collected. Then there is path analysis, an extension of the regression model used to analyze the relationship between variables in order to determine the direct or indirect effect of the set of independent variables on the dependent variable.

RESULT

Descriptive Statistical Analysis Results

This study was dominated by female respondents with a total of 78 people (52.35%), while male respondents were 71 people (47.65%). Thus it can be concluded that the respondents who were the sample in this study were slightly more dominated by female employees.

This study was dominated by respondents aged 36-45 years with a total of 56 people (47.58%), then respondents aged 25-35 years with a total of 38 people (25.50%), then aged 46-55 years as many as 27 people (18.12%), then respondents

aged <25 years were 19 people (12.75%) and finally respondents aged >55 years were 9 people (6.04%).

This study was dominated by respondents who had the latest education level S1 with a total of 76 people (51.01%), 48 people (32.21%) SMA, 23 people (15.44%) higher or the same as S2 (15.44%) and lower or the same with SMP as many as 2 people (1.34%). Thus, it can be concluded that the employees who were the samples in this study were dominated by employees who had the last S1 education level.

Employees who have the last bachelor's level of education certainly have better insight and knowledge compared to the education levels below. This can be seen as in the results of research conducted by Prayitno (2019) which found that one of the factors that can affect competence is the level of education. The higher the level of education will reflect high competence as well.

Path Analysis

Path analysis is used to examine the mediating effect of a research model through intervening variables. The intervening variable in this study is the perception of ease of use. In this study, there is a path analysis test to determine the effect of e-kinerja application quality and user competence on user satisfaction mediated by perceptions of ease of use.

Direct Effect

Testing the direct effect in this study aims to see the effect of application quality and user competence on user satisfaction, as well as the effect of perceptions of ease of use on user satisfaction. The results obtained in this test are as follows:

Based on Table 1 above, it can be seen that application quality has a significant effect on user satisfaction because the resulting significance value is $0.049 < 0.05$. The magnitude of the influence of the quality of the e-kinerja application on user satisfaction of the e-kinerja application in Banda Aceh produces a beta value of 0.126.

Table 1. Direct Effect Results (Path 1)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.958	2.631		2.264	.025
	Quality	.185	.093	.126	1.986	.049
	Competence	.226	.120	.136	1.886	.061
	Perceptions of Ease of Use	.705	.092	.551	7.678	.000

a. Dependent Variable: Satisfaction

Source: Data Processed by SPSS, 2020

Based on Table 1 above, it can be seen that user competence has no significant effect on user satisfaction because the resulting significance value is $0.061 > 0.05$. While the

magnitude of the influence of user competence on user satisfaction of e-kinerja applications in Banda Aceh City produces a beta value of 0.136.

Table 2. Direct Effect Results (Path 2)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.868	2.322		2.528	.013
	Quality	.083	.084	.072	.991	.323
	Competence	.631	.095	.485	6.668	.000

a. Dependent Variable: Perceptions of Ease of Use

Source: Data Processed by SPSS, 2020

Based on Table 2 above, it can be seen that application quality has no significant effect on perceptions of ease of use because the resulting significance value is $0.323 > 0.05$ with a beta value of 0.072.

Based on Table 2, it is also known that user competence has a significant effect on perceptions of ease of use because it has a significant value of $0.000 < 0.05$ with a beta value of 0.485.

Meanwhile, the effect of perceptions of ease of use on user satisfaction as seen in Table 1 shows that perceptions of ease of use has a significant effect on user satisfaction because it has a significance value of $0.000 < 0.05$ with a beta value of 0.551.

Indirect Effect

The results of the indirect effect in this study aim to see the effect of application quality and user competence on user satisfaction through perceptions of ease of use.

Indirect Effect of Application Quality on User Satisfaction through Perceptions of Ease of Use ($X_1 \rightarrow Z \rightarrow Y$)

Based on the direct effect as previously described, the effect of application quality on user satisfaction

results in a beta value of 0.126 which is the value of the first path (p_1). The effect of application quality on perceptions of ease of use results in a beta value of 0.072 which is the second path value (p_2). While the effect of perceptions of ease of use on user satisfaction results in a beta value of 0.551 which is the value of the third path (p_3).

The magnitude of the indirect effect is calculated by multiplying the rho coefficient, namely the p_2 and p_3 paths = $0.072 \times 0.551 = 0.040$ (4%), while the magnitude of the direct effect of application quality on user satisfaction is 0.126 (12.6%).

So it can be seen that the direct effect between application qualities on user satisfaction is stronger than the indirect effect through perceptions of ease of use ($12.6\% > 4\%$). Thus, it can be concluded that the perceptions of ease of use cannot be used as an intervening variable in the influence of application quality on user satisfaction.

Indirect Effect of User Competence on User Satisfaction through Perceptions of Ease of Use ($X_2 \rightarrow Z \rightarrow Y$)

Based on the direct effect as previously described, the effect of user

competence on user satisfaction results in a beta value of 0.136 which is the first path value (p_1). The effect of user competence on perceptions of ease of use results in a beta value of 0.485 which is the second path value (p_2). Meanwhile, the effect of perceptions of ease of use on user satisfaction results in a beta value of 0.551 which is the value of the third path (p_3).

The magnitude of the indirect effect is calculated by multiplying the rho coefficient, namely on the path p_2 and $p_3=0.485 \times 0.551=0.267$ (26.7%), while the magnitude of the direct effect of user competence on user satisfaction is 0.136 (13.6%).

So it can be seen that the indirect effect between user competence on satisfaction through perceptions of ease of use is stronger than the direct effect (26.7%>13.6%). Thus, it can be concluded that the perceptions of ease of use can be used as an intervening variable in the influence of user competence on user satisfaction of e-kinerja applications in the Banda Aceh City Government.

CONCLUSION AND SUGGESTION

Conclusion

The results showed application quality has a significant effect on user satisfaction because the resulting significance value is $0.049 < 0.05$. User competence has no significant effect on user satisfaction because the resulting significance value is $0.061 > 0.05$. Application quality has no significant effect on perceptions of ease of use because the resulting significance value is $0.323 > 0.05$. User competence has a significant effect on perceptions of ease of use because it has a significant value of $0.000 < 0.05$. Perceptions of ease of use has a significant effect on user satisfaction because it has a significance value of $0.000 < 0.05$ with a beta value of 0.551. Perceptions of ease of use cannot be used as an intervening variable in the influence of application quality on user satisfaction, but perceptions of ease of use can be used as an intervening variable in the

influence of user competence on user satisfaction.

Suggestion

Based on the conclusions described in this study, the following suggestions can be given:

1. The results of this study indicate that the quality of the e-kinerja application and user competence are factors that can increase user satisfaction for e-kinerja applications in the Banda Aceh City Government either partially or simultaneously. So it is hoped that the Banda Aceh City Government will continue to pay attention to the quality level of e-kinerja applications and also the competence of its users. This is closely related to user satisfaction. In order to improve the quality of the e-kinerja application, the Banda Aceh City Government can pay attention to the response time and reliability of the performance application. Meanwhile, to be able to improve the competence of the City of Banda Aceh, the Government of Banda Aceh can provide training and coaching on the use of e-kinerja so that employees' understanding of the functions contained in the application can be maximized. Researchers suggest that e-kinerja training be carried out periodically and consistently, then also create an intensive teaching program between direct superiors and structural employees under them, so that e-kinerja input can be carried out properly and correctly to minimize errors. I also suggest that information from the use of e-kinerja such as ranking is also made organizationally between agencies / offices in order to increase the motivation of echelon officials to direct their ranks to input e-kinerja. Then also, it is better if the output data from e-kinerja is submitted openly to ASN and the community so that the supervision of the government functions of Banda

Aceh City can also be carried out by the community.

2. In further research, it is suggested to carry out further research on user satisfaction of e-kinerja applications in government agencies using independent variables that have not been used in this study. The independent variables that can be used include the quality of information generated, perceived benefits, trustworthiness, and so on. e-kinerja is an object of research that is quite interesting because it is one of the government's breakthroughs in its efforts to reform the bureaucracy aimed at better state management and public services.

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