
The Attitude Towards The Use Of Technology As A Mediation : Study In Government Land Institution (Bpn) Of Banda Banda Aceh, Sabang, And Aceh Besar

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Abstract

The purpose of this study is to look at the influence of Computer self-efficacy, Perceive Ease of Use, Perceived Usefulness on attitude towards the use of technology and their impact on employee performance. The population is all employees of the Government Land Institution (BPN) of Banda Aceh, Sabang, and Aceh Besar, totaling 155 people. Sample is determined by census method, so the entire population is as the sample, as many as 155 respondents. The result from the test shows Computer self-efficacy does not effect attitude towards the use of technology, Perceive Ease of Use effects attitude towards the use of technology, Perceived Usefulness effects attitude towards the use of technology, Computer self-efficacy does not effect employee performance, Perceive Ease of Use effects employee performance, Perceived Usefulness effects employee performance, Attitude towards the use of technology effects employee performance, attitude towards the use of technology does not mediate the effect of Computer self-efficacy on employee performance, attitude towards the use of technology does not mediate the effect of Perceive Ease of Use on employee performance, and attitude towards the use of technology mediates partially the effect of Perceived Usefulness effects on employee performance. The Perceive Usefulness is the variable which must be strongly supported and improved because its contribution to improve attitude towards the use of technology and employee performance is the great ones compared to other effects. Otherwise, the independent computer self-efficacy variable does not show any contribution on the model, either directly or indirectly. This findings contribute as the new model developed that is built is based on the study of literature and preliminary research. The model that has been tested become the new premises and also can leads to other development research model in the future.

Keywords: Computer self-efficacy, Perceive Ease of Use, Perceived Usefulness, Attitude toward technology use, Employee performance.

1. Introduction

Public service based on the Law of the Republic of Indonesia Number 25 Year 2009 article 1 is an activity or series that is used to meet the service needs of goods, services, and administrative services for every citizen and population in accordance with the laws and regulations provided by public service providers.

Performance in every public and private sector organization is indeed the main thing that must be

considered, because each individual is assessed based on performance. (Prawirosentono, 2010) said that employee performance is very important to be assessed by managers of government agencies given the behavior and performance of civil servants have a direct and significant impact on public trust in the government.

Standardize data and information systems were used in order to facilitate the exchange of land information and create a reliable land information system. To achieve this goal, 6 main activities were carried out which included hardware installation, operating system software and applications and networks, training for system administrators, operators, management and head of the office as supreme leader, outreach to office heads and implementing staff, mentoring during implementation, conversion of textual and spatial data from hardcopy to digital, support for system and application problems from the Central BPN.

Even though it has been supported by digital technology, the output from the Government Land Institution (BPN) does not necessarily solve all existing land problems. Because it is also related to the Human resource (HR) factor which is allegedly not yet fully optimal. In other words, the employment of BPN employees in general is still perceived as low because they see so many problems or land conflicts that occur. This is due to the mastery of the technology itself which has not been fully mastered by BPN employees (Nurpriandyni and Suwarti, 2011). There is an apparent reluctance of employees to continue to use land applications in carrying out their work activities. This reluctance arises, one of which is caused by the tendency of changing applications used, so it needs extra efforts to make Employees familiar with these frequently changing applications.

Lack of employee acceptance of the presence of technology (Technological Acceptance), one of which is influenced by the Perceive Ease of Use (Davis and Davis, 1989). There is concern that this ever-changing technology is difficult to implement, because many menus are not yet so familiar to employees, so extra effort is needed to understand the interface and what capabilities are gained from this new technology. Another cause for the reluctance to accept new technology is understanding the benefits of supporting this new technology (Perceive Usefulness) compared to previous technology (Lim and Ting, 2012).

2. Literature Review

Employee Performance

According to (Suwanto, 2014) performance is about the behavior or what employees do, not about what results from their work. Performance management systems typically include measurement of performance and results (that is, how they are applied and what they work). Performance is evaluative (whether it helps advance or hinders organizational goals) and is multi-dimensional (ie, many behaviors are needed to describe employee performance). (Sasra, Lubis and Chan, 2015).

The work results achieved by an employee in doing a job can be evaluated the level of employee performance, then employee performance must be determined by the achievement of targets during the time period achieved by the organization. (Fachreza, Musnadi and Shabri, 2018).

Attitude towards the use of technology

Individual behavior will be driven by motivation to get something. Motivation theory states that individual behavior will be driven by internal and external motivation (Kwon and Chidambaram, 2000). Internal motivation is related to perceived ease of use and external motivation is related to perceived usefulness. (Ifinedo, 2006) stated that technology use behavior will be influenced by perceived ease of use and perceived benefits. Adequate technological support will encourage improvement in individual performance, increase productivity and job satisfaction which in turn will affect the improvement of competitiveness and profitability at the organizational level (Agarwal, 2012).

Computer Self Efficacy

Self efficacy refer to someone's judgment or beliefs about their ability to take an action (Heliyawati, 2009). Associated with the context of computer use, (Compeau and Higgins, 1995) in their research stated that individual responses regarding their capabilities to carry out tasks using computers are called computer self efficacy. (Maharsi and Mulyadi, 2007) simply define CSE as a person's ability to use computers. Whereas (Adamson and Shine, 2003) define CSE as an individual's belief in the ability to carry out specific tasks, give a degree of effort, and persistence in facing challenging situations.

Perceived Ease of Use

Perceived ease of use is defined as the extent to which a person believes that the use of technology will improve the performance of his work (Elkaseh, Wong and Fung, 2016). The ease of use of technology can be a potential catalyst to increase interest in behaving in the use of information technology. (Asni *et al.*, 2018).

Research related to perceived ease of use was conducted by (Davis and Davis, 1989) which showed that there was an effect of both perceived usefulness and perceived ease of use as a determinant of system utilization but for perceived ease of use the relationship with system use was not as strong as perceived usefulness.

Perceived Usefulness

Perceived usefulness or perceived usefulness is defined as the extent to which someone believes that the technology or system can be used easily and free of problems (Lim and Ting, 2012). From the above definition, it is known that the perception of benefits is a belief about the decision making process.

Research paradigm

The paradigm or relationship between concepts (variables) in this study can be illustrated in Figure 1 below.

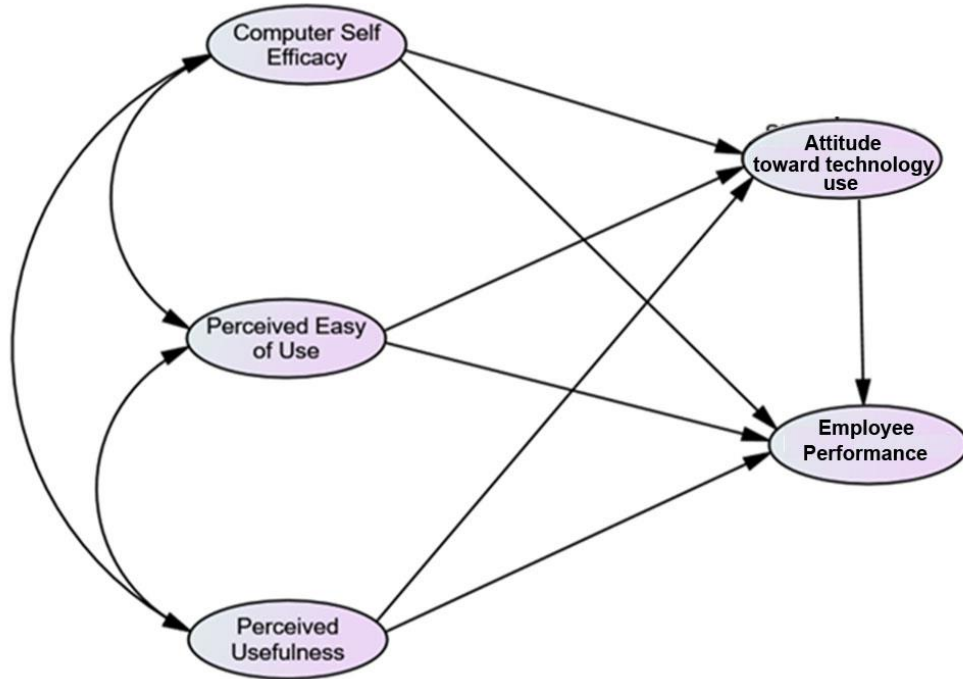


Figure 1 Research Paradigm

Hypothesis

Based on the phenomena and from the theoretical basis previously stated, then some alternative hypotheses can be stated as follows:

- H1: Computer self-efficacy effects attitude towards the use of technology
- H2: Perceive Ease of Use effects attitude towards the use of technology
- H3: Perceived Usefulness effects attitude towards the use of technology
- H4: Computer self-efficacy effects employee performance
- H5: Perceive Ease of Use effects employee performance
- H6: Perceived Usefulness effects employee performance
- H7: Attitude towards the use of technology effects employee performance
- H8: Computer self-efficacy effects employee performance through the attitude towards the use of technology
- H9: Perceive Ease of Use effects employee performance through the attitude towards the use of technology
- H10: Perceived Usefulness effects employee performance through the attitude towards the use of technology

3. Research Method

Location and Research Object

The location of this research was carried out at the BPN of Banda Aceh, Sabang, and Aceh Besar. The variabls are Computer self efficacy, Perceive Ease of Use, Perceived Usefulness, attitude towards the use of technology and employee performance.

Sampling

The population is all all permanent employees at the BPN of Banda Aceh, Sabang, and Aceh Besar, totalling 140 civil servants. This study uses a sample technique with the census method. The population is too small so in this study the entire population is sampled, thus the total sample is 155 people.

Data analysis method

Data processing obtained in the field is conducted by the equation model technique that is multivariate statistical analysis technique to be able to analyze not only the influence among variables, but also the relationship of variables with their respective indicators. The criteria for accepting H_a are Critical Ratio (CR) > 1.96 and Probability value (P) < 0.05.

4. Result and Discussion

Loading Factor with measurement test

Testing the validity of the loading factor can be seen in the following figure and table:

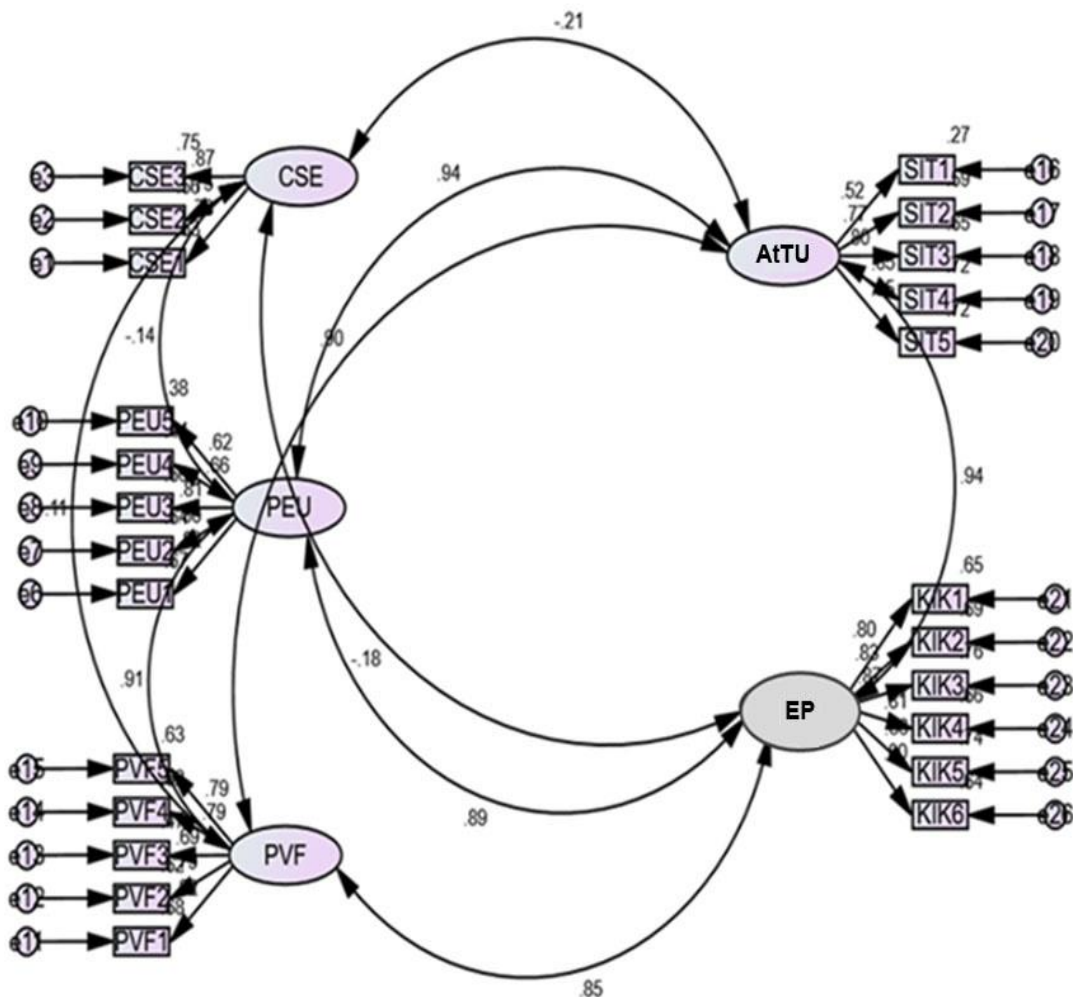


Figure 2. Loading Factor

Measurement test result indicates that several indicators of the research variable have a loading factor value below 0.5. The following table is the result of a net measurement test which can later be included in structural testing.

Table 1. Loading Factor

No	Indicator		Variable	Estimate
1	CSE1	<---	CSE	.731
2	CSE2	<---	CSE	.751
3	CSE3	<---	CSE	.866
4	PEU1	<---	PEU	.817
5	PEU2	<---	PEU	.803
6	PEU3	<---	PEU	.811
7	PEU4	<---	PEU	.662
8	PEU5	<---	PEU	.617
9	PVF1	<---	PVF	.824
10	PVF2	<---	PVF	.789
11	PVF3	<---	PVF	.686
12	PVF4	<---	PVF	.789
13	PVF5	<---	PVF	.791
14	SIT1	<---	SIT	.523
15	SIT2	<---	SIT	.766
16	SIT3	<---	SIT	.803
17	SIT4	<---	SIT	.850
18	SIT5	<---	SIT	.850
19	KIP1	<---	KIP	.804
20	KIP2	<---	KIP	.831
21	KIP3	<---	KIP	.871
22	KIP4	<---	KIP	.812
23	KIP5	<---	KIP	.861
24	KIP6	<---	KIP	.798

Table 1 shows the loading factors of all the indicators in the model, and have met the requirements for further processing because they have a loading factor > 0.5.

Table 2. Goodness of Fit

Size Index Criteria	Cut-off Value	Analysis Results	Model Evaluation
Chi Square	Expected to be small	407,388	Well
CMIN / DF	CMIN / DF <2	1,718	Well
GFI	≥ 0.90	0.941	Well
AGFI	≥ 0.90	.873	Well
RMSEA	<0.08	0.081	Well

Structural Analysis of Direct Effect

The results of structural tests carried out have produced the information needed to answer hypotheses that have been built before whether proven or not. Figure 3 below illustrates the influence between variables:

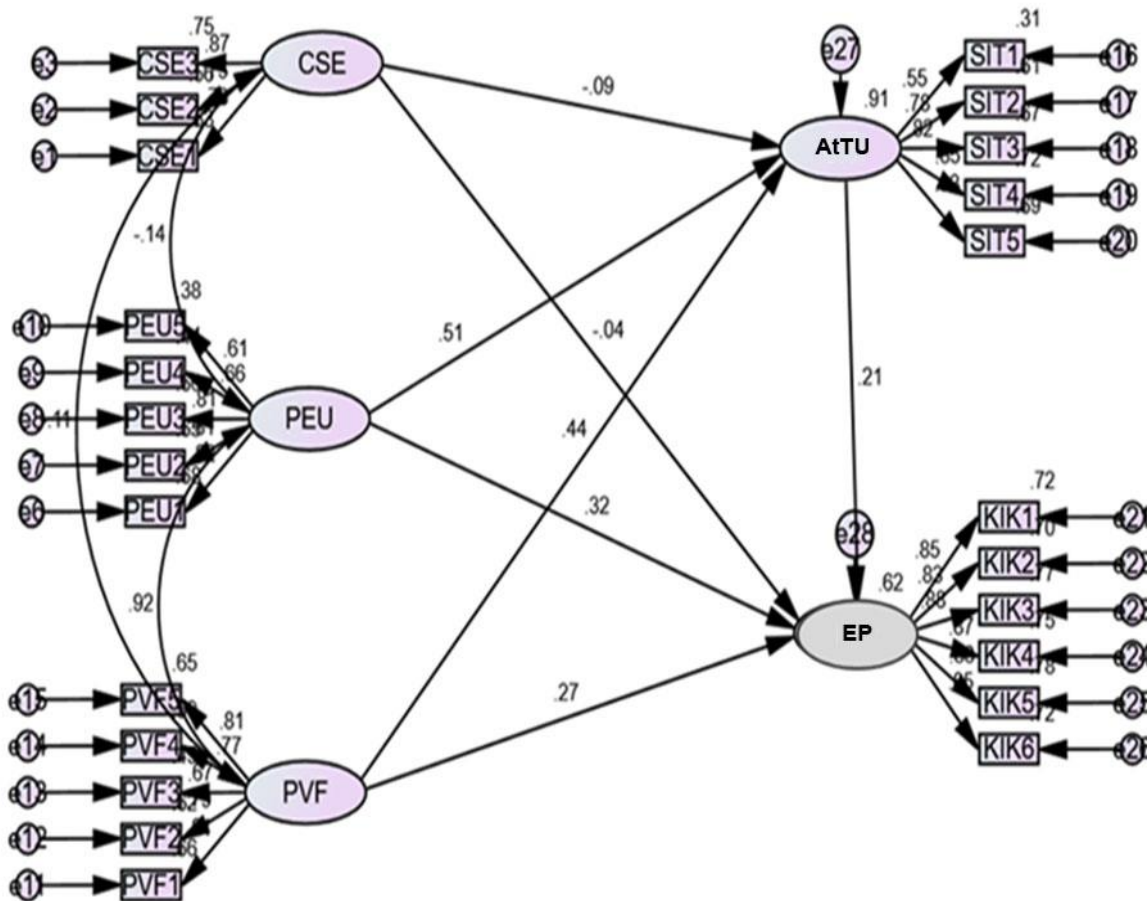


Figure 3. Structural Equation Model

Based on Figure 3 it can be explained the influence of each variable, namely the influence of each variable, namely Computer Self Efficacy, Perceived Usefulness of Technology, Perceived Usefulness, Attitude towards Technology Use and Employee Performance. An overview of all hypothesis testing together with the results can be seen in the following Table 3:

Table 3. Direct Hypothesis Conclusion

No	Hypothesis	CR Cut off> 1.96	P value Cut off <0.05	Status
H1	Computer self-efficacy effects attitude towards the use of technology	1.627	.104	Rejected
H2	Perceive Ease of Use effects attitude towards the use of technology	2.793	.005	Accepted
H3	Perceived Usefulness effects attitude towards the use of technology	2.919	.006	Accepted
H4	Computer self-efficacy effects employee performance	0.515	.607	Rejected
H5	Perceive Ease of Use effects employee performance	2.917	.003	Accepted
H6	Perceived Usefulness effects employee performance	2.296	.014	Accepted
H7	Attitude towards the use of technology effects employee performance	2.919	.004	Accepted

Seen from 7 direct hypotheses that there are 2 (two) hypotheses that are not significant, namely the Effect of Computer Self Efficacy on Attitude towards the Use of Technology and the Effect of Computer Self Efficacy on Employee Performance because both respectively have a CR value of 1.627 and 0.515 and a P value of 0.104 and 0.067 which do not meet the minimum requirements of accepted hypothesis terms. In other words, the other independent variables namely Perceive Ease of Use and Perceived Usefulness have an influence to increase the dependent variable, namely Employee Performance as long as the independent variable can be improved by the leadership or office management of the Land Institution.

Structural Analysis of Indirect Effect

The following is an indirect hypothesis conclusion that is the effect of computer self-efficacy, Perceive Ease of Use and Perceived Usefulness on employee performance at BPN of Banda Aceh, Sabang, and Aceh Besar through attitude towards the use of technology as shown in Table 4 below:

Table 4. Indirect Hypothesis Conclusion

No	Indirect Hypothesis	P value <0.05	Beta	Status	The Role of Mediation
H8	Computer self-efficacy effects employee performance through the attitude towards the use of technology	Not significant	Not Significant	rejected	There is no mediating role
H9	Perceive Ease of Use effects employee performance through the attitude towards the use of technology	0.043	10.66%	rejected	There is no mediating role
H10	Perceived Usefulness effects employee performance through the attitude towards the use of technology	0.039	09.14%	accepted	Partial Mediating

Computer self-efficacy and Perceive Ease of Use do not affect employee performance either directly or through the attitude variable on the use of technology that functions as a mediating variable. Because both directly and through Attitude towards the use of technology, the computer self-efficacy and Perceive Ease of Use in affecting the employee performance is not significant, then there is no role of mediating for these both independent variables. While on the other hand that the effect of Perceived Usefulness on employee performance, both directly and indirectly is significant, because it has a CR and p that meet the required number. So the role of Attitude towards the use of technology in the hypothesis 7 is as a partial mediation.

5. Conclusion

The result from the test shows the computer self-efficacy does not affect attitude towards the use of technology, perceive ease of use effects attitude towards the use of technology, perceived usefulness effects attitude towards the use of technology, computer self-efficacy does not affect employee performance, perceive ease of use effects employee performance, perceived usefulness effects employee performance, attitude towards the use of technology effects employee performance, attitude towards the use of technology does not mediate the effect of computer self-efficacy on employee performance, attitude towards the use of technology does not mediate the effect of perceive ease of use on employee performance, and attitude towards the use of technology mediates partially the effect of perceived usefulness effects on employee performance. The perceive usefulness is the variable which must be strongly supported and improved because its contribution to improve attitude towards the use of technology and employee performance is the great ones compared to other effects. Otherwise, the independent computer self-efficacy variable does not show any contribution on the model, either directly or indirectly. This findings contribute as the new model developed that is built is based on the study of literature and preliminary research. The model that has been tested become the new premises and also can leads to other development research model in the future. The limitation lies in the research scope. For the practical leaders especially in the research object, the model can be a reference to provide and develop the next strategies and policies to enhance its employee performance.

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