
The Effect of E-Government Utilization of Employee Performance and Its Impact on Work Effectiveness of Kemenkumham Aceh

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Abstract

This study examines the effect of the use of e-government on employee performance and its impact on work effectiveness. The population in this study were 131 employees of the Ministry of Law and Human Rights in Aceh Office (Kemenkumham Aceh). The research model was tested using Structural Equation Modeling (SEM) through the use of Amos software. The result proves the use of e-government has a significant influence and a positive direction on employee performance, the use of e-government has a significant influence and a positive direction on work effectiveness, work effectiveness has a significant influence and a positive direction on employee performance, effectiveness work partially mediates the effect of e-government utilization on employee performance. These all findings figure the one of the management models that happens in the Kemenkumham Aceh. This model contributes to academic theory where it shows how the e-govenment revealed its effect, as the anticedant, on the effectiveness and employee performance. This model becomes a premises that update the causality theories. The limitation lies in the amount of variables.

Keyword: E-Goverment, Employee Performance, Work Effectiveness

1. Introduction

Recent developments in the field of information and communication technology, especially in the era of globalization, greatly affect the implementation of governance in Indonesia. The use of technology in government management can create better governance output (good governance). Management related to good governance has an impact on public services that are also better for the community. In achieving this ideal, the government really needs to continuously evaluate the bureaucratic system.

E-Government in government, its implementation is currently indicated to have not run well as compared to the implementation of e-government on the private side. Utilization in the existing information system seems to have not been maximized. Every institution in the central and regional government does not yet have a synergistic cooperative relationship. At present the application of e-Government in the Ministry of Law and Human Rights in Aceh (Kemenkumham Aceh) has not been able to be implemented properly, where there are still many employees who have not been able to run the application program well. In this office only 37 people who have the ability to implement e-Government in the Kemenkumham Aceh can create an efficient, fair,

transparent, democratic, participatory, and responsible work if supported by a modern state apparatus system, which able to sustain all work methods.

Kemenkumham Aceh is quite aware of the concept of e-Government which is important in the bureaucratic reform process currently being promoted by the Indonesian government. Expectations that arise in the implementation of e-Government that should provide services that continue to be better for the community. However, to do this is indeed not an easy thing, because it has to go through a process and stages of integrating it with the processes and results of ongoing bureaucratic work. E-Government in Kemenkumham Aceh s currently faces several challenges. One of them is a problem related to apparatus resources which is currently not enough to adjust. The implementation of e-Government in Kemenkumham Aceh really needs support from employees (officials) who understand and have sufficient capability to operate technology. In addition, it is very necessary that the apparatus have a desire to learn and can respond to all changes that occur. This is because the development and improvement of information and communication technology changes very quickly, so that the desire to learn quickly is demanded at each apparatus.

Kemenkumham Aceh seeks to continuously improve the performance of each apparatus by utilizing information technology through a regional information management system that is mutually integrated, fast and responsive. This system continues to be developed, because of the smoothness and speed of the implementation of tasks in government, and also supports the quality of output that can be generated by employees at work. Good employee performance can support the main tasks and functions of resource development and staffing management. The Kemenkumham Aceh is also trying to build a responsive governance on an ongoing basis to the development and demands of community aspirations, which also need support from apparatus who have a professional attitude and good work performance based on adequate education and training. The presence of qualified and capable apparatus with good capability will be highly determined by the ability of the relevant leaders in order to carry out the principles of good governance in the management of government and public services from the city, sub-district, to village level. Their quality must also be supported by qualified facilities, especially related to supporting technology. So Man and Machine in the present do have a close attachment in a job, especially in creating high performance. So that in parallel and technically, e-government and existing resources need to be continually evaluated to improve technical features and the ability of their managers to solve problems in the governance process, particularly in the Kemenkumham Aceh.

The use of e-government will assist employees in carrying out tasks. The use of e-government can improve service and employee work productivity. That way the maximum utilization of e-government will improve employee performance. Therefore, with the existence of a demand for public services that can accommodate shared interests, and facilitated community participation in the Government's policy process, the effectiveness of government work will also increase. Whether or not an effective program is implemented is judged by the ability of every human resource involved in it. This kind of assessment leads to the measurement of human resource performance.

2. Literature Study

Employee Performance

(Mangkunegara, 2013) explained that performance is a work of quality and quantity that can be achieved by an employee or individual in carrying out their duties in accordance with the responsibilities given to him. While (Robbins & Coulter, 2016)

Define employee performance as optimal achievement in accordance with the potential possessed by an employee who is the concern of organizational leaders. (Timpe, 2012) revealed the performance of the level of achievement of a person or employee in an organization or company. Performance is closely related to goals or as a result of work behavior of a person or individual, the expected results can be demands from a person or individual itself (Wibowo, 2015).

Referring to the opinion of experts, it can be concluded that performance is any willingness of feeling that allows someone to work to produce more and better work without adding excess. Indicators of employee performance according to (Robbins & Coulter, 2016) are as follows: (1) Quality; (2) Quantity; (3) Timeliness; (4) Effectiveness; and (5) Independence.

Work Effectiveness

According to the view (Mowday, Porter, & Steers, 2013) concerning effectiveness, which comes from the word effective, which is a job said to be effective if a job can produce one unit of output (output). A job is said to be effective if the work can be completed on time in accordance with a predetermined plan. While (Siagian, 2012) revealed that effectiveness is the completion of work on time specified, the meaning if the implementation of the task is considered good or not is very dependent when the task is completed and not primarily to answer about how to do it and how much the costs incurred for the job.

Measurement of effectiveness is based on the number of existing workloads and the number of employees carrying out these tasks which can be interpreted that if the tasks assumed by employees are small, while the number of employees carrying out these tasks is large then what will happen is that many employees will be unemployed and make implementation of performance management ineffective. Conversely, if the tasks are charged a lot while employees who do little or limited, there will be a buildup of work where this will result in a lot of work that can not be completed and delays occur, ineffectiveness occurs (Handoko, 2008).

Thus, the leader should be able to manage how the proportion of workload, number of employees, employee competencies, and input and output in the organization so that they are able to achieve optimal results. Effectiveness is also not only limited to a picture of its effectiveness at one time but must be continuous. Adaptation to change is very important to continue to be done and preparedness and enthusiasm must continue to be fostered in managing it. According to (Mowday et al., 2013)

Indicators of work effectiveness are as follows: (1) Preparedness; (2) Absenteeism; (3) Work Morale; (4) Motivation; (5) Job Satisfaction; (6) Workload; and (7) Time for completing tasks.

E-Government

Information system is a series of information management that can be obtained, processed and utilized efficiently and effectively. The information system is expected to integrate information both in the form of transactions per day that supports the operational and managerial functions of the organization with its activity strategy and aims to provide that information to certain parties. The information system can also be stated as a system that presents information for all levels in the organization and information can be obtained at any time if needed. This

system can store, retrieve, change, process and communicate information using equipment or other supporting systems.

E-Government according to (Mustopadidjaya, 2003)

namely electronic administration (e-adm) is a substitution for the expression of electronic government (e-gov) which is presented for a government that adopts internet-based technology, and an intranet that aims to complement and improve its programs and services. The main goal is to be able to provide the best satisfaction for service users or to provide maximum satisfaction. E-government is a new mechanism of interaction between the government and the community and other interested parties, involving the use of information technology (especially the internet) with the aim of improving the quality of service (Azkiya, 2018).

(Suaedi & Wardiyanto, 2010) described E-Government as an effort on the use of information and communication technology in order to improve efficiency and effectiveness, transparency and accountability of the government with the aim of providing better public services. E-Government is a public service that is carried out through a government website where the domain presented is listed as a domain with an Indonesian government identity. The application of e-government in government can be seen in the use of information technology in the aspects of government management by all parties in the area of legislative, executive and judicial authority that deals with information about government activities and community services in providing business partners and access to information to parties more broadly. . Information technology has begun to penetrate the workings of all elements of government so that the success of the current government is determined by the shrewdness of each employee using and utilizing features and programs in information and communication technology.

From the above definitions and descriptions, it is clear that e-government is explained as the use and utilization of information and communication technology to achieve goals. The indicators of e-government according to (Azkiya, 2018) consists of: (1) Efficiency; (2) Effectiveness; (3) Transparency; and (4) Accountability.

Research Paradigm

Based on the discussion of the problem and research literature, the researcher formulates the paradigm and research hypothesis as follows.

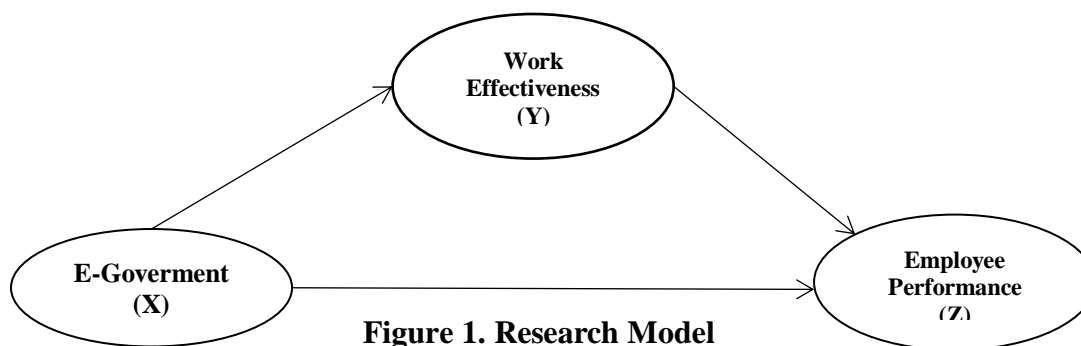


Figure 1. Research Model

- H1: The use of e-Government has an effect on the performance of Kemenkumham Aceh employees.
- H2: The use of e-Government has an effect on the work effectiveness of Kemenkumham Aceh employees.
- H3: Work effectiveness has an effect on employee performance at the Kemenkumham Aceh.

H4: Work effectiveness mediates the influence of the use of e-government on employee performance through employee performance at the Kemenkumham Aceh.

3. Research Methods

This study uses the object of the Aceh Ministry of Law and Human Rights (Kemenkumham) Regional Office of Aceh, while the research variable is the use of e-government, work effectiveness, and employee performance. The population of this study were all employees at the Office of the Kemenkumham Aceh totaling 131 people. Data were collected using a questionnaire. The list of questions is asked and assessed using a Likert scale. Data were analyzed using Structural Equation Modeling (SEM) techniques through the use of Amos software. The SEM equation model is a collection of statistical techniques that allow simultaneous testing of relatively complex relationships (Hair, Hult, Ringle, & Sarstedt, 2016). SEM is able to enter latent variables into the analysis. Before testing the hypothesis, confirmatory factor analysis (CFA). CFA in SEM needs to be done to ensure that the indicators are fit (Silva & Alwi, 2008). To test mediation variables, this study uses the Sobel test.

In this study, researchers construct constructs for each variable studied based on previous theories, and the binding conditions for the measurement of organizational performance under study, namely:

1. Employee Performance with measurement indicators (1) Quality; (2) Quantity; (3) Timeliness; (4) Effectiveness; and (5) Independence.
2. Effectiveness of spiritual work with measurement indicators (1) Preparedness; (2) Absenteeism; (3) Work Morale; (4) Motivation; (5) Job Satisfaction; (6) Workload; and (7) Time for completing tasks
3. E-Government with measurement indicators (1) Efficiency; (2) Effectiveness; (3) Transparency; and (4) Accountability.

4. Results and Discussion

Structural model analysis that explains the effect test between variables is presented in the following path diagram:

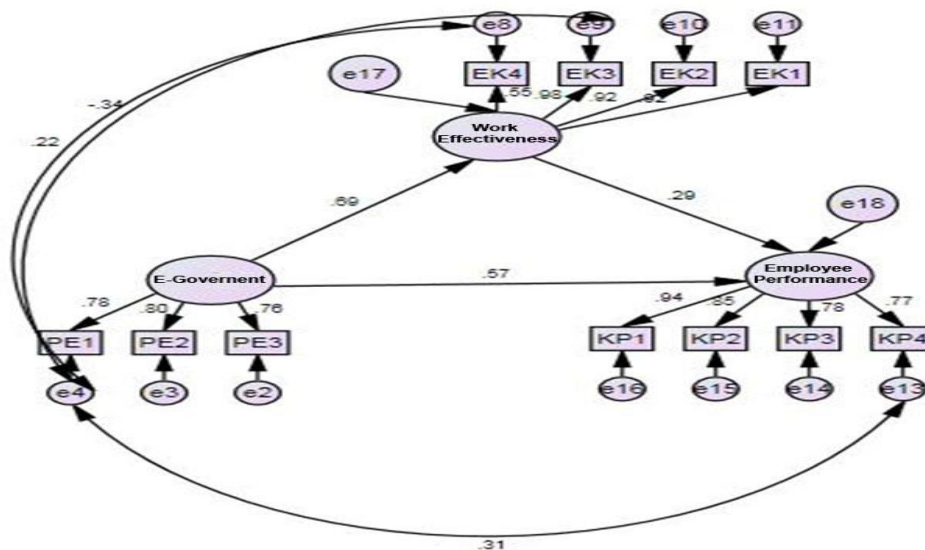


Figure 2. Hypothesis Test Results

The results of testing by Amos on the full model for testing hypotheses after going through the fulfillment of SEM assumptions, are more clearly found in the table below:

Table 1. Model Test Results

			Estimate	S.E.	C.R.	P
Work effectiveness	<---	e-government	0.688	0.083	5.141	0.000
Employee Performance	<---	e-government	0.567	0.106	4.612	0.000
Employee Performance	<---	Work effectiveness	0.286	0.109	2.623	0.008

Source: Primary Data, 2020 (processed)

Based on the results of testing the direct effect in the table above can be seen that:

1. The effect of the use of e-government on employee performance
The influence of the use of e-government on employee performance obtained CR value of 4.612 with a significance level of $0.000 < 0.05$. So with that it can be stated that the use of e-government has an influence on employee performance. The use of e-government will assist employees in carrying out tasks. The use of e-government can improve service and employee work productivity. That way the maximum utilization of e-government will improve employee performance.
2. The effect of the use of e-government on the effectiveness of work
The influence of the use of e-government on work effectiveness obtained CR value of 5.141 with a significance level of $0.000 < 0.05$. So with that it can be explained that the use of e-government affects the effectiveness of work. Maximum use of e-government will increase employee work productivity. The use of e-government will make employees faster and more efficient in carrying out tasks so that it will increase the effectiveness of employee work
3. The effect of work effectiveness on employee performance
The effect of work effectiveness on employee performance obtained a CR value of 2.653 with a significance level of $0.008 < 0.05$. So with that it can be illustrated that work effectiveness affects employee performance. Performance is said to be effective if carried out in accordance with the objectives and as expected. This means that the effective performance has an impact on improving employee performance, where the more effective the performance of the employee's performance will be more productive and complete as the money expected by the organization.
4. The effect of the use of e-government on employee performance through Work effectiveness
The results showed that testing the mediating effect of e-government utilization variables on work effectiveness can be explained as follows:

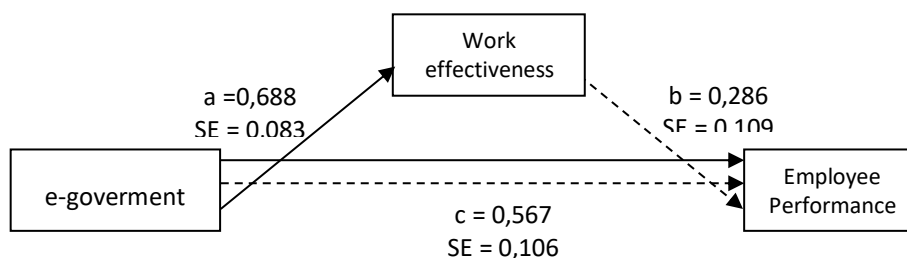


Figure 3. Testing the Mediating Effect of E-Government Utilization on Employee Performance through Work Effectiveness

Based on Figure 3, the results of the sobel value are as follows.

$$t = \frac{ab}{\sqrt{(b^2 SE_a^2) + (a^2 SE_b^2)}}$$

$$t = 2,501$$

In the sobel test results above, the t value of 2.501 > 1.976 with a significance level of 5% proves that work effectiveness mediates the effect of e-government utilization on employee performance. Work effectiveness shown by the employee will have an impact on the employee's performance. More effective work will increase employee performance. In addition, the use of e-government will help employees more effectively and efficiently in completing work.

5. Conclusion

The results of research conducted at the Kemenkumham Aceh Office prove that the use of e-government has a positive and significant effect on employee performance by obtaining a coefficient value of 0.567 where the better utilization of e-government will improve the performance of employees at the Kemenkumham Aceh.

The use of e-government has a positive and significant effect on the effectiveness of work for employees at the Kemenkumham Aceh with a coefficient value of 0.688 where the better use of e-government will increase the effectiveness of employee work at the Aceh Regional Office

Work effectiveness has a positive and significant effect on employee performance at the Aceh Regional Office with a coefficient value of 0.286 where the better the work effectiveness will improve the performance of employees at the Aceh Regional Office.

Work effectiveness partially mediates the effect of the use of e-government on employee performance in employees at the Aceh Regional Office. Work effectiveness shown by the employee will have an impact on the employee's performance. The more effective the work of eating will improve employee performance. In addition, the use of e-government will help employees more effectively and efficiently in completing work.

These all findings figure the one of the management models that happens in the Kemenkumham Aceh. This model contributes to academic theory where it shows how the e-government revealed its effect, as the anticedant, on the effectiveness and employee performance. This model becomes a premises that update the causality theories. The limitation lies in the amount of variables.

For the practical persons, some managerial implications can be formulated based on the model. To improve the use of e-government, employee effectiveness, effectiveness of employee performance, it is hoped that the Aceh Regional Office will be more transparent in accessing information, conducting training to employees related to work done to improve employee job satisfaction, always supervising employee performance in using e-government. Government.

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