

OPTIMIZING EMPLOYEE PERFORMANCE: THE ROLE OF COMPETENCE, MOTIVATION, KNOWLEDGE, WORK ENVIRONMENT, AND TECHNOLOGY UTILIZATION

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Abstract:

This study aims to see the occurrence of updates due to environmental uncertainty post-pandemic on the affected of variables Competence, Motivation, Knowledge, Work Environment and Utilization of Information Technology on Employee Performance. A total of 844 Brebes, Central Java Indonesia Regional Hospital employees were the population in this study. The sample size of 271 people was determined using the Slovin formula. Data was taken in the form of questionnaire results obtained from respondents through questionnaires (google form and paper) The data was gathered using a Likert scale and then analyzed using SPSS software. The findings indicated that Competence, Motivation, Knowledge, Work Environment, and Utilization of Information Technology had a favorable and huge impact on Employee Performance. Competence, Motivation, Knowledge, Work Environment, and Utilization of Information Technology partially demonstrated a noteworthy positive influence on Employee Performance. The outcomes of the research contribute to the knowledge about the application of information technology to enhance staff performance. Information technology provides benefits to employee performance and has a positive influence on employees to improve their performance so as to produce better quantity and quality in improving services.

Keywords: Competence, Motivation, Knowledge, Work Environment and Utilization of Information Technology, Employee Performance.

Abstrak:

Penelitian ini memiliki tujuan untuk menilik perubahan setelah adanya pandemi terjadinya ketidakpastian lingkungan terhadap pengaruh variable pengetahuan, kompetensi, lingkungan kerja, motivasi, dan Pemanfaatan Teknologi Informasi terhadap Kinerja Pegawai. Jumlah populasi sebanyak 844 pegawai RSUD Brebes Jawa Tengah, Indonesia. Sampel yang diteliti sebanyak 271 orang yang dihitung dengan rumus Slovin. Data kuesioner dikumpulkan melalui

google form dengan skala likert, yang kemudian diolah melalui SPSS. Hasil menunjukkan bahwa pengetahuan, kompetensi, motivasi, Pemanfaatan Teknologi Informasi dan lingkungan kerja, secara signifikan berpengaruh positif terhadap kinerja karyawan; selain itu, kompetensi, lingkungan kerja, motivasi, dan Pemanfaatan Teknologi Informasi secara parsial berpengaruh positif terhadap kinerja karyawan. Kesimpulan penelitian menunjukkan bahwa penelitian tentang peningkatan kinerja staff berjalan berdampingan dengan pemanfaatan teknologi informasi. Kinerja karyawan meningkat karena teknologi informasi mendorong mereka untuk meningkatkan kinerja, yang menghasilkan output yang lebih baik dalam meningkatkan pelayanan.

Kata Kunci: Kompetensi, Motivasi, Pengetahuan, Lingkungan Kerja dan Pemanfaatan Teknologi Informasi, Kinerja Pegawai.

INTRODUCTION

The COVID-19 pandemic has become a topic of conversation worldwide since its emergence at the end of 2019 and has had an extraordinary impact. The World Health Assembly of the WHO classified COVID-19 a pandemic on March 11, 2020, and it claimed the lives of thousands. Rasulullah SAW taught that if definite information is heard about an endemic epidemic in a country, we are prohibited from entering that country. In addition, Umar bin al Khatab once canceled his visit to Sham because, at that time, there was a disease pandemic in Sham (Khaedir, 2020). Therefore, we can use this history to guide Muslims in dealing with uncertain environmental conditions.

Hospitals are private/government/State-owned Enterprise organizations engaged in services that require capital, human resources, facilities, and technology as resources, so there is a high probability of problems related to these resource gaps. An important resource for every organization because it affects the efficiency and effectiveness of the organization, including in hospitals is Human Resources (HR). Human resources are a potential competitive advantage because every human resource must have competence as one factor supporting a hospital's success. Hence, managing human resources is critical (Rusvitawati, Sugiati, and Dewi 2019). Hospital service facilities must have high and healthy competitiveness to survive in the post-COVID-19 era as it is today. The right strategy is needed to realize these demands, and one is the availability of professional human resources capable of realizing efficient, targeted, and not extravagant employee performance, which can be produced through increased professionalism and sustainable HR development.

Article 22 of Law Number 36 of 2014 respecting Health Personnel states that the government is obligated to fight for an adequate number of physicians at every medical center

in its area, taking into account the elements of equity, efficiency, and expansion. This is why the presence of health personnel is critical to successful health development. According to Health Minister Budi Gunadi Sadikin, there has been a decrease in the number of visits to the National Health Insurance or JKN services in various health facilities. In 2019, there were 433.39 million visits; in 2020, there were only 362.7 million visits. It means that there was a decrease to 70.69 million visits. This decline occurred in all types of services, both first to advanced levels (klinikpintar.id). The emergence of Coronavirus Disease 2019 (COVID-19) forces Brebes Regional General Hospital to face environmental uncertainty so that it continues to improve health services.

Brebes General Medical Center is owned by the nation's government and is a type B hospital in the Brebes Regency area. There are several problems, namely the annual training program for Brebes Hospital employees regarding competency development and the absence of periodic and annual evaluations. So far, the implementation of the training program has been based on suggestions from each unit and offers from external education and training institutions.

HR competence is responsible for enhancing employee performance, and having the necessary skills positively impact staff efficiency according to research from (Mulyasari, 2019), (Srigati & Ismiyati, 2020) (Rosmaini & Tanjung, 2019), (Tan & Nawawi, 2021), (Pramesona, 2020), (Odja et al., 2020), And (Djaya, 2021).

Continuous motivation is considered necessary to improve organizational performance. It is essential to apply, especially for organizations with a work culture that has been implemented for a long time (Susanto & Surajiyo, 2020). Research results (Dhyan Parashakti & Ekhsan, 2021), (Wijaya, 2017), (Kharisma, 2020), (Mudayana, 2014), (Srigati & Ismiyati, 2020), (Rosmaini & Tanjung, 2019) And (Pramesona, 2020) illustrates how job motivation improves worker efficiency. (Rani et al., 2020), (Harnowo, Bambang Tri Sholihin, 2021), (Sitorus et al., 2021), (Suparman Dadang H, 2020) And (Tan & Nawawi, 2021) state that expertise impacts employee performance. It goes against research (Laoh et al., 2016), stating that knowledge management has zero effect on employee performance.

Based on (Sedarmayanti, 2011) (Jayanti & Syamsir, 2018), The atmosphere of work becomes the work method and work arrangements, individually and in groups. The environment in which work takes place a physical and non-physical component. (Herlina,

2020), (Kharisma, 2020), (Pasaribu, 2021) (Maui & Wijayanto, 2021) And (Pramesona, 2020) It is believed that physical and non-physical work environments have a beneficial impact on employee performance.

Information technology is all technologies that supports humans in creating, changing, storing, communicating, and disseminating information (Fitriani, 2018a). (Nurriansyah, 2019), (Marhaen & Jaenab, 2021) (Fitriani, 2018) (Majene & Moersidi, 2021) (Rosdiana H & Mastuti, 2019) (Haeruddin et al., 2021) And (Suryani, NK, Warmana, GO, & Wiguna, 2021) And (Odja et al., 2020) indicates that worker performance is benefit impact by information technology. However, unlike the research results (Nengsy & Karlina, 2020), information technology has no affect on employee performance. Therefore, Given the issues that are existed in previous research and those that occurred in the general hospital, The study was conducted under the heading The Influence of Competence, Motivation, Knowledge, Work Environment and Utilization of Information Technology on Employee Performance at Hospital.

RESEARCH METHODS

The examination was executed by using quantitative research with an explanatory method. Primary data was obtained directly from the research object, namely employees of Brebes Regional Hospital in the form of questionnaire results obtained from respondents through questionnaires (google form and paper) using a Likert scale, subsequently, SPSS software was used to process the data. Secondary data in the form of profiles of Brebes Regional Hospital, financial reports, SOP activities, laws and regulations, historical reports, evidence, and notes related to the study. A total of 844 Brebes Regional Hospital employees were the population in this study. The sample size of 271 people was determined using the Slovin formula. This sampling was carried out on January 9, 2023 - January 20, 2023.

Table 1. Indicators

Variable	Indicators	Reference
Competence	a. Self-concept b. Skills c. Motive d. Knowledge e. Attitude	Srigati & Ismiyati (2020)
Motivation	a. Successful implementation b. Confession c. The job itself d. Responsibility e. Development	Ady & Wijono (2013)
Knowledge	a. Knowledge of work	Setiyarti dkk.,

	b. Understanding of how work is carried out	(2020)
	c. Suitability of variations in knowledge possessed with knowledge in carrying out work	
	d. understanding of the challenges in carrying out work	
Work environment	a. peers.	Gulom (2021)
	b. facilities and infrastructure	
	c. comfortable work space.	
Utilization of Information Technology	1. Measure daily use of technology	Rustandi dkk., (2020)
	2. measure the amount of technology use	
	3. Measure the effect of the number of applications and performance	
Employee performance	1. Quantity of employee work	Robbins & Stephen (2006)
	2. Quality of employee work	
	3. Employee accuracy	
	4. effectiveness	
	5. Independence	

Source: Processed Data (2023)

RESULTS AND DISCUSSION

Results

Since all 271 research participants returned their completed questionnaires and provided answers, the 271 respondents can be utilized as sample data for future studies.

Table 2. Profile of Respondents

Description	Frequency	Percentage
Gender		
Man	107	39.5%
Woman	164	60.5%
Total	271	100%
Last education		
High School/equivalent	32	16.5%
Diploma	115	40.2%
S1	110	38.2%
S2	14	5.1%
Total	271	100%
Length of work		
<1 year	17	6.3%
1-5 years	48	17.7%
5-10 years	111	40.9%
>10 years	95	35.1%
Total	271	100%

Source: Processed Data (2023)

The discoveries of the analysis of respondent profiles (Table 2) show that the employees of the General Hospital in Brebes Regency are primarily female, with a total of 164 people or 60.5%. It is due to the characteristics of jobs that require skills in the field that require more women's skills. Meanwhile, there are 107 male employees at the Brebes District Hospital, or 39.5%. Most employees at the hospital in Brebes Regency are Diploma graduates, specifically

115 individuals, which accounts for 40.2% of the staff. Meanwhile, there were 110 bachelor's graduates (S1), or 38.2%, 14 master's graduates (S2), or 5.1%, and 32 high school graduates, or 16.5%. Hospital employees in Brebes Regency with ten or more years of work experience are 95 people or 35.1%; for a length of work of 5 to 10 years, 111 people or 40.9%; for 1 to 5 years working time 48 people or 17.7% and for less than one year working time 17 people or 6.3%. The length of work referred to in this study is the length of time serving as a hospital employee in the Brebes Regency.

A statement is declared valid if the score of the correlation coefficient for the statement items amounts = 0.30, and the data is declared invalid if <0.30. All questionnaire statement items must be tested to determine whether the statement items are valid or not. Every instrument in this study has a value more than 0.361 (> 0.361) for every variable according to the test findings, indicating that all of the instruments are legitimate. The competency, motivation, knowledge, work environment, information technology utilization, and employee performance questionnaires were all tested for reliability using Cronbach Alpha, and the results indicated that all samples were reliable as long as the Cronbach Alpha value was exceeded 0.600. These items can be used in research.

Testing the normality assumption uses the Kolmogorov-Smirnov test. Based on the Asymp value. The sig in the table above is 0.200, then the conclusion if the sample is normally distributed. Depending on the study findings, no symptoms of multicollinearity link the independent variables do not exhibit any signs of multicollinearity and have a tolerance value exceeding 0.10. Similarly, the VIF value is below 10. The study's findings indicate that the significance value of every independent variable exceeds 0.05, indicating the absence of heteroscedasticity symptoms.

A regression model with one dependent variable and several predictor variables are known as conducting a multiple linear regression. The objective of this analysis was to evaluate how the independent variables affect the dependent variable, including their magnitude and direction (Ghozali, 2018). Analysis of the equation model is as follows:

$$KP = \alpha + \beta_1K + \beta_2M + \beta_3P + \beta_4LK + \beta_5PTI + e$$

Table 3. Multiple Linear Regression Analysis Test Results

Model	Coefficients ^a			t	Sig.
	Unstandardized Coefficients		Standardized Coefficients		
	B	std. Error	Betas		
1 (Constant)	0.528	0.174		3,029	0.003
Competence	0.200	0.041	0.227	4,895	0.000
Motivation	0.200	0.043	0.211	4,632	0.000
Knowledge	0.115	0.038	0.137	3,034	0.003
Work environment	0.111	0.033	0.140	3,355	0.001
Utilization of Information Technology	0.284	0.035	0.353	8,084	0.000

Source: Processed Data (2023)

The multiple linear regression equation linking the research variables yielded the following results:

$$Y = 0.528 + 0.200 K + 0.200 M + 0.115 P + 0.111 LK + 0.284 PTI + e$$

The R-squared value resulting from the coefficient of determination is 0.675. This indicates that there is a 67.5% influence on employee performance variables such as knowledge, competence, motivation, work environment, and utilization of information technology. A computed F value of 109.896 with a significance value of 0.000 was derived from simultaneous test data using the F test. The F table values were obtained for degrees of freedom 3 and 265. at a 5-percent alpha comparison come out to 2.639. The combined influence of competence, information technology usage, motivation, knowledge, and work environment notably affects employee performance. This is evidenced by the F value being higher than the F table value (F hit > F table) and the significance value being lower than 0.05 (sig < 0.05). In testing the hypothesis, a T-statistics value larger than 1.969 is considered significant, while a value lower than 1.96 is seen as inconsequential (Ghozali, 2016). The T-test's findings, amounting to 1.969.

a. First Hypothesis Testing

The study's findings indicate that the Competency variable (X1) has a positive Regression Coefficient β_1 value of 0.200. The t count outcomes exceeded the t table value by at least 4.895 or 1,969 more. The threshold for significance is 0.000 or less than 0.05. These three factors lead to the conclusion that Ha is accepted and H0 is rejected, indicating a strong positive relationship link employee performance and competence.

b. Second Hypothesis Testing

The study's findings show that for the variable Motivation (X2), the value of the Regression Coefficient β_2 is positive 0.200. Additionally, the t value is 4.632, exceeding the critical t-table value of 1.969. The threshold for significance is 0.000 or less than 0.05. These three factors lead to the conclusion that H_a is accepted and H_0 is rejected, indicating a strong positive relationship link employee performance and motivation.

c. Third Hypothesis Testing

The study's findings show that for the Knowledge variable (X3), the value of the Regression Coefficient β_3 is positive 0.115. The T table value yields a value of 3.034 or above, which is equivalent to 1,969 for the T count. A significance threshold of 0.003 or less than 0.05 is met. These three factors lead to the conclusion that H_a is accepted and H_0 is rejected, indicating a strong positive link between knowledge and employee performance.

d. Fourth Hypothesis Testing

The study's findings indicate that for the Work Environment variable (X4), the value of the Regression Coefficient β_4 is positive 0.111. The t count is 1,969, which is more than the t table value of 3.355. A significance threshold of 0.001 or less than 0.05 is required. These three factors lead to the conclusion that H_a is accepted and H_0 is rejected, indicating a strong positive correlation link employee performance and the work environment.

e. Fifth Hypothesis Testing

The information technology utilization variable (X5) has a positive regression coefficient β_5 value of 0.284, as indicated by the research outcome. When it comes to the t count, the figure is 8.084 or higher than the 1.969 value in the t table. The threshold for significance is 0.000 or less than 0.05. These three factors lead to the conclusion that H_a is accepted and H_0 is rejected, indicating a strong positive correlation between employee performance and the usage of information technology.

Discussion

The Effect of Competence on Employee Performance

The study's findings demonstrate how competence affects employee performance. Competence refers to the capacity to perform tasks with the necessary knowledge, abilities, and work attitudes needed for the job (Wibowo, 2016). Competency indicators used in this study are motives, attitudes, self-concept, knowledge, and skills (Srigati & Ismiyati, 2020). It

is in line with Law No. 13 of 2003 concerning manpower which Defines competence as an individual's capacity to effectively encompass knowledge, skills, and work attitudes that align with the standards of each organization. Competence in human resources (HR) has a part in raising employee performance, or that competence raises employee performance, according to research from (Mulyasari, 2019), (Srigati & Ismiyati, 2020) (Rosmaini & Tanjung, 2019), (Tan & Nawawi, 2021), (Pramesona, 2020), (Odja et al., 2020), And (Djaya, 2021) in contrast to research from (Kharisma, 2020) And (Chairunnisa et al., 2021), It implies that competency determines job satisfaction rather than employee performance. Brebes Hospital needs to improve competencies, such as stage or taking part in training, and improve or replace employees according to their competence/graduates so that the competence of each employee increases.

The Effect of Motivation on Employee Performance

The results of the study partially support the notion that an employee's performance can be impacted by motivation. The results of the inquiry lend support to the theory that motivation significantly enhances employee performance. Work motivation is the encouragement of efforts to activate or empower and carry out his personality and responsibilities in the work environment (Hasibuan & Silvya, 2019). Competency indicators used in this study are implementation success, recognition, the work itself, responsibility, and development (Ady & Wijono, 2013).

It is in line with the theory of motivation according to Abraham Maslow (1943) in (Jayanti & Syamsir, 2018) and Syamsir (2018) that needs are expressed. Work motivation and work environment in hospitals are very influential in improving employee performance in providing health services and supporting health services to patients, patient families, and patient visitors to improve the quality of hospital services (Suandana & Mahagangga, 2019).

Viewed from the employee aspect, the motivation of Brebes Hospital employees can be to carry out a job, determine the target of its implementation, and be able to complete the work on time with their initiative and have responsibility for what is done. Brebes Hospital employees might raise their motivation to work by participating in training to develop their abilities and skills; giving rewards or bonuses to employees can also increase the motivation of Brebes Hospital employees. The findings of this research are viewed as important and consistent with the research of Dhyana Parashakti and Ekhsan (2021), Kharisma (2020),

Mudayana (2014), Srigati & Ismiyati (2020), Rosmaini & Tanjung (2019) and Pramesona (2020) stating that work motivation influences positively on employee performance.

The Effect of Knowledge on Employee Performance

The findings of the research revealed that knowledge had a partial effect on employee performance. Knowledge is the result of human knowledge about an object through the senses in terms of the sense to produce knowledge about the object (Notoadmodjo, 2012). (Rani et al., 2020), (Harnowo, Bambang Tri Sholihin, 2021), (Sitorus et al., 2021), (Suparman Dadang H, 2020) And (Tan & Nawawi, 2021) N Please be aware of the influence of knowledge on employee performance. It contrasts research (Laoh et al., 2016), Knowledge management appears to have only a limited impact on employee performance.

Viewed from the employee aspect, Brebes Hospital employees can communicate well, are always friendly, and establish good relations with patients and their families so they feel comfortable. Employees can also finish the assigned task if they have the necessary knowledge and abilities that correspond to their degree of competence. Participating in training and conducting comparative studies to increase knowledge are also part of Brebes Hospital's to enhance the performance of its staff. The findings of this investigation correspond with the research conducted by Rysaka et al. (1983), Kharisma (2020), Pasaribu (2021), Mauli & Wijayanto (2021), and Pramesona (2020) mention that the work environment where physical tasks are carried out (X1) and the work environment where non-physical tasks are carried out (X2) are both important factors that influence an employee's performance.

The Influence of the Work Environment on Employee Performance

Outcomes According to this study, there is some correlation between the performance of employees and workplace conditions. Three elements indicate that determine the quality of the work environment: coworkers, amenities and infrastructure, and workplace comfort (Gulom, 2021). The workplace environment, as described by Robbins (2006) in Sedarmayanti (2011), encompasses the workplace's conditions the atmosphere of the workplace, the relationship between people at work, and all matters relating to and all factors influencing an individual's work performance. Based on (Sedarmayanti, 2011) (Jayanti & Syamsir, 2018), The tools and materials that surround a person The work style and setup of an individual or a group are influenced by the tools and materials in their work environment. The phrase "work environment" refers to both the physical and non-physical workspaces (Herlina, 2020),

(Kharisma, 2020), (Pasaribu, 2021), (Mauli & Wijayanto, 2021) And (Pramesona, 2020) mentions that the physical and non-physical work environments beneficially impact employee performance. It differs from (Suparman Dadang H, 2020), which suggests that certain work environment variables haven't a partial effect on employee performance variables. It, of course, must be connected to the availability and utilization of existing technology.

Viewed from the employee aspect, Brebes Hospital staff can communicate well with employees, superiors, and coordinators so that they can work together with each other. Units can concentrate well at work because the place is far from noise, does not smell, and has good lighting and adequate facilities and infrastructure, which ensures that employees are comfortable. The addition of facilities and infrastructure can also improve the work environment of Brebes Hospital. The outcomes of the study are consistent with Nurariansyah (2019), Marhaen & Jaenab (2021), Fitriani (2018), Majene & Moersidi (2021), Rosdiana H & Mastuti (2019), Haeruddinet al. (2021) and Suryani, NK, Warmana, GO, & Wiguna (2021) and Odja et al. (2020) assert that there is a substantial and favorable relationship among information technology and employee performance.

Effect of Utilization of Information Technology on Employee Performance

The study's findings indicate that information technology affects the performance of employees. Information Technology Use The work environment is indicated by Measuring daily use of technology, Measuring the amount of technology used, and measuring the influence of the number of applications and performance (Rustandi et al., 2020). The word "information technology" refers to any technology that helps people create, modify, store, communicate, and distribute information (Fitriani, 2018a). (Nurariansyah, 2019), (Marhaen & Jaenab, 2021) (Fitriani, 2018) (Majene & Moersidi, 2021) (Rosdiana H & Mastuti, 2019) (Haeruddin et al., 2021) And (Suryani, NK, Warmana, GO, & Wiguna, 2021) And (Odja et al., 2020) The utilization of information technology has a beneficial impact on the performance of employees. However, unlike the research results (NENGSY & KARLINA, 2020), the impact of information technology on employee productivity is minimal. Viewed from the employee aspect, the Brebes Hospital employees can communicate well, always Be friendly, and establish good relations with patients and their families to feel comfortable. Employees can also finish the assigned task if they have the necessary knowledge and abilities that correspond to their degree of competence.

From an employee perspective, Brebes Hospital employees feel helped by the network facilities and programs owned by Brebes Hospital to access information quickly and communicate between departments within the scope of the office; employees also can operate and use the program, which is very helpful in overcoming problems. Participating in training and adding technological support can be carried out by Brebes Hospital to add insight into the field of using information technology. From an employee perspective, Brebes Hospital Staff The outcomes of the study are consistent with Nurariansyah (2019), Marhaen & Jaenab (2021), Fitriani (2018), Majene & Moersidi (2021), Rosdiana H & Mastuti (2019), Haeruddin et al. (2021) and Suryani, NK, Warmana, GO, & Wiguna (2021) and Odja et al. (2020) The assertion is that there is a substantial and favorable correlation link information technology and employee performance.

CONCLUSION

In light of the findings of data analysis using SPSS on respondents' answers obtained through questionnaires and discussions, it is determined that Competence, Motivation, Knowledge, Work Environment, and Information Technology Utilization each have a noteworthy positive impact on the performance of staff at Brebes Hospital.

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