



The effect of local government information system training, work environment and motivation on employee performance

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ARTICLE INFO

Article history:

Received Jul 29, 2024
Revised Aug 13, 2024
Accepted Aug 27, 2024

Keywords:

Local Government Information System;
Motivation;
Performance;
Training;
Work Environment.

ABSTRACT

The important role of employees in achieving performance cannot be ignored, their abilities must be proven so that they are able to carry out their duties properly and produce optimal performance. The purpose of this study was to determine and analyze the effect of LGIS training, work environment and motivation on employee performance. Researchers took all employees of the Regional Financial and Asset Management Agency of Musi Banyuasin Regency as a population of 74 people and all of them were taken as samples. Analysis techniques and hypothesis testing using quantitative methods with SEM PLS. The results showed that the variables of local government information system training and work environment had an effect on employee performance while motivation had no effect on employee performance

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INTRODUCTION

The important role of human resources in achieving organizational performance cannot be ignored, considering that the abilities possessed by human resources must be proven in order to be able to carry out tasks properly and produce optimal performance, from the perspective of quantity and quality. Furthermore, continuous work motivation is also important to maintain the enthusiasm of human resources in carrying out their duties. There are many factors that affect performance, including training factors, work environment and work motivation (Susanti et al., 2020).

Having quality human resources, the company can overcome all the challenges faced. That is why, human resource management needs to be carried out effectively so that employees remain productive in supporting the achievement of organizational goals through providing education and training to their employees (A. P. Mangkunegara & Agustine, 2018). This is in line with research conducted by Keltu, (2024), Hosen et al., (2024) and Giday & Elantheraiyan, (2023) where the results of their research show that training affects employee performance. Wolor et al., (2020) the results of his research show that companies must pay attention to the factors of e-training to keep employees motivated and to maintain optimal employee performance, especially during the COVID-19 pandemic through working online.

On the other hand, the work environment also has an equally important role to support the employee's daily life. If the environment is perceived as good, it will improve employee performance and vice versa (Salsafila et al., 2023). This is supported by research Tiongco et al., (2024) where the results showed that the home environment had a linear, positive moderation on the effects of physical and cognitive ergonomics on individual work performance. Sarıköse & Göktepe, (2022), Idris et al., (2020) and L. Girdwichai & Sriviboon, (2020) the results of their research show that the work environment affects employee performance.

Likewise, every employee's activity requires motivation to achieve the goals of the organization so that they work actively and optimally according to their abilities (Luedech Girdwichai & Sriviboon, 2020). This is in line with research conducted by Liaquat et al., (2024), Paais & Pattiruhu, (2020), Riyanto et al., (2021), Su et al., (2022) and Pancasila et al., (2020) which state that motivation affects employee performance.

Bureaucratic reform requires state civil servants to use applications that support their daily activities. A similar situation occurs at the Regional Financial and Asset Management Agency of Musi Banyuasin Regency, where training is required to improve employees' understanding of their duties. Regular application development and upgrades require state civil servants to continue learning in order to utilize them effectively in improving their performance.

Based on initial observations in the field, several problems arise that are worthy of attention. One of them is the lack of employee interest in improving their intellectual abilities. Not all state civil servants are able to attend training for the Regional Government Information System, because not all of them are able to keep up with the times and technology. This results in training assignments only being given to new state civil servants, leading to an imbalance in job responsibilities in the work environment as new and younger state civil servants often have a greater workload.

One of the factors that greatly affects the motivation of state civil servants is the Employee Income Supplement, which has decreased at the Regional Financial and Asset Management Agency of Musi Banyuasin Regency in 2022. This decline led to a lack of motivation among state civil servants at the Musi Banyuasin Regency Financial and Asset Management Agency, which in turn reduced their desire to improve their knowledge and skills. Many state civil servants are reluctant to attend training offered by the Agency for this reason, which in turn makes the working environment unfavorable as the workload is considered uneven by some. The lack of lighting, the hot state of the room due to the often broken ac, as well as cigarette smoke are factors that cause the working environment of state civil servants to be unfavorable.

According to Kaswan, (2016) training is a process aimed at This goal aims to broaden the horizons and abilities of workers. Riniwati, (2016) describes training as an activity This initiative is designed to improve the quality, expertise, capabilities, and skills of a person in a particular job, either before or during his tenure. In government agencies, especially in the Financial and Regional Asset Management Agency of Musi Banyuasin Regency, training theory has been applied in the management of state civil servants which explains that training is the basis for creating professional state civil servants, who have basic ethics, professional ethics and competence. Likewise in private organizations, companies apply training theory as an effort to facilitate employees to learn various skills and behaviors related to their work, so that they have the ability to carry out their duties.

According to Sedarmayanti, (2016) the work environment includes all elements such as equipment, materials, work procedures, and work structures faced by individuals or groups while working. The application of the work environment theory in government agencies, especially in the Financial and Regional Asset Management Agency of Musi Banyuasin Regency, is more focused on the placement of employees who are in accordance with their expertise and educational background and the existence of supervision to ensure that work is carried out according to procedures so as to create quality public services. Likewise with private organizations, the work

environment is related to maintaining relationships with consumers or customers through the provision of good services so as to create consumer or customer satisfaction.

Rosmaini & Tanjung, (2019) revealed that motivation is the drive or strength that triggers a person's work interest, encouraging them to work effectively and collaborate in an effort to achieve satisfaction. Work motivation reflects the condition or energy that encourages employees to achieve company goals mentally positive and proactive towards work situations is also a supporting factor for employee motivation to achieve optimal performance. The application of motivation theory in government agencies, especially in the Financial and Regional Asset Management Agency of Musi Banyuasin Regency, is related to its performance assessment, where each employee is given motivation in the form of additional income allowances outside of salary if their work performance is achieved and is always evaluated so that they are always encouraged to achieve the targets that have been set. Likewise, in private organizations, motivation is given to employees by giving bonuses or job promotions with the aim that employees perform so that company goals can be achieved.

Sedarmayanti, (2016) explains that the term "performance" is used as an equivalent of the term "performance". This indicates that performance is not an intrinsic characteristic of a person, such as talent or ability, but is the result or expression of that talent or ability. Performance is defined as an achievement related to the duties or responsibilities of a position within a certain time frame.

RESEARCH METHOD

Research Design

The research design used is descriptive verification research design, descriptive research is designed to describe the characteristics of a phenomenon or population, while verification research aims to test the truth of a hypothesis or theory. Aims to present a systematic and factual view of the phenomena being investigated, including the relationship between the factors involved.

Population and Sample

According to Muhammadinah & Litriani, (2018) population is a general collection that includes individuals or groups with certain attributes and qualities that researchers determine to investigate, and the results will be used to make conclusions. Within the scope of this study, the population refers to all employees at the Regional Financial and Asset Management Agency of MUBA Regency, totaling 74 people. The sample is part of the number of characteristics possessed by a population. In this study, all the population of 74 employees was taken as a sample which is called saturated sampling, namely all the population was taken as a sample.

Data Collection Techniques

Data collection in this study used a questionnaire distributed to respondents regarding training, work environment, motivation and employee performance. To avoid bias in the data, the questionnaire was tested for validity and reliability before being distributed.

Data Analysis Technique

Analysis using Partial Least Squares (PLS) is divided into several main steps: (a) Outer Model Analysis (Measurement Model) is used to evaluate internal validity and reliability. Tests on the Outer Model include testing convergent validity with the assessment criteria if the outer loading value is > 0.7 then it is declared valid, average variance extracted with the assessment criteria if the average variance extracted value > 0.5 then it is declared valid, and Cronbach Alpha with the assessment criteria if the Cronbach's alpha value > 0.7 then it is declared reliable, (b) Inner Model Analysis (Structural Model) aims to predict the correlation between the variables studied in a model, where the test includes the coefficient of determination (R^2) with the assessment criteria if the R Square value is 0.75, 0.50, and 0.25 indicating that the model is strong, moderate, and weak,

and (c) Hypotheses are tested with the criteria, if the P value <0.05 and t statistics > 1.96 then there is a significant influence between exogenous variables on endogenous variables and vice versa.

RESULTS AND DISCUSSIONS

Outer Model Analysis

Convergent Validity

The outer loading value for the Performance variable obtained the following results.

Table 1. Outer Loadings of Employee Performance Variables

No	Statement	OL Value
1	I am able to do the work in an ideal way (as instructed)	0.765
2	I am able to do my work in accordance with my main tasks and functions	0.734
3	I am able to complete my work on time	0.803
4	I am able to effectively use the resources available in the organization to support my work	0.811
5	I am able to effectively use the facilities in the office to support my work	0.797
6	I feel I have the ability (self esteem) to carry out all the work assigned to me	0.774
7	I have goodwill so that I am able to complete all the work given to me	0.813
8	I have the ability to cooperate with other coworkers	0.772
9	I have the ability to cooperate with superiors	0.802

Table 1 shows that all statement items for the Employee Performance variable (Y) all have outer loadings (OL) values greater than 0.7 so that all statement items on the Employee Performance variable (Y) are declared valid. The calculation of the outer loading value for the Local Government Information System Training variable (X_1) can be seen in table 2 below.

Table 2. Outer Loadings of Local Government Information System Training Variables

No	Statement	OL Value
1	LGIS is very effective in helping to complete work	0.731
2	LGIS guarantees transparency so that it is very effective in increasing public trust	0.719
3	LGIS implementation is able to unify perceptions regarding the proper management of local government information systems	0.839
4	LGIS implementation is able to unify integrate and synergize the overall implementation of regional development	0.759
5	LGIS implementation is able to manage data faster	0.789
6	LGIS implementation is able to manage local government information system data to be more innovative	0.766
7	LGIS implementation is able to manage local government information system data into quality	0.726

Table 2 shows that all statement items for the Local Government Information System Training variable (X_1) show an outer loadings (OL) value > 0.7 so that all statement items on the Local Government Information System Training variable (X_1) are declared valid. The calculation of the outer loading value for the Work Environment variable (X_2) can be seen in table 3 below.

Table 3. Outer Loadings of Work Environment Variables

No	Statement	OL Value
1	Office space is organised with a good layout	0.759
2	Availability of work equipment in supporting the implementation of tasks	0.827
3	The workspace has been supported with good lighting	0.781
4	Each employee is given a workload in accordance with their respective main duties and functions	0.701
5	Each employee is given a workload in accordance with their expertise and educational background	0.713
6	In carrying out their work, superiors provide supervision to ensure that the work is done properly	0.717
7	There is a separate section within the office that provides supervision to ensure that all work is	0.771

No	Statement	OL Value
	carried out in accordance with the SOP	

Table 3 shows that all statements of the Work Environment variable (X2) all have an outer loadings (OL) value > 0.7 so that all statement items on the Work Environment variable (X2) are declared valid. The calculation of the outer loading value for the Motivation variable (X3) can be seen in table 4 below.

Table 4. Outer Loadings of Motivation Variables

No	Statement	OL Value
1	Employees who excel will get rewarded	0.758
2	Employees who excel will get compensation beyond the salary and benefits	0.746
3	I feel comfortable doing my work	0.749
4	I feel comfortable in working with my coworkers at the office	0.796
5	Each employee is given very adequate supporting facilities	0.706
6	There is recognition of the performance achieved by employees	0.807

Table 4 shows that all statements of the Motivation variable (X3) all have an outer loadings (OL) value > 0.7 so that all statement items on the Motivation variable (X3) are declared valid.

Average Variance Extracted

In the validity test, each statement item is evaluated by the *Average Variance Extracted* value, where a good *Average Variance Extracted* value exceeds 0.5. The Average Variance Extracted value is obtained as follows:

Table 5. Validity Test Results Average Variance Extracted

No	Variables	AVE	Description
1	Performance (Y)	0.618	AVE > 0.5 = Valid
2	Training (X1)	0.581	AVE > 0.5 = Valid
3	Work Environment (X2)	0.568	AVE > 0.5 = Valid
4	Motivasi (X3)	0.580	AVE > 0.5 = Valid

Table 5 shows that all variables including the SIPD Training variable (X1), Work Environment (X2), Motivation (X3), and Employee Performance (Y) have an Average Variance Extracted value > 0.5, which means that the convergent validity requirements have been achieved.

Construct Reliability

The results of the reliability test can be seen in table 7 below:

Table 6. Reliability Testing Results

No	Variables	Cronbach's Alpha	rho_A	Composite Reliability
1	Performance (Y)	0.923	0.923	0.936
2	Training (X1)	0.880	0.889	0.906
3	Work Environment (X2)	0.873	0.874	0.902
4	Motivasi (X3)	0.854	0.856	0.892

Table 6 shows that all SIPD Training (X1), Work Environment (X2), Motivation (X3), and Employee Performance (Y) variables have Cronbach's Alpha, rho'A and Composite Reliability values all > 0.7, so it can be said that all these variables are reliable.

Structural Model Analysis (Inner Model)

R Square

The R square value based on the test results can be seen in table 7:

Table 7. R Square

Variable	R Square	R Square Adjusted
Performance	0,959	0,957

Table 7 shows the R Square value of 0.959 which explains that the Local Government Information System Training variable (X1), Work Environment (X2), Motivation (X3) is able to explain the Employee Performance variable (Y) by 95.9% in a very close or large category, while the remaining 4.1% is explained by other variables such as employee abilities, work experience and others.

This can also be explained also that the R Square value is $0.959 > 0.75$ which shows the variable Local Government Information System Training (X1), Work Environment (X2), Motivation (X3) in the strong category in explaining the Employee Performance variable (Y).

Hypothesis Test

The hitpotesis test values can be seen in table 8 below:

Table 8. Path Coefficient

Variables	T Statistic	P Value
Training → Performance	3.181	0.002
Work Environment → Performance	5.828	0.000
Motivation → Performance	0.345	0.721

Based on Table 8 above, the effect of each exogenous variable on endogenous variables can be described as follows:

1. The Effect of Local Government Information System Training on Performance

Based on the calculation, the statistical T value for the Regional Government Information System Training variable is $3.181 > 1.96$ and the P Value is $0.002 < 0.05$. This means that H_0 is rejected and H_a is accepted, this condition illustrates that the Regional Government Information System Training variable has a significant influence on the performance of employees of the Regional Financial and Asset Management Agency of Musi Banyuasin Regency.

2. The Effect of Work Environment on Performance

Based on the calculation, the statistical T value for the Work Environment variable is $5.828 > 1.96$ and the P Value is $0.000 < 0.05$. This means that H_0 is rejected and H_a is accepted, this condition illustrates that the Work Environment variable has a significant influence on the performance of employees of the Musi Banyuasin Regency Regional Financial and Asset Management Agency.

3. Effect of Motivation on Performance

Based on the calculation, the statistical T value for the Motivation variable is $0.345 < 1.96$ and the P Value is $0.730 > 0.05$. This means that H_0 is accepted and H_a is rejected, this condition illustrates that the Motivation variable has no significant effect on the performance of employees of the Regional Financial and Asset Management Agency of Musi Banyuasin Regency.

A summary of the influence of each exogenous variable on endogenous variables can be outlined in the following figure.

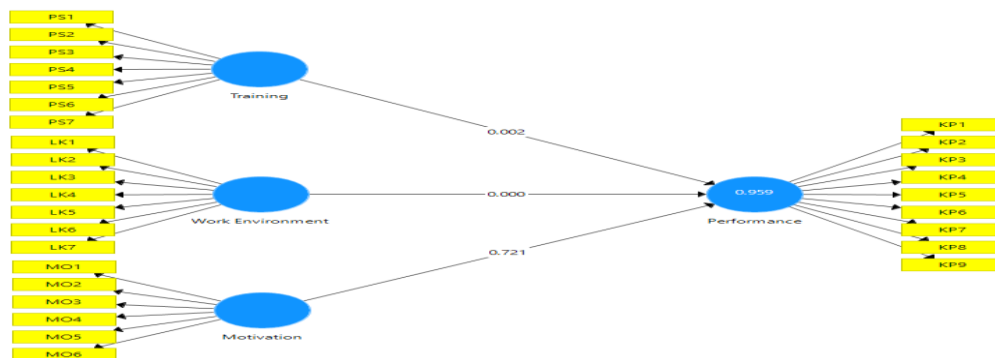


Figure 1. The Effect of Local Government Information System Training, Work Environment, Motivation on Performance

Discussion

1. The Effect of Local Government Information System Training on Performance

The statistical T value for the Local Government Information System Training variable is $3.181 > 1.96$ and the P Value is $0.002 < 0.05$. This condition illustrates that the Regional Government Information System Training variable has a significant influence on the performance of employees of the Musi Banyuasin Regency Regional Financial and Asset Management Agency.

The Local Government Information System training program aims to improve employees' understanding and skills in managing finances using applications provided by the Local Government. Local Government Information System training is carried out by the Regional Financial and Asset Management Agency by submitting a resource person request to the Ministry of Home Affairs. The Ministry of Home Affairs will send resource persons who will provide material containing the use of the Local Government Information System program to manage Local Finance. During the Local Government Information System training activities, employees and resource persons will receive facilities that have been prepared by the organizers.

To obtain information about local government in equalizing development in the region. The concept of E-Government is to facilitate coordination between the central government and monitor developments between government agencies. This information system will run online, efficiently and independently but still supervised from the center which will make it easier for anyone, anytime and anywhere to access the desired information data where the completeness, currency, accuracy and validation of data become important elements in the process of collecting and inputting data elements through a data and information system, namely the Local Government Information System (Deseverians & Wulandari, 2020).

The Local Government Information System is one of the important tools in supporting the implementation of development in the regions, especially in terms of the availability of valid data for development planning and mapping analysis. The purpose of managing the Local Government Information System is so that Regional Information Management can be carried out professionally. Training is very important in developing human resources. Human resource training in both government agencies and companies is carried out to develop employee productivity. For this reason, training is needed so that all human resources are able to keep up with the development of the world of work and business in accordance with their positions. According to Hariandja, (2020), The reason for the implementation of training for employees is that new and old employees often do not understand correctly how to do the job, changes in the work environment and workforce, increase the competitiveness of the company and improve employee productivity, employees adjust to existing regulations.

The results of this study are in line with research conducted by Tamsah et al., (2020), Hawes et al., (2022), Iqbal et al., (2020) and Haryono et al., (2020) where the results of his research show that training has a significant influence on employee performance.

2. The Effect of Work Environment on Performance

The statistical T value for the Work Environment variable is $5.828 > 1.96$ and the P Value is $0.000 < 0.05$. This condition illustrates that the Work Environment variable has a significant influence on the performance of employees of the Musi Banyuasin Regency Regional Financial and Asset Management Agency.

Mangkunegara, (2019) explains that the work environment is all aspects of both physical, psychological, and regulations that can create job satisfaction and productivity. While Heizer & Render, (2015) suggests that the work environment is the condition of the conditions around employees in carrying out their duties as employees in a field. A conducive work environment, in the sense that it has adequate facilities, good temperature and lighting conditions, good relations between employees and superiors can create comfort for employees and potentially improve their performance.

Broadly speaking, Sedarmayanti, (2018) states that the work environment can be categorized into two main aspects, namely the physical environment and the non-physical environment. The physical environment in the context of the work environment refers to all physical elements that exist around the workplace area and have a direct or indirect influence on employees. These physical aspects include various elements that can affect the comfort, safety and productivity of employees in carrying out their tasks. While the non-physical work environment includes various non-physical factors related to work interactions, including the relationship between employees and supervisors, colleagues, or staff. These non-physical aspects have a strong influence on employee motivation, morale, and satisfaction, so their role in creating a productive and harmonious work environment should not be ignored. A work environment that provides comfort for workers and employees can encourage companies to focus on retaining their employees and achieving maximum performance in the work environment. Conversely: an inappropriate work environment can have a negative effect on employees.

This study supports research conducted by Siswanto et al., (2023), Wang, (2021), Ingsih et al., (2021), Siregar et al., (2023) and Idris et al., (2024) which states that the work environment has a significant influence on employee performance.

3. Effect of Motivation on Performance

The statistical T value of the Motivation variable is $0.345 < 1.96$ and the P Value is $0.730 > 0.05$. This condition illustrates that the Motivation variable does not have a significant influence on the performance of employees of the Musi Banyuasin Regency Regional Financial and Asset Management Agency.

Motivation is so important for an organization whether public or private. To achieve its goals, motivation is needed for its employees. Employees are able to create motivation through their behavior when faced with situations and conditions that exist in the workplace. Employees can be directed to achieve the vision and mission set by the organization through motivation. This is because motivation has become a need and expectation for every employee, so that employees are encouraged to achieve what has become an organizational goal (Afful-Broni, 2018).

This research shows that motivation has no effect on performance, this is because civil servants generally work according to their daily routine in accordance with their main duties and functions. They rarely think about work motivation, because in their view the important thing is that the task is completed properly. The income they receive will also not increase or decrease because it has been regulated by the government. With regard to awards, there are already rules governing them. So whether or not motivation is given will not affect civil servants.

Su et al., (2022) the results of his research show that motivation has no influence on employee performance. Ana et al., (2021) suggests that intrinsic motivation has no influence on academic performance in distance learning university students. Na et al., (2020) argues that motivation has no influence on student academic achievement in Thailand.

CONCLUSION

Local Government Information System training and work environment have a significant influence on the performance of BPKAD employees in Musi Banyuasin Regency. Meanwhile, motivation does not have a significant effect on the performance of BPKAD employees of Musi Banyuasin Regency. It is hoped that leaders will improve the performance of BPKAD Musi Banyuasin Regency employees by requiring solidarity and cooperation between departments. Then a strong commitment is needed from the leadership to the employees of the Musi Banyuasin Regency BPKAD to continue to foster a performance culture through the application of information technology.

This study has limitations including the limited sample used only at the Financial Management Agency and Regional Assets of Musi Banyuasin Regency. Further research should expand the research object to all ASN in Musi Banyuasin Regency or even ASN in South Sumatra Province. Then only discussing employee performance based on training, work environment and motivation, further research should be able to use other variables such as leadership style, then the research object is expanded to all civil servants in Musi Banyuasin Regency.

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