


Analysis of the Influence of Hard Skill Competence, Training and Application of Information Technology on the Performance of Employees of the One-Stop Integrated Investment Service Office of Aru Islands Regency

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Article Info	ABSTRACT
<p>Keywords: Hard Skill Competency, Training, Application of Information Technology, Employee Performance</p>	<p>This research aims to determine whether there is an influence of hard skills competency, training and the application of information technology on the performance of employees of the investment service and one-stop integrated services in the Aru Islands district. The data collection method is by distributing questionnaires to employees at the one-stop investment and integrated services service (DPMPSTP) of the Aru Islands district. The population of this study was 30 employees, while the sample used a saturated sample, where the entire population was used as the research sample, namely 30 employees. The analytical method used is multiple linear regression analysis using IBM SPSS 29. The research results which were tested partially show that hard skill competency has a positive and significant effect on employee performance, training has a positive and significant effect on employee performance, the application of information technology has a positive and significant effect on the performance of employees of the investment department and one-stop integrated services in the Aru Islands district.</p>
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INTRODUCTION

Human Resources (HR) is the most important factor in an organization. The success and success of an organization or company depends on the quality of its human resources. The quality of human resources is also used by organizations to meet the demands of increasingly high market demand and efficiently and effectively (Mujayana in Kanafiah et al., 2021).

The success of an agency or organization is not only determined by the capital and facilities owned, but also the availability of reliable human resources. Every agency/organization needs human resources who are physically and mentally healthy, have a good mentality (Putri, 2023), There are many factors that affect employee performance, for example, the hard skills possessed by the employee. There are various hard skill problems that often occur in a company, such as the problem of utilizing information technology that supports employee performance (Irawati et al., 2020).

Seeing the importance of hard skills in the reality of developments in the world of work, rapid developments in science and technology have encouraged organizations to implement, utilize, and manage knowledge (knowledge management) and advances in technology for organizational developers. Along with these developments, the work carried out by the workforce is getting harder (Ratnasari et al., 2020). Some companies focus on HR development by providing training. The ultimate goal of providing this training is basically to improve the basic skills of employees. In addition, competency adjustments also refer to market demand needs (Astutik and Sulhan, 2022).

In the era of using technology in every job and tight business competition, every employee is required to be able to quickly master technical skills related to work, expertise in using technology that makes work easier, and other skills, and be able to quickly adapt to every change, be flexible (not rigid), and be able to provide innovation changes to the organization. In order to create competitive and reliable human resources and in accordance with organizational goals, the organization needs a media, where the media becomes a place for employees to improve their knowledge and abilities, and develop their knowledge and abilities (Juwita, 2019). According to Kang (in Anggraini, 2022), information technology will help companies improve organizational performance. So that the company can be effective and efficient.

According to Mangkunegara (in Musa'ad et al., 2022), performance factors can be recognized from both internal and external aspects. The facilities provided by the agency are in the form of adequate information technology (IT) to support effective and efficient performance. Information technology (IT) is closely related to employee performance that occurs in every agency (Sayuda, in Musa'ad et al., 2022). According to Lukas, (in Musa'ad et al., 2022) in Rusman, (in Musa'ad et al., 2022) information technology is a technology that includes hardware and software to carry out data processing tasks such as capturing, transmitting, storing, retrieving, manipulating, and displaying data.

In carrying out the duties and responsibilities in the integrated services of the Aru Islands Regency Investment Service and One-Stop Integrated Services, information technology is needed. is a very practical and effective tool. Information technology can also be used to process data, including processing, obtaining, compiling, storing, and manipulating data in various ways to produce quality, relevant, accurate, and timely information. The use of information technology is the optimal use of computers (mainframe, mini, micro), software, databases, internet networks (intranet), electronic commerce, and other types related to technology (Wilkinson et al. 2000).

Hard Skill Competence

Hard skills or hard competencies are competencies that are defined as a description of what a person must know or do in order to carry out their work well. Hard skill competencies are the mastery of science, technology, and technical skills related to their field of science (Suarjana, et al., 2022).

Hard Skill Competency Indicators

- a) Have technical skills

- b) Have knowledge
- c) Able to master technology
- d) Have work skills
- e) Able to communicate

Training

According to Widodo (in Pratama, 2020), training is a series of individual activities to improve skills and knowledge systematically so that they are able to have professional performance in their fields based on the definition, then training means a systematic change in Knowledge, Skills, Attitude and Behavior that continues to experience improvement owned by each employee with that can realize the goals that an organization or company wants to achieve in meeting the desired HR standards.

Training Indicators

- a) Have quality training
- b) Trusted training instructor
- c) Training Materials Provided
- d) Benefits of training
- e) Training time

Information Technology

Information Technology is a very practical and effective tool. Information technology can also be used to process data, including processing, obtaining, compiling, storing, and manipulating data in various ways to produce quality, relevant, accurate, and timely information. Information technology can also be used for personal, business, and government purposes which is strategic information for decision making in (Zakaria & Leiwakabessy, in Palasara 2023).

Information Technology Indicators

- a) Social factors
- b) Feeling
- c) Suitability of task
- d) Long term consequences.
- e) Conditions that facilitate

Performance

Performance is the work results in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara, in Amri et al., 2023).

Performance Indicators

- a) Quality of Work
- b) Punctuality
- c) Initiative
- d) Ability
- e) Responsibility

METHODS

Research Design

According to Umar in I Made (2019), a research design is a structured and comprehensive work plan regarding the relationship between variables that are arranged in such a way that the research results can provide answers to research questions.

Location

The research location was conducted on employees of the Investment and One-Stop Integrated Services Office of the Aru Islands Regency.

Population and Sample

Population

Population is a collection of all possible people, objects and other measurements that are the object of attention or a collection of all objects of attention (Suharyadi in Jafar (2021)). The population in this study were employees of the Investment and One-Stop Integrated Service Office of the Aru Islands Regency, totaling 30 employees of the Investment and One-Stop Integrated Service Office of the Aru Islands Regency.

Sample

Sample A sample is a part of a particular population that is of concern (Suharyadi in Jafar (2021)). The sampling method in this study used saturated sampling, namely all members of the population were sampled, the research sample was 30 employees of the Investment and One-Stop Integrated Service Office of the Aru Islands Regency

Data collection technique

Data collection techniques are the methods used to collect data needed in research (Sugiyono, 2017). The data collection methods in this study are:

1. Questionnaire (survey)

The questionnaire method is a data collection technique carried out by giving a set of written questions or statements to respondents to answer.

2. Literature Study

Study previous literature regarding this research and use it as a reference source or library.

Research Variables

In this study, two variables were used, namely:

1. Independent variable (Independent Variable)

The independent variables, which means the variables that influence or cause changes or the emergence of the dependent variables in this study that act as independent variables are Hard Skill Competence (X1), Training (X2), Application of Information Technology (X3).

2. Dependent Variable

Dependent variable, which means the variable that is influenced or that is the result of the independent variable. So in this study, the dependent variable is employee performance (Y).

Measurement Scale

The measurement scale used in this study is the Likert scale proposed by Sugiyono (2019)

Data Analysis Techniques

Data analysis is an activity of grouping data based on variables from all respondents, tabulating data based on variables from all respondents, presenting data from each variable studied, performing calculations to test hypotheses (Sugiyono, 2019). In this study, data analysis used multiple linear regression with the IBM SPSS software application.²⁹

Multiple Linear Regression Analysis

Multiple regression is a development of simple linear regression, which can be used to predict future demand based on past data or to determine the influence of one or more independent variables on one dependent variable (Siregar, 2010).

The analysis was conducted to determine the magnitude of the influence caused by growth mindset, fixed mindset, self-efficacy on Academic Grit in Industrial Engineering students of the 2020 batch, Pattimura University, Ambon, partially with multiple linear regression equations, as follows:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$$

Individual/Partial Parameter Significance Test (t-Test)

The t-test is known as a partial test, which is to test how each independent variable individually influences its dependent variable. This test can be done by comparing the calculated t with the t table or by looking at the significance column in each calculated t. Where if $t_{count} > t_{table}$ and sig. value < 0.05 then it is stated to have a significant effect, or vice versa if $t_{count} < t_{table}$ and sig. value > 0.05 then it can be stated that there is no influence of the independent variable on the dependent variable.

RESULTS AND DISCUSSION

Multiple Regression Calculation Results

In data processing using linear regression, it is done to prove the relationship between independent variables and dependent variables, namely the influence of Hard Skill Competence (X1), Training (X2), Application of Information Technology (X3), on Employee Performance (Y). The results of multiple regression calculations can be seen in table 1. below:

Table 1. Multiple Linear Regression Test Results

Variables	Unstandardized Coefficients(B)	t count	Sig.	Information
Constant	6,609			
Hard Skill Competence (X1)	0.812	6,563	0.000	Significant
Training(X2)	0.776	5.192	0.000	Significant
Application of Information Technology (X3)	0.659	4.249	0.000	Significant
R	0.868			
R Square	0.730			

Adjusted R Square	0.680
F count	16,535
Sign. F	0.000

Source: data (processed) 2024

The regression model based on the results of the analysis with the help of the IBM SPSS 29 program can form a regression equation as follows: $Y = 0.812X_1 + 0.776X_2 + 0.659X_3 + e$

Hypothesis Testing

In order to prove whether the independent variable partially has a significant influence on the dependent variable, an analysis is carried out using the t-test method. The following is a table showing the results of the t-test and the size of the t table at a significance of 5% or $\alpha = 0.05$:

Table 2. Hypothesis Testing Results

	Hypothesis	Mark	Status
1.	It is suspected that there is a positive influence between hard skill competency partially on the performance of employees of the Investment and One-Stop Integrated Service Office of the Aru Islands Regency.	tcount = 6.563 t table = 1.701 Sig = 0 .000	(H1 accepted)
2.	It is suspected that there is a positive influence between partial training on the performance of employees of the Investment and One-Stop Integrated Services Office of the Aru Islands Regency.	tcount = 5.192 t table = 1.701 Sig = 0.000	(H2 accepted)
3.	It is suspected that there is a positive influence between the partial application of information technology on the performance of employees of the Investment and One-Stop Integrated Services Office of the Aru Islands Regency.	t count = 4.249 t table = 1.701 Sig = 0.000	(H3 accepted)

Source: Primary Data processed 2024

Discussion of Research Results

The Influence of Hard Skill Competence on the Performance of Employees of the Investment and One-Stop Integrated Service Office of Aru Islands Regency.

The hard skill competency variable (X_1) has a t-value of 6.563. This value is greater than the t table ($6.563 > 1.701$). In addition, the Sig value is $0.000 < 0.05$. Based on the results of the statistical test, hard skill competency has a significant influence on employee

performance (Y) of the Investment and One-Stop Integrated Service Office of the Aru Islands Regency.

So based on the highest and lowest indicators, it can be explained the implications of the influence of hard skill competency on the highest indicator with employee performance on the highest indicator. It can be explained that by mastering technology in completing work, it will improve employee performance in employee responsibility in completing work.

Also in line with the research of Kanafiah et al. (2021) entitled The Influence of Competence (Hard Skills) and Training on the Performance of Technical Executors Through Job Satisfaction as an Intervening Variable (Study on Technical Executors of the PUPR Service of Serang Regency), using a quantitative descriptive method with a sample of 120 respondents with a measurement interval scale of 1-10 and analyzed using the Smart PLS 3.29 method. The results of this study state that competence (hard skills) have a significant positive effect on employee performance (technical executors) with a coefficient value of 10%.

The Influence of Training on the Performance of Employees of the Investment and One-Stop Integrated Service Office of Aru Islands Regency

Based on the results of the statistical test, the training variable (X2) has a t-count value of 5.192. This value is greater than the t table ($5.192 > 1.701$). In addition, the Sig value is $0.000 < 0.05$. Based on the results of the statistical test, training has a positive and significant influence on the performance (Y) of employees of the Investment and One-Stop Integrated Service Office of the Aru Islands Regency.

It can be explained that if training is improved, it will improve the performance of employees of the Investment and One-Stop Integrated Service Office of Aru Islands Regency. That with training materials that are in accordance with the needs of completing work will increase responsibility in completing work.

This study supports the research results of Kartini and Nurhidayati (2023) who conducted a study on the effect of work discipline, work environment and training on the performance of agricultural extension workers at the Rembang Regency Agriculture and Food Service. The population used in this study was 101 agricultural extension workers at the Rembang Regency Agriculture and Food Service. The data collection technique used a questionnaire. The sampling technique used saturated sampling. The data analysis technique used multiple linear regression analysis. Training had a significant positive effect on performance. Training was able to explain variations in employee performance by 40.5%.

The Influence of Information Technology Implementation on the Performance of Employees of the Investment and One-Stop Integrated Service Office of Aru Islands Regency.

The variable of information technology implementation (X3) has a t-value of 4.249. This value is greater than the t-table ($4.2497 > 1.701$). In addition, the Sig value is $0.000 < 0.05$. Based on the results of the statistical test, the application of information technology

has a positive and significant influence on the performance (Y) of employees of the Investment and One-Stop Integrated Service Office of the Aru Islands Regency.

It can be explained that if the application of information technology is improved properly and correctly, the performance of employees of the Investment and One-Stop Integrated Service Office of Aru Regency will increase. that with the application of information technology to improve the performance of its employees, then by using information technology (OSS) it can reduce the time needed to complete the work, then the performance of employees in the responsibility of completing the work will be faster.

This study supports the research results of Haeruddin et al. (2020) who conducted a study entitled the effect of information technology implementation on employee performance and user capabilities as a moderating variable at the Malil sub-district office. Data collection techniques through observation, interviews and documentation and questionnaires, while the data analysis techniques used were descriptive analysis, validity and reliability tests, classical assumption tests, multiple linear regression analysis and hypothesis testing. The results of the study found that the application of information technology had a positive and significant effect on employee performance.

CONCLUSION

Hard Skill Competence has a significant and positive influence on the performance of employees of the Aru Regency Investment and One-Stop Integrated Service Office, hard skill competency that is improved and carried out well will have an impact on improving the performance of employees of the Aru Islands Regency Investment and One-Stop Integrated Service Office. Training has a significant and positive influence on the performance of employees of the Aru Islands Regency Investment and One-Stop Integrated Service Office. Improved training will improve the performance of the Aru Regency Investment and One-Stop Integrated Service Office. The application of Information Technology has a significant and positive influence on the performance of employees of the Aru Islands Regency Investment and One-Stop Integrated Service Office. The application of information technology needed by the Office will improve the performance of employees of the Aru Regency Investment and One-Stop Integrated Service Office.

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