

THE EFFECT OF WORKLOAD, COMPETENCE AND INFORMATION TECHNOLOGY ON THE PERFORMANCE OF GUGUS IMPLEMENTERS QUALITY CONTROL THROUGH JOB SATISFACTION AS A MEANS MEDIATION VARIABLES

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Abstract

University Sumatera Utara is a State University with Legal Entity (PTN-BH) established by the government and has the status of an autonomous public legal entity. Every university is required to have Quality Assurance in the Study Program, quality assurance in the Study Program is evaluated by the implementer of the Quality Control Group (GKM) of the Study Program. Currently, the performance of the GKM Implementer is not achieved. This study aims to determine the effect of Workload, Competence and Information Technology on the Performance of the Implementer of the Quality Control Group of the Study Program with Job Satisfaction as a mediating variable. The subjects used in this study were the Implementers of the GKM Study Program at University Sumatera Utara. The number of samples taken in this study was 130 respondents. The data obtained were from the results of distributing questionnaires via google form using purposive sampling techniques. The processing of the collected data was carried out using the SmartPLS program. Based on the results of data analysis, it can be concluded that Workload has a positive and significant effect on Job Satisfaction, Competence has a positive and significant effect on Job Satisfaction, Information Technology has a positive and significant effect on Job Satisfaction, Workload has a positive and insignificant effect on the performance of GKM Implementers, Competence has a positive and significant effect on the performance of GKM Implementers, Information Technology has a positive and insignificant effect on the performance of GKM Implementers, Job satisfaction has a positive and significant effect on the performance of GKM Implementers, workload has a positive and significant effect on the performance of GKM implementers through job satisfaction, competence has a positive and significant effect on the performance of GKM implementers through job satisfaction, information technology has a positive and significant effect on the performance of GKM implementers through job satisfaction.

Keywords: *Workload, Competence, Information Technology, Job Satisfaction, Performance.*

1. INTRODUCTION

In addition to the existence of SPMI in universities, faculties and study programs, there is an assessment for SPME, SPME is an assessment activity through accreditation by BAN PT and/or LAM to determine the eligibility of Study Programs and universities. The accreditation assessment instruments are planned, evaluated, implemented, controlled, and developed by BAN PT and/or LAM in accordance with their respective authorities. Based on the accreditation ranking, each Study Program will always strive to improve its performance to achieve the highest accreditation, with the hope that University Sumatera Utara's performance will also be achieved. In achieving University Sumatera Utara performance, human resource factors are very dominant in influencing performance. According to Mangkunegara (2015:67) performance is the result of work in terms of quality and

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quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. In SPMI, the performance factor of GKM Implementers greatly influences the determination of accreditation rankings. In addition, good performance professionalism is how GKM implementers are able to demonstrate behavior and work culture that lead to the achievement of University Sumatera Utara's goals and objectives, for example by managing human resources to lead to good work results. The Study Program really needs GKM implementers who have very good quantity and quality, therefore high work performance of GKM implementers is needed in carrying out their duties, they are required to be creative, innovative and able to be effective in carrying out their duties. However, in reality, GKM implementers are not as perfect as expected by University Sumatera Utara in carrying out their duties.

2.LITERATURE REVIEW

Workload is a number of processes or activities that must be completed by a worker within a certain period of time. If a worker is able to complete and adjust to a number of tasks given, then it does not become a workload. However, if the worker is not successful, then the tasks and activities become a workload. Workload is something that is felt to be beyond the worker's ability to do his job. A person's capacity needed to do a task according to expectations (expected performance) is different from the capacity available at that time (actual performance). The difference between the two indicates the level of difficulty of the task that reflects the workload.

- Theoretical Description
- Previous Research
- Conceptual Framework
- Hypothesis

Workload has a negative and significant effect on job satisfaction of GKM Study Program implementers at the University Sumatera Utara. Competence has a positive and significant influence on job satisfaction of GKM implementers of the Study Program at the University Sumatera Utara. The use of Information Technology has a positive and significant effect on job satisfaction of GKM Study Program implementers at the University Sumatera Utara.

3.METHOD

This study uses associative quantitative, namely research that is more based on data that can be calculated to produce an estimate (Sugiyono, 2014). Associative research is research to test the relationship/influence of independent variables on dependent variables. This research was conducted at the Implementation of the Study Program Quality Control Group at the University Sumatera Utara, Jl. Dr. Mansur no. 9 Medan. The research period was from January to May 2024. The population in this study was all GKM Implementers in the Study Program of the University Sumatera Utara in 2024, totaling 163 people. Sampling in this study used the non-probability sampling method, which is a sampling technique where not all members of the population in the same position have the opportunity to be selected as a sample. The sampling method uses the incidental sampling technique. Determination of the minimum sample size is calculated based on the following formula (Hair et al 2010):

$$N = (5 \text{ to } 10 \times \text{number of indicators used}) \\ = 5 \times 26 = 130$$

From the calculation above, the number of samples to be studied is 130 respondents. The data collection technique in this study was carried out in the following manner:

3.1.A list of questions

This technique gives the responsibility to the respondents to read and answer the questions and the researcher can provide an explanation of the purpose of the survey and questions that are not understood by the respondents and responses to the questionnaire can be collected directly by the researcher after being filled out by the respondents.



If the direction of the assessment is further to the left, it indicates a Strongly Disagree (STS) opinion which means it is getting weaker. According to Ghozali (2009:128), the Likert scale is a scale that contains 5 levels of answer preferences with the following choices:

Table 3.1 Likert Scale Instrument

No.	Statement	Score
1.	Strongly Agree (SS)	5
2.	Agree (S)	4
3.	Disagree (KS)	3
4.	Disagree (TS)	2
5.	Strongly disagree (STS)	1

Source: Ghozali (2009:128)

Based on table 3.1, it can be seen that the value of each indicator or outer loading is > 0.7 , so that all indicators can be said to be valid because they have met the requirements of convergent validity and can be analyzed further. The value of the outer model output can be seen in the following diagram:

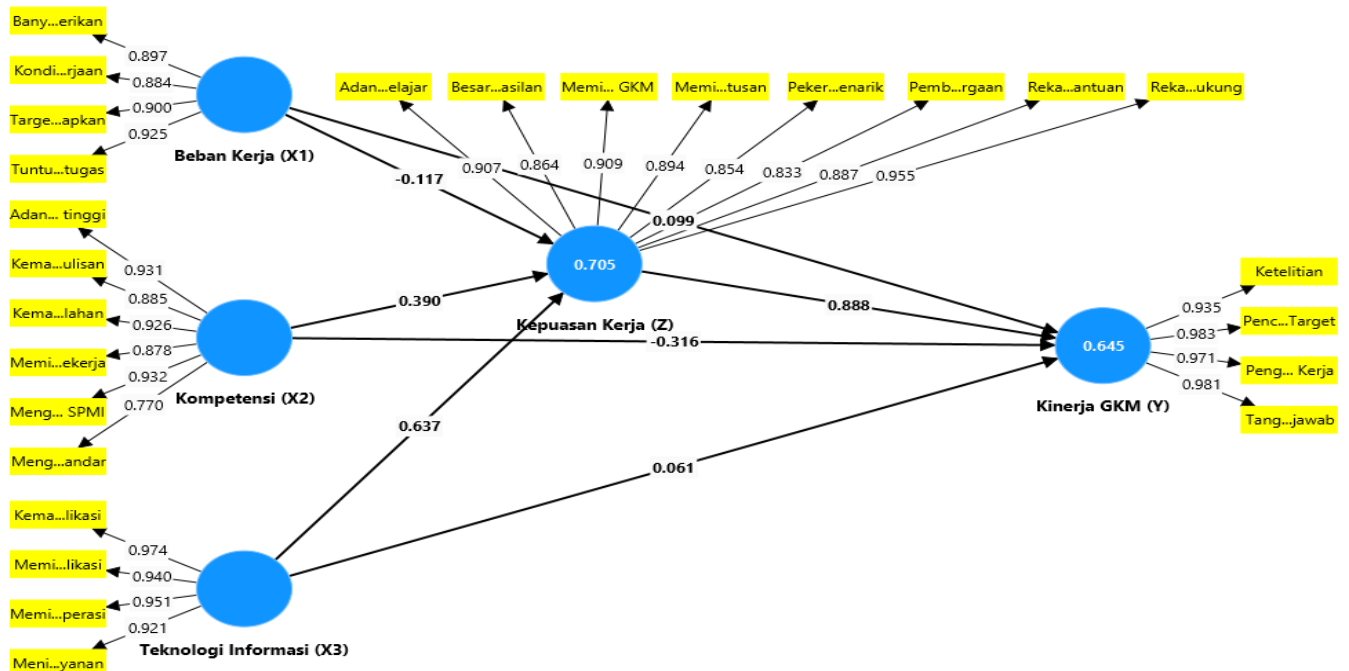


Figure 3.1 Outer Model

According to Ghozali (2018:97) the coefficient of determination (R^2) test is used to predict how much the independent variable contributes to the dependent variable. The coefficient of determination value is between zero and one. t-test According to Ghozali, (2018:99) the t-test is used to show how far the influence of one independent variable individually in explaining the dependent variable. The steps in conducting a t-test are:

Formulate a hypothesis for each group

H_0 = means that partially or individually there is no significant influence of the independent variable on the dependent variable.

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H1 = means that partially or individually there is a significant influence between the independent variable and the dependent variable.

Determine the level of significance, namely 5% (0.05)

4.RESULTS AND DISCUSSION

4.1.Research Result

The University Sumatera Utara is one of the best state universities in Indonesia located in Medan, North Sumatera. Initially established in 1952 under the name Yayasan University Sumatera Utara, University Sumatera Utara has developed into a leading university offering various quality study programs. President Soekarno inaugurated University Sumatera Utara as the 7th state university in Indonesia in 1957. In 2003, University Sumatera Utara was upgraded to a State Legal Entity University (PTN-BH) and became the 5th PTN-BH university in Indonesia. The various advantages it has, such as modern facilities and expert teaching staff, make it one of the best universities in Indonesia. University Sumatera Utara also has an Excellent accreditation rating which is valid from February 28, 2023 to February 28, 2028.

4.2.Discussion

The results of the study indicate that the first hypothesis in this study can be rejected, namely that Workload has a positive and significant effect on job Satisfaction in GKM Program Study Implementers at the University Sumatera Utara. According to Ilhamsyah & Maliah (2020) Job satisfaction is an emotional state that someone feels when experiencing something pleasant or unpleasant related to their work. Job satisfaction can be fulfilled by creating a good work environment because the work environment is directly related to employees in completing the work assigned to them. According to Talo et al (2020) the workload imposed on employees can be categorized into three conditions, namely workload that meets standards, workload that is too high (overcapacity) and workload that is too low (under capacity).

Based on the results of the descriptive analysis of workload affecting job satisfaction, GKM implementers have a workload that is equivalent to or in accordance with standards so that it has a significant relationship with job satisfaction, GKM implementers feel satisfied with work conditions that are in accordance with the provisions that have been set, the work environment also encourages the spirit of GKM implementers in completing their work, GKM implementers feel that the work received is in accordance with their wishes and are always given the opportunity to learn about SPMI from the University, the rules for granting honorariums from the university are also considered clear and given on time, there is an expression of gratitude from the leadership when GKM implementers work well, the leadership also provides the opportunity to express opinions in meetings held at the Faculty, although the targets to be achieved are high and there is a lot of work that must be completed immediately every day, but GKM implementers complete the work within the specified deadline.

5.CONCLUSION

5.1.Conclusion

Based on the research results and discussion in the previous chapter, several things can be concluded as follows:

1. Workload has a positive and significant effect on job satisfaction in the GKM Study Program at the University Sumatera Utara.
2. Competence has a positive and significant effect on job satisfaction in the GKM Study Program at the University Sumatera Utara.
3. Information Technology has a positive and significant influence on job satisfaction in the GKM Study Program at the University Sumatera Utara.
4. Workload has a positive and insignificant effect on the performance of GKM Study Program Implementers at the University Sumatera Utara.

5. Competence has a positive and significant influence on the performance of GKM Study Program Implementers at the University Sumatera Utara.

5.2.Suggestion

Based on the research results and discussions regarding The Influence of Workload, Competence and Information Technology on the Performance of Quality Control Group Implementers Through Job Satisfaction as a Mediating Variable in Study Programs at the University Sumatera Utara, the suggestions that the author can provide are as follows:

1. Based on the respondents' answers to the workload variable, there is a statement "The current number of GKM is sufficient to handle the existing work.", found answers disagree (KS) as much as 29.2% which means it has a very high percentage. Therefore, it is suggested to BPM USU to be able to consider the number of GKM implementers in each Study Program, this is done so that the accuracy in terms of the completion time of filling in SN Dikti, formative monitoring and evaluation and diagnostic monitoring can be further improved.
2. Based on the respondents' answers to the competency variable, there is a statement "I am able to analyze problems regarding SPMI", found 3.8% disagree (KS) answers, which means it has a moderate percentage. Therefore, it is suggested to the implementers of the GKM Study Program to always be able to conduct training in analyzing the results of diagnostic monitoring and formative monitoring and evaluation and to participate if the Faculty holds monthly meetings or control meetings and follow-up plans every year, so that they can provide recommendations for improving the study program in the form of decisions at the Faculty.
3. Based on the respondents' answers to the information technology variable, there is a statement "Errors that occur are easy to correct and identify", found 9.2% disagree (KS) answers which means it has a moderate percentage. Therefore, it is suggested to BPM USU to be able to propose the development and maintenance of the SPMI system in order to improve the SPMI application system better.

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