

## THE INFLUENCE OF COMPETENCE WORK EXPERIENCE AND INFORMATION TECHNOLOGY UTILIZATION ON EMPLOYEE PERFORMANCE THROUGH WORK ETHICS OF EMPLOYEES OF FINANCIAL AND ASSET MANAGEMENT AGENCY IN KARIMUN REGENCY

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### Abstract

Every organization must be able to display excellent performance in various fields, especially those related to its stakeholders. The current increasingly complex environmental situation requires an organization to be able to satisfy the interests of various stakeholders. In this case, in addition to meeting the needs of its customers, the organization must also think about the interests of other parties such as shareholders, communities, governments, NGOs, financial institutions, educational institutions and so on, including the interests of its own employees. The purpose of this study was to analyze the effect of work experience, work competence, and the use of information technology on performance through work ethic as an intervening variable in all ASN of the Karimun Regency Regional Financial and Asset Management Agency totaling 104 respondents. Sampling in this study amounted to 104 samples. In this study, the sampling technique used was the census technique. The research method uses a quantitative approach with analysis of Partial Least Square (PLS) analysis techniques with the SmartPLS Version 4.0 program. The results of this study state that the work experience variable has a positive and significant effect on performance. Competency variables have a positive and insignificant effect on performance. Information technology utilization variable has a positive and insignificant effect on performance. The work ethic variable has a positive and significant effect on performance. The work experience variable has a positive and significant effect on work ethic. Work competency variable has a positive and significant effect on work ethic. Information technology placement variable has a positive and significant effect on work ethic. The work ethic variable is able to mediate the effect of work experience on performance. The work ethic variable is able to mediate the effect of work competence on performance. The work ethic variable is able to mediate the effect of the use of information technology on performance.

**Keywords:** *Work Experience, Competence, Utilization of Information Technology, Performance, and Work Ethic*

### 1. INTRODUCTION

In the era of increasingly fierce global competition today, performance has become a world issue today, especially in developing countries. This happens, among other things, as a consequence of the demands of society for the need for excellent service or high quality service. Employee performance can be influenced by several factors. Among them are the Influence of Work Experience, Competence and Utilization of Information Technology. Human resources can be obtained from being supported by someone's work experience.

One thing that must be owned to maintain a company or organization is knowledge of how to manage an organization so that employee performance can increase and the resulting output is satisfactory. An organization that is managed does not only pursue big profits, but must balance goals with one's thinking ability. Work experience is knowledge gained through previous activities and can be a reference in determining the direction of further activities. Someone who has work

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experience can open opportunities for an organization to develop creativity and activity and can reduce the risk of failure. The more experience a person has, the easier the skills to complete the job will be.

Another factor that can affect performance is employee competency. Employee performance can be improved by coaching human resources through the provision of training that can improve employee competence. Competence is the ability to carry out the work or responsibility given to him in accordance with the education and experience he has. In addition to competence, work discipline can also affect performance. Discipline is the obedience of employees in complying with the rules in the company without any coercion. With a high level of discipline, it will have an impact on employee performance

Another factor that affects performance is information technology monitoring. The development of technology and information provides many benefits and helps people communicate and socialize with anyone and anywhere. The development of technology-based information systems creates competition between companies. Because global economic changes require companies to develop their companies so they can compete with each other (Alannita & Suaryana, 2014). In absorbing information, companies do not just know but must be able to understand that information. This is because in competition, the party who knows the earlier information will be the winner (Mahendra & Windhiyani, 2016).

This study chose the Karimun Regency Regional Financial and Asset Management Agency as the research location. The Regional Financial Management Agency (BPKD), is one of the regional technical institutions that has the task of organizing the preparation and implementation of regional policies, in the field of regional financial management based on the principles of decentralization and co-administration, as a supporting element for the regent's duties to carry out the preparation and implementation of specific regional policies finance.

From the survey conducted, it was found that the performance of employees at the Karimun Regency Regional Financial and Asset Management Agency had decreased. Some of the factors that cause this are the lack of work experience of employees in managing basic tasks according to SOPs. To ensure that the service process can run consistently, it is necessary to have Standard Operating Procedures. With the SOP, the processing carried out internally in the service unit can run according to clear references, so that it can run consistently. From the survey, the authors found that the SOP that applies to the Karimun Regency Regional Financial and Asset Management Agency often occurs in situations where, for example, the officer assigned to handle a certain process is unable to attend, so another officer cannot replace him.

Work experience which is an obstacle to employee performance at the Karimun Regency Regional Financial and Asset Management Agency is caused by a transfer of positions. So employees are quite often replaced by their main task positions and do not focus on one task area. This condition causes employees to lack understanding of the work area being managed due to the short period of work in one main task. This situation also has an impact on the competence of employees of the Karimu Regency Regional Financial and Asset Management Agency.

Tenure in each position quite often experienced employee turnover. As a result, many employees do not understand well the work assigned by the organization. The success of the performance of the Karimun Regency Regional Financial and Asset Management Agency is inseparable from the performance of Civil Servants (PNS) of the Karimun Regency Regional Financial and Asset Management Agency.

## **2. PROBLEM FORMULATION**

Based on the previous description, the formulation of the problem in this study is:

1. How does pework experience on performance?
2. How influencecompetency on performance?
3. How influenceUtilization of Information Technology on performance?

4. How influence work ethic on performance?
5. How influence work experience to work ethic?
6. How influence competency on work ethic?
7. How Utilization of Information Technology on work ethics?
8. How work experience on performance through work ethic?
9. How competence on performance through work ethic?
10. How does the use of information technology affect performance through a work ethic?

### 3. RESEARCH METHOD

The research method that will be used in this study is an associative method with a quantitative approach. Before continuing the research, the researcher first used a pilot test of 30 questionnaires. The population of this study were all ASN of the Karimun Regency Regional Financial and Asset Management Agency, totaling 104 people. The sampling technique in this study used a census technique. The census technique is the selection of the sample by specifying the entire population as the research sample. Therefore the number of samples in this study were 104 people. The results of the questionnaire distribution used PLS (Partial Least Square) Analysis.

### 4. RESULTS AND DISCUSSION

Furthermore, the measurement of reliability will show the accuracy of the consistency of the respondents' answers in the variables used to determine whether the respondents are consistent in answering the person being studied. The tests used to assess this are composite reliability and Cronbach's alpha. The composite reliability value of 0.6 – 0.7 is considered to have good reliability and the Cronbach's alpha value must be above 0.6 (Ghozali & Latan, 2015).

**Table 1**  
**Internal Consistency Analysis**

	Cronbach salpha	(rho_a)	(rho_c)	(AVE)
Work experience (X1)	0.872	0.881	0.901	0.567
competency (X2)	0.920	0.930	0.935	0.643
IT Utilization (X3)	0.886	0.899	0.912	0.598
Performance (Y)	0.891	0.893	0.912	0.536
work ethic (Z)	0.914	0.920	0.929	0.594

Based on the internal consistency analysis data in the table above, the results show that variable X1 has a composite reliability value of 0.901 > 0.600, then variable X1 is reliable, then variable X2 has a composite reliability value of 0.935 > 0.600, then variable X2 is reliable, variable X3 has a composite reliability value of 0.912 > 0.600, variable X3 is not reliable, variable Y has a composite reliability value of 0.912 > 0.600, variable Y is reliable, variable Z has a composite reliability value of 0.929 > 0.600, variable Z is reliable.

The collinearity test is to prove whether the correlation between latent/construct variables is strong or not. If the VIF value is greater than 5.00, it means that there is a collinearity problem, and conversely there is no collinearity problem if the VIF value is <5.00 (Hair, Hult, Ringle, & Sarstedt, 2014).

**Table. 2**  
**Collinearity**

	Y	Z
Work experience (X1)	2,475	2051
competency (X2)	2,477	2.116

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IT Utilization (X3)	2,419	2,384
work ethic (Z)	2,634	
Performance (Y)		

From the data above it can be described as follows:

- a. VIF for the correlation of X1 with Y is 0.2.475 < 5.00 (no collinearity problem)
- b. VIF for the correlation of X2 with Y is 0.247 < 5.00 (no collinearity problem)
- c. VIF for the correlation of X3 with Y Customers is 2,419 < 5.00 (no collinearity problem)
- d. VIF for correlation Z with Y is 2,634 < 5.00 (no collinearity problem)

Thus, from the data above, the structural model in this case does not contain collinearity problems.

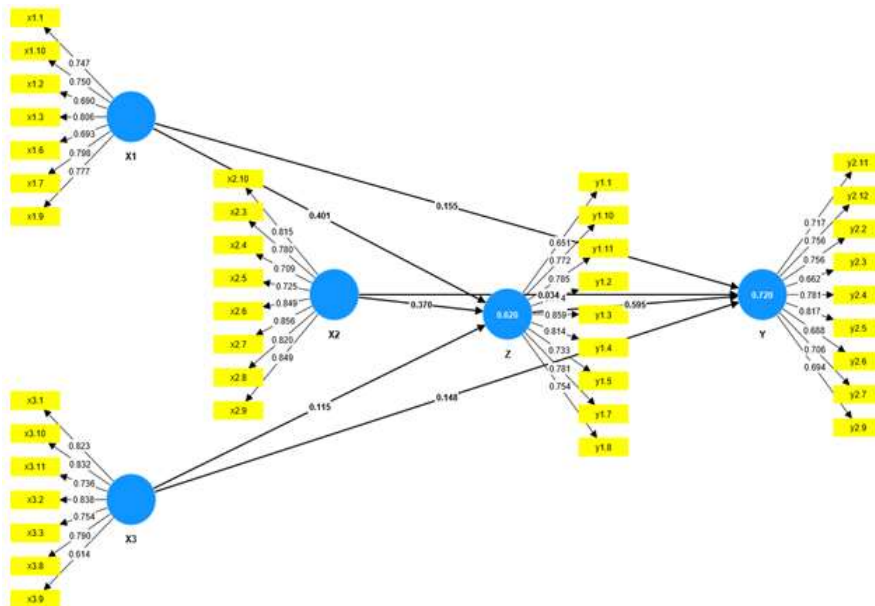


Figure 4.2 Structural Model (Inner Model)

Testing the direct effect hypothesis aims to prove the hypotheses of the effect of a variable on other variables directly (without intermediaries). If the path coefficient value is positive, it indicates that an increase in the value of one variable is followed by an increase in the value of another variable. If the path coefficient value is negative, it indicates that an increase in one variable is followed by a decrease in the value of the other variable.

If the probability value (P-Value) < Alpha (0.05) then Ho is rejected (the influence of a variable on other variables is significant). If the probability value (P-Value) > Alpha (0.05) then Ho is rejected (the effect of a variable on other variables is not significant)

**Table 3**  
**The Direct Effect Hypothesis**

	Original sample (O)	Sample mean (M)	(STDEV)	( O/STDEV )	P values
X1 -> Y	0.155	0.160	0.078	1.997	0.046
X1 -> Z	0.401	0.382	0.157	2.557	0.011
X2 -> Y	0.034	0.049	0.096	0.359	0.720
X2 -> Z	0.370	0.379	0.123	3.001	0.003



X3 -> Y	0.148	0.138	0.117	1,269	0.204
X3 -> Z	0.115	0.134	0.108	1,062	0.288
Z -> Y	0.595	0.589	0.090	6,583	0.000

1. The direct effect of variable X1 on variable Y has a path coefficient of 1.997 (positive), then an increase in the value of variable X1 will be followed by an increase in variable Y. The effect of variable X1 on Y has a P-Values value  $0.046 < 0.05$ , so it can be stated that the effect of X1 on Y is significant.
2. The direct effect of variable X1 on variable Z has a path coefficient of 2.557 (positive), then an increase in the value of variable X1 will be followed by an increase in variable Z. The effect of variable X1 on Z has a P-Values value  $0.011 < 0.05$ , so it can be stated that the effect between X1 on Z is significant.
3. The direct effect of variable X2 on variable Y has a path coefficient of 0.359, then an increase in the value of variable X1 will be followed by an increase in variable Y. The effect of variable X2 on Y has a P-Values value  $0.720 > 0.05$ , so it can be stated that the influence of X2 on Y is not significantly influential.
4. The direct effect of variable X2 on variable Z has a path coefficient of 3.001, then an increase in the value of variable X1 will be followed by an increase in variable Z. The effect of variable X2 on Z has a P-Values value  $0.003 < 0.05$ , so it can be stated that the influence of X2 on Z is significantly influential.
5. The direct effect of variable X3 on variable Y has a path coefficient of 1.269, then an increase in the value of variable X3 will be followed by an increase in variable Y. The effect of variable X3 on Y has a P-Values value  $0.204 > 0.05$ , so it can be stated that the effect of X3 on Y is not significantly influential.
6. The direct effect of variable X3 on variable Z has a path coefficient of 1.062, then an increase in the value of variable X3 will be followed by an increase in variable Z. The effect of variable X3 on Z has a P-Values value  $0.288 > 0.05$ , so it can be stated that the effect of X3 on Z is not significant.
7. The direct effect of variable Z on variable Y has a path coefficient of 6.583, then an increase in the value of variable Z will be followed by an increase in variable Y. The effect of variable Z on Y has a P-Values value  $0.000 < 0.05$ , so it can be stated that the influence of Z on Y is significant.

Testing the indirect effect hypothesis aims to prove the hypotheses of the effect of a variable on other variables indirectly (through an intermediary). If the value of the coefficient of indirect influence  $>$  the coefficient of direct influence, then the intervening variable mediates the relationship between one variable and another. Conversely, if the value of the coefficient of indirect influence  $<$  the coefficient of direct influence, then the intervening variable is not mediating the relationship between one variable and another variable

**Table 4**  
**Indirect Effect Hypothesis**

	Original sample (O)	Sample mean (M)	(STDEV)	T statistics ( $ O/STDEV $ )	P values
X1 -> Z -> Y	0.239	0.227	0.103	2,310	0.021
X2 -> Z -> Y	0.220	0.221	0.074	2,964	0.003
X3 -> Z -> Y	0.068	0.077	0.064	1,064	0.287

1. The coefficient value of the indirect effect of variable X1 on Y is seen by the P Value  $0.021 < 0.05$  (direct effect of X1 on Y) thus it can be stated that Z mediates the influence of X1 on Y.

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2. Furthermore, the coefficient value of the indirect effect of variable X2 on Y is seen by the value of P Value  $0.003 < 0.05$  (direct effect of X2 on Y) thus it can be stated that Z mediates the influence between X2 on Y.
3. Then, the coefficient value of the indirect effect of variable X3 on Y is seen by the value of P Value  $0.287 > 0.05$  (direct effect of X3 on Y) thus it can be stated that Z cannot mediate the influence between X1 on Y.

The coefficient of determination (R Square) aims to evaluate the accuracy of the prediction of a variable. In other words, to evaluate how the variation in the value of the dependent variable is affected by the variation in the value of the independent variable in a path model.

**Table 5**  
**Coefficient of Determination**

Variable	R Square	Adjusted R Square
Performance (Y)	0.720	0.708
work ethic (Z)	0.620	0.609

IndigoR Square of the performance variable of 0.720, meaning that there are 72.0% that affect the performance variable in this study, and 28% are influenced by other variables not examined in this study. While valueR Square of the work ethic variable of .0620 or around 62.0% and the remaining 38% is influenced by other variables not examined in this study.

**5. CONCLUSIONS AND SUGGESTIONS**

**5.1. CONCLUSION**

1. The direct effect of variable X1 on variable Y has a path coefficient of 1,577(positive), then an increase in the value of variable X1 will be followed by an increase in variable Y. The effect of variable X1 on Y has a P-Values value  $0.046 < 0.05$ , so it can be stated that the effect of X1 on Y is significant.
2. The direct effect of variable X2 on variable Y has a path coefficient 0.418(positive), then an increase in the value of variable X2 will be followed by an increase in variable Y. The effect of variable X2 on Y has a P-Values of  $0.720 > 0.05$ , so it can be stated that the effect of X2 on Y is not significant.
3. The direct effect of variable X3 on variable Y has a path coefficient of 1950(positive), then an increase in the value of variable X3 will be followed by an increase in variable Y. The effect of variable X3 on Y has a P-Values of  $0.204 > 0.05$ , so it can be stated that the effect of X3 on Y is not significant.
4. The direct effect of variable Z on variable Y has a path coefficient of 1,568(positive), then an increase in the value of variable Z will be followed by an increase in variable Y. The effect of variable Z on Y has a P-Values of  $0.000 < 0.05$ , so it can be stated that the influence of Z on Y is significant.
5. The direct effect of variable X1 on variable Z has a path coefficient of 3,366(positive), then an increase in the value of variable X1 will be followed by an increase in variable Z. The effect of variable X1 on Z has a P-Values value  $0.011 > 0.05$ , so it can be stated that the effect between X1 on Z is significant.

**5.2. SUGGESTIONS**

1. It is hoped that the organization will pay more attention to the system of employee tenure to adjust to the development of employee insight and competence, the Karimun Regency Regional Financial and Asset Management Agency places work positions according to

- their field and experience. Employees who are full of experience because tenure has a positive influence on developing the organization.
2. Competence is the most important factor in performance management. The organization is expected to further strengthen aspects that can encourage the creation of employee competence. In improving the competency of the employees of the Karimun Regency Regional Financial and Asset Management Agency, it is hoped that training and seminars will always be held to boost employee competency.
  3. Creating a work ethic within the organization can be done by strengthening work support technology. It is hoped that employees will be more able to adapt to the 4.0 era so that they are more competent in using information technology when working through training and others.
  4. It is expected that employees will improve the work ethic of the organization. This can be done by employees being able to behave positively at work, so that every employee remains enthusiastic about completing the tasks they are assigned.
  5. Employees are expected to improve their work ethics because employees who have a work ethic in their work are able to increase their organizational commitment. Work ethic is very dominant for maximum success of one's work, in the sense that the higher the employee's work ethic, the higher the employee's performance.

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