

The Influence of Human Resource Quality and Information Technology Use on Employee Performance in The Timeliness of The Final Draft of The RPJMD of Bitung City

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ABSTRACT

This study aims to (1) Identify the Influence of Human Resource Quality on Employee Performance in the Timeliness of the Final Draft of the Bitung City RPJMD, (2) Identify the Influence of Information Technology Utilization on Employee Performance in the Timeliness of the Final Draft of the Bitung City RPJMD. (3) Analyze the Joint Influence of Human Resource Quality and Information Technology Utilization on Employee Performance in the Timeliness of the Final Draft of the Bitung City RPJMD. This study was conducted using a quantitative approach. Quantitative research methods are used to research certain populations or samples, data collection using research instruments, and data analysis is quantitative or statistical to test the established hypothesis. The results of the study indicate that overall, Human Resource Quality and Information Technology Utilization together provide an effective contribution of 48.62% to the Timeliness of the Final Draft of the Bitung City RPJMD. This means that these two variables significantly affect the Accuracy and Timeliness of the Final Draft of the Bitung City RPJMD. There are 51.38% of the Accuracy in Timeliness of the Final Draft of the Bitung City RPJMD that are influenced by other variables not discussed in this study, indicating that there are additional factors that also need to be considered to improve the Accuracy in Timeliness of the Final Draft of the Bitung City RPJMD as a whole.

Keywords: Human Resources, Information Technology, Employee Performance, RPJMD

INTRODUCTION

Effective and sustainable regional development requires careful planning and timely implementation. In this context, the Regional Medium-Term Development Plan (RPJMD) is an important document that contains the direction of regional development policies and strategies for five years. Bitung City, as one of the developing cities in North Sulawesi Province, continues to strive to improve the quality of development planning and implementation to achieve its vision and mission. However, the success of the RPJMD implementation is highly dependent on various factors, including the quality of human resources (HR) and the use of information technology. RPJMN (National Medium-Term Development Plan) and RPJMD (Regional Medium-Term Development Plan) are two interrelated planning documents in the development planning system in Indonesia. RPJMN is prepared by the central government and includes development plans for the next five-year period nationally. This document reflects the vision, mission, and work program of the incumbent president and covers various aspects of development, such as economic, social, cultural, and infrastructure. The main objective of RPJMN is to ensure the achievement of sustainable and equitable development throughout Indonesia.

On the other hand, the RPJMD is prepared by the regional government, both at the provincial and district/city levels, and also covers five years. The RPJMD is prepared based on the vision, mission, and work program of the incumbent regional head and is adjusted to the conditions, potential, and specific needs of the region. The RPJMD aims to direct development at the regional level so that it is in line with national policies and priorities set out in the RPJMN while still paying attention to local characteristics. The quality of competent and experienced human resources plays a crucial role in ensuring that the planning, implementation, and reporting of the RPJMD runs according to the predetermined schedule. Quality human resources are expected to be able to understand and apply various regulations and policies well and be able to adapt to changes in development dynamics. On the other hand, the use of information technology is an important factor in supporting the effectiveness and efficiency of the reporting process. According to Ngantung R. M et al. (2024), the use of information technology can affect human work and life, including its effect on employee performance. Good information technology can speed up the process of data collection, analysis, and report preparation and minimize possible errors.

However, in reality, there are still various obstacles that hinder the timeliness of RPJMD reporting in Bitung City. Some of these obstacles include the lack of training and competency development for human resources, as well as the low level of adoption and utilization of information technology in the reporting process. These obstacles not only impact the quality of reporting but also have the potential to hinder the decision-making process based on accurate data and information. E-government or electronic government plays an important role in the preparation of RPJMD (Regional

Medium-Term Development Plan) by utilizing information and communication technology (ICT) to improve efficiency, transparency, public participation, and data accuracy in the planning process. E-government facilitates the collection of accurate and real-time data from various sources. The data collected includes socio-economic statistics, demographics, infrastructure, and community needs. According to JAA Goni et al. (2022), the available information system can help local governments in collecting and analyzing the necessary information, as well as in monitoring the implementation of planned activities. With the e-government system, local governments can use software and applications to process this data, produce more in-depth analyses, and make more accurate projections. The data produced helps local governments formulate development plans that are more relevant and follow the real needs of the community.

The implementation of e-government allows for greater transparency in the RPJMD preparation process. Information related to development plans, budget allocations, and policy decisions can be published through online platforms that can be accessed by the wider community. This transparency not only increases public trust in local governments but also strengthens accountability because the community can monitor, supervise, and provide input on the RPJMD preparation and implementation process. Therefore, this study aims to analyze the influence of human resource quality and utilization of information technology on the timeliness of RPJMD reporting in Bitung City. By understanding the extent to which these two factors affect the timeliness of reporting, it is expected that effective solutions can be found to improve the quality and timeliness of RPJMD reporting so that it can support the achievement of better regional development goals.

RELATED WORKS

1. Punctuality in Public Administration

According to Walker and Andrews (2021), proper reporting time helps ensure that the information conveyed is still relevant and able to be used for making the right decision. Accuracy time in reporting also reflects the level of readiness and reliability of system administration in managing and presenting data.

A study by Andersen and Moynihan (2020) shows that implementation system management effective information can increase accuracy time in reporting administration public. System This allows the collection, processing, and presentation of data in real-time so that reports can be compiled and delivered at the appropriate time.

Accuracy time in administration public is an element key to influencing efficiency, effectiveness, and trust public in government. Definition accuracy time covers settlement tasks by schedule, punctuality time in reporting administration public show transparency and accountability, as well as various indicator performance used for measure accuracy time. With proper policy, use of technology information, and the development competence source Power human, accuracy time in administration public can be improved.

2. Management Human Resources

Management Human Resources (HR) is a strategic approach to management power Work for an organization. Armstrong and Taylor (2020) stated that HR is a series of related activities with recruitment, development, and maintenance of employees to increase the performance of individuals and organizations. Boxall and Purcell (2021) added that HR also involves adjustment between sourcing strategies Power man with an objective strategic organization to reach superiority competitive. Management source Power man is knowledge or method How to arrange relationships and roles source power (power) work) owned by individuals in a way that is efficient and effective as well as can be used in a way maximum so that achieve common goal companies, employees and society become maximum. HR is based on a draft that every employee is human - not machine - and not solely become a source Power business.

3. Utilization Technology Information

Technology Information (IT) is related fields that use system computers, device software, and networks for processing, storing, and distributing information. According to Laudon and Laudon (2019), technology information covers all technology used for processing and distributing information. It plays an important role in supporting various activity businesses and organizations, including making decisions, data management, and improving operational efficiency.

IT development continues to experience improvement along with progress in technology, computers, and telecommunications. According to research by Brynjolfsson and McAfee (2020), the digital revolution has changed method organization operate and compete in the global market. Innovations like computing cloud, intelligence artificial intelligence (AI), and the Internet of Things (IoT) have opened new opportunities for the utilization of IT in various sectors. Utilization of IT in the organization can increase efficiency operations, accelerate business processes, and support data-driven decisions. According to Gartner (2020), organizations that succeed in utilizing IT effectively can optimize performance and create superior competition. Utilization Technology Information (IT) is the use of technology computers and devices to collect, store, process, and distribute information. According to Laudon and Laudon (2019), IT includes all technology used for processing and distributing information, which includes device hardware, device software, networks, and related services.

METHOD

A. Types of research

This research was conducted using a quantitative approach. Quantitative research methods are used to research a specific population or sample, data collection using research instruments, and data analysis is quantitative or statistical to test the established hypothesis. This research was conducted using a quantitative approach. Quantitative research methods are used to research a specific population

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B. Research Design

The design of this research is *ex post facto* research, which is research conducted to examine events whose data already exist and to determine the factors that cause the event. Based on the level of explanation, it is associative research, namely, to determine the relationship between two or more variables. The approach used in this study is a quantitative approach that analyzes data with statistical tools in the form of numbers.

C. Place and Time of Research

This research was conducted at Bappeda Bitung City because BAPPEDA prepares RPJPD, RPJMD, and RKPD. In the framework of preparing RPJPD, RPJMD, and RKPD, BAPPEDA coordinates, synergizes, and harmonizes with Regional apparatuses and stakeholders. At the same time, Regional Apparatus prepares Renstra Regional Apparatus and Renja Regional Apparatus. In the framework of preparing Renstra Regional Apparatus and Renja Regional Apparatus, Regional Apparatus coordinates, synergizes, and harmonizes with BAPPEDA and stakeholders.

D. Variables Study

Research variables are things that are the object of research in a research activity, which show variations, both quantitatively and qualitatively. There are two types of variables in this study, namely:

1. Independent variables are variables that influence or cause changes or the emergence of dependent variables. The independent variables in this study are Human Resource Quality (X1) and Utilization of Information Technology (X2).

2. A dependent variable is a variable that is influenced or that is the result of the independent variable. The dependent variable in this study is Employee Performance in the Timeliness of the Final Draft of the Bitung City RPJMD (Y).

E. Respondents Study

The population in this study were employees at the Bitung City Regional Development Planning Agency (BAPPEDA). The sample was taken using the purposive sampling method. The purposive sampling method is used because the information to be taken comes from sources that are deliberately selected based on criteria set by the researcher (Sekaran & Bougie, 2020). The respondent criteria in this study were employees who function as assistants in the Bitung City RPJMD Final Draft Preparation Team, totaling 30 people who were tasked with collecting data on the stages of preparing the RPJMD from OPD (Regional Apparatus Organizations), Forkopimda (Communication Forum Between Regional Leaders), Community Leaders, Academics, NGOs (Non-Governmental Organizations), Religious Leaders and Entrepreneurs, then to be consulted with the Bappeda expert team (Making Technical Study Reports) to be compiled in the Final Draft approved by the Head of the Bitung City

Bappedda. The researcher took all 30 employees appointed by the Head of BKD who were tasked with processing and collecting data on the stages of preparing the RPJMD.

F. Data collection technique

1. Questionnaire

Questionnaires are data collection tools that ask questions that are answered by respondents. Questionnaires are chosen because they are an efficient data collection mechanism to find out exactly what is needed and how to measure the research variables.

2. Documentation

Data collection utilizing documentation is to collect data related to research on the organization/company being studied. The data sought is the profile of the Bitung City Bappedda.

G. Research Instruments

Research instruments are tools used by researchers to measure natural and social phenomena (Sugiyono, 2011:92). This study uses a research instrument in the form of a questionnaire. In this study, the measurement scale used by researchers is the Likert scale. Researchers use the Likert scale to measure the Quality of Human Resources, Utilization of Information Technology, and Employee Performance in the Timeliness of the Final Draft of the Bitung City RPJMD.

H. Instrument Trial Study

Before using A questionnaire For research, then the questionnaire must tested moreover first. A trial instrument is done To know whether composed instruments are good results Because Good and bad instruments will affect the right absence of data and determining quality in a research. Instrument good research must meet two important requirements, namely validity and reliability.

I. Data Analysis Techniques

1. Description Analysis

This study uses quantitative data analysis. Based on the analysis, the research instrument is used to obtain numerical data. Data tabulation for each variable is carried out on the scores obtained so that the average price, mode, range, maximum value, minimum value, frequency distribution, and pie chart are obtained for each research variable. The percentage indicates the category of information revealed so that the position of each aspect can be known.

2. Prerequisite Analysis Test

Before being analyzed using regression, an analysis prerequisite test is first carried out. The analysis prerequisite test in this study is used to determine whether the data collected meets the requirements for analysis. Analysis prerequisite tests include the Normality Test, Linearity Test, and Multicollinearity Test.

3. Data Analysis to Answer Question Study

a. Simple Regression Analysis

This analysis technique is used to answer the research question, namely, to determine the magnitude of the regression of independent variables and dependent variables. The hypothesis testing is testing the influence of the variables of HR Capacity (X1) and IT Mastery (X2) on the performance of Government Agencies (Y).

b. Multiple Regression Analysis

This analysis is used to answer the third research question, namely, Human Resource Capacity and IT Mastery together affect the Performance of Government Agencies. The steps that must be taken are:

c. Effective Contribution

contribution is used to determine the size of the effective contribution of each predictor (X) to the criterion (Y) while still taking into account other independent variables that are not studied.

RESULTS AND DISCUSSION

1. Influence Quality of Human Resources in Accuracy in Punctuality Final Draft of Bitung City RPJMD

Research results show that there is a positive and significant Quality of Human Resources in Accuracy in Punctuality Final Draft of Bitung City RPJMD. Based on the analysis of the results, regression simple with SPSS version 20 for Windows assistance was obtained with a mark coefficient correlation r_{xy} of 0.783. The results show that the coefficient correlation is positive, meaning there is an influence on the positive Quality of Human Resources in the Accuracy and Punctuality of the Final Draft of Bitung City RPJMD. Coefficient determination (r^2) is 0.613 or 61.3%, which means The quality of human resources has Contributed To Accuracy in Punctuality of the Final Draft of Bitung City RPJMD by 61.3%, and the rest was influenced by other factors. Based on the analysis, regression obtained mark t_{hitung} as big as 6,666. When compared with t_{tabel} of 2,048, then $t_{hitung} > t_{tabel}$ or $6,666 > 2,048$ so can be concluded that The quality of human resources has significance or significant influence Into Accuracy in Punctuality Final Draft of Bitung City RPJMD. This shows that the quality of human resources will result in higher accuracy in the Punctuality Final Draft of the Bitung City RPJMD, on the other hand, the lower quality of human resources then will increase the In Accuracy in the Punctuality Final Draft of Bitung City RPJMD. Contribution to effective Quality of Human Resources in Accuracy in Punctuality Final Draft of Bitung City RPJMD that is by 43.92%.

Based on data analysis, HR quality provides donation by 43.92% against In Accuracy in Punctuality Final Draft of Bitung City RPJMD. This means that The quality of human resources has an influence significantly. However, there is no dominant Into Accuracy in Punctuality Final Draft of Bitung City RPJMD. Improvement: The quality of human resources can Improve In Accuracy and Punctuality Final Draft of Bitung City RPJMD

2. Influence Utilization of Technology Information Into Accuracy in Punctuality Final Draft of Bitung City RPJMD

Based on the results analysis regression, simple use of SPSS version 20 for Windows assistance obtained mark coefficient correlation r_{xy} 0.596. The result shows that the coefficient correlation is positive, meaning there is an influence on the Utilization of Technology Information Into Accuracy in the Punctuality Final Draft of Bitung City RPJMD. Coefficient determination (r^2), namely of 0.353 or 35.5%, which means Utilization of Technology Information own contribution to accuracy in Punctuality Final Draft of Bitung City RPJMD by 35.5% and the rest influenced by other factors. Furthermore, a significance test was conducted using the t-test at the level of significance 0.05. Based on the analysis of the results, regression obtained a t_{count} of 3,928. When compared with t_{table} of 2,048, then $t_{count} > t_{table}$ or $3.928 > 2.048$ so it can be concluded that Utilization Technology Information own significance or significant influence Into Accuracy in Punctuality Final Draft of Bitung City RPJMD. This shows that the more tall Utilization Technology Information, the higher the accuracy in the Punctuality Final Draft of the Bitung City RPJMD, on the other hand, the more bad Utilization Technology Information so will the lower the accuracy in the Punctuality Final Draft of Bitung City RPJMD. Contribution to effective Utilization of Technology Information Into Accuracy in Punctuality Final Draft of Bitung City RPJMD that is by 4.70%.

Donation Utilization Technology Information Into Accuracy in Punctuality Final Draft of Bitung City RPJMD reached 4.70%, indicating that Utilization Technology Information is one of the factors influencing accuracy in Punctuality Final Draft of Bitung City RPJMD. Employees who work with Utilise Technology Good information can finish tasks faster, reduce errors, and improve coordination as well as on-site communication Work.

3. Influence Human Resources Quality and Utilization of Technology Information in a way that Into Accuracy in Punctuality Final Draft of the Bitung City RPJMD.

Based on the results analysis regression, multiple obtained mark correlation $R(1,2)$ is 0.846. The result shows that the coefficient correlation is positive, meaning there is an influence on Human Resources Quality and Utilization of Technology Information in a way together Into Accuracy in Punctuality Final Draft of Bitung City RPJMD. See Table 1.

Table 1. ICT Mastery and IT Mastery

Source	Coeff.	R	R^2	F count	F_{table}	Sig.	Caption
Const	47,935						
X1	0.561	0.788	0.621	22.103	3.34	0,000	Positive Significant
X2	0.079						

$R^2_{xy}(1,2)$ namely of 0.621 or 62.1%, which means that Human Resources Quality and Utilization Technology Information in a way together own contribution Into Accuracy in Punctuality

Final Draft of Bitung City RPJMD by 62.1%. Next, the statistical significance using the F test at the level significance 0.05 and obtained F_{hitung} amounting to 22,103. When compared with F_{tabel} of 3.34, then $F_{hitung} > F_{tabel}$, namely $22.103 > 3.34$. This is to signify that there is a significant influence on Human Resources Quality and Utilization of Technology Information in a way together Into Accuracy in Punctuality Final Draft of Bitung City RPJMD. The size donation effective Human Resources Quality and Utilization Technology Information in a way together Into Accuracy in Punctuality Final Draft of Bitung City RPJMD that is by 48.62% and the remaining 51.38% was influenced by other factors.

Quality and Utilization Technology Information is factors that arise from internal. A company Not only needs Sufficient quality human resources good, but also requires the Utilization of Technology, Good information, or even very good so that it can produce an accurate and punctual Final Draft of the Bitung City RPJMD and assist in reaching the objective.

CONCLUSION

This study concludes that quality (X1) has a significant influence on the performance of employees, with donations effective by 43.92%. This shows that improvement in The quality of human resources will Improve the accuracy in Punctuality the Final Draft of the Bitung City RPJMD. Utilization Technology Information (X2) contributes to Accuracy in Punctuality of the Final Draft of Bitung City RPJMD with donation effective by 4.70%. This indicates that the Utilization of Technology Information is important in Supporting accuracy in the Punctuality of the Final Draft of the RPJMD of Bitung City. In general, Overall, Human Resources Quality and Utilization of Technology Information together donate effective by 48.62% against In Accuracy in Punctuality Final Draft of the Bitung City RPJMD. This means that both variables, in a way, significantly Influence the Accuracy and Punctuality of the Final Draft of the Bitung City RPJMD. There is 51.38% Accuracy in Punctuality. The Final Draft of the Bitung City RPJMD is influenced by other variables that are not discussed in a study this shows the existence factors and additional things that also needed to be noticed For Improved Accuracy in Punctuality Final Draft of Bitung City RPJMD in a way overall.

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