

Personnel Information System Related To The Role Of Asn Competencies, Work Environment, Work Motivation In Increasing Work Productivity

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ABSTRACT

Human resource is the executor of the various activities in an organization and have a very large role for the development of the organization. A organization has their own criteria in determining human resource qualification. The basic problem in the East Lombok Regency Health Office is how to spur employee performance to always improve. Excellent employees will contribute significantly to achieve the institution goals. This study aims to analyze and examine the factors influencing work productivity at the Health Office in East Lombok Regency. These factors include ASN competence, work environment and work motivation. The research used the quantitative with regression analysis method. The data was collected using questionnaires distributed to all employees of Health Office. The sampling method used is census sampling technique with a total population of 35 employees. The data were analysed with IBM SPSS version 22 and analysis was carried out by several tests such as validity test, reliability test, classic assumption, linear regression analysis and coefficient of determination test. The results of this study indicate that the partially, ASN competence, work environment and work motivation have a positive and significant effect on work productivity. Simultaneously, ASN competence, work environment and work motivation have a positive and significant effect on work productivity at the Health Office in East Lombok Regency. The findings can be reference for government in the regency area in order to improve employee performance that has a good impact on the quality of public services to the citizens.

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1. Introduction

Performance-based management of human resources is currently implemented by diverting operational costs to be used as costs for increasing employee competency. As a basic element for achieving organizational targets, human resources have the greatest function and responsibility in this matter. As stated (Kasmir, 2018), the method commonly applied to supervise workers is through human resource management such as structuring, registration, planning, salary and rank increases, work assignments and other things. There is a fundamental role of the State Civil Apparatus (ASN) in forming a law-abiding, democratic, moral, prosperous and fair society when providing services

equally and fairly [12]. Most of the activities of government organizations are carried out by ASN. If the performance of ASN is better, the better the agency can run.

The sharpest focus on government administration from the aspects of readiness, education and professionalism is related to Human Resources (HR). The administration of government as part of realizing the sovereignty of each region requires protection from strong state apparatus [19]. The thing that has become a strong topic of discussion regarding the implementation of regional autonomy is that it relates to the potential of regional government if we look at it in terms of regional apparatus, whether it is able to support government activities, development and public services. Many regions admit that the human resources capacity of regional officials still needs to be improved [5]. Service offices are part of government offices that play an important role in improving the quality of public services, providing facilities and infrastructure as well as preparing plans for providing facilities for the community.

Every government agency will be able to continue to develop if it always pays attention to the performance of each of its employees. This is because the success of public services is determined by the quality of the human resources employed [19]. Every employee's potential at work must be utilized as best as possible so that the agency can obtain optimal work results considering the tight competition for public services in the current era. Leaders are required to have an effective strategy for the realization of the organization's desired goals. The human resources they have play a role in helping organizations advance so they must be equipped with adequate knowledge [31]. The success of an organization in carrying out its activities is measured by its performance achievements, both individual and institutional. Achieving this performance target must be the main concern because it will have a broad impact on the organization and its existence. Performance is the output produced by employees in quantity and quality [6].

Employee productivity at work is greatly influenced by how competent the employee is, how the work environment is and how the employee's work motivation is and what is provided by the organization and the like, must receive serious attention from an organization [3]. Likewise, the work productivity of employees at the East Lombok District Health Service who operate in the public service sector is also influenced by many factors, for example ASN competency factors, work environment and work motivation are important factors to carry out well so that organizational goals can be achieved. The Health Service is located at Jalan Lieutenant General MT. Haryono Number 13, Sandubaya, Selong District, East Lombok Regency, NTB. In general, employee productivity is a comparison of the ratio between input and output. Employee productivity is fundamental, every success of an agency is largely due to employees who are diligent and have excellent productivity, so this aspect is an important factor in order to form a competitive and optimally performing organization [25].

In order to achieve success in a government agency, ASN competency is a factor that influences work productivity. Competence also plays an optimal role in improving the quality of service to the community as a task that must always be carried out. ASN competency plays a crucial role in various activities such as education, professionalism and public services. Achieving optimal organizational goals is determined by the work and roles of employees [4]. Employees with the best competencies can shape the character of ASN so that they have competencies that are in line with their work and then achieve work productivity. Competent employees are defined as individuals who have expertise, skills and professionalism in carrying out the responsibilities and tasks assigned by the organization. So the success of the organization will be seen from the competence of its workers, especially when carrying out work tasks [27].

On the other hand, work productivity is also determined by aspects of the work environment. Optimal working conditions can be seen when employees are able to carry out their duties appropriately, comfortably and healthily. However, when the environment is not optimal it will only waste a lot of employee time and energy but the results will not be efficient and precise [31]. Employees will be more creative when their work environment is conducive, which will have an impact on increasing productivity and achieving organizational targets and expectations [36]. Apart from that, the optimal work environment is assessed from adequate lighting, good air circulation, controlled security, harmonious relations between employees and adequate facilities. This will have an impact on increasing employee morale, followed by increasing productivity. Creating a

conducive work environment is the duty and obligation of every agency, especially the government (Baiti et al., 2020).

Apart from considering aspects of competence and work environment, each agency must also pay attention to the employee's own work motivation. Providing motivation can also influence high or low levels of job satisfaction. This motivates someone to carry out their duties and responsibilities [13]. Employee work motivation can be a complex issue, but basically every individual is easily motivated as long as their desires are realized. This motivation is the employee's desire to carry out their work responsibilities. The motivation of an agency's employees motivates them to work diligently to realize what the agency targets [34]. An employee will have work motivation if their environment is supportive, such as family, social environment and the workplace. Motivation can also be formed through the employee's personality. By providing motivation, it will produce employees who try as hard as they can to achieve their goals [18].

For government agencies, improving employee performance adequately can be used as the main capital in optimal organizational development, including introducing organizational services. A conducive work environment will have an impact on increasing willingness to work. So without providing motivation, work results will be less than optimal. The willingness to work must also be accompanied by motivation and a comfortable environment when working, so that employees can provide the best performance. The aim of this research is to analyze the influence of ASN competency, work environment and work motivation on work productivity at the East Lombok District Health Service

2. Method

This research uses quantitative methods with regression analysis to explore correlations between variables. In this research, the author used primary data obtained and collected directly from each respondent as seen from the answers to the questionnaire that had been distributed to employees at the Health Service Office. Sampling used census sampling techniques (saturated sampling). Census sampling is a way of determining a sample in which all members of the population are sampled. Secondary data comes from documents related to research topics, whether in the form of books, journal articles and the like. The samples used as objects were all civil servants at the East Lombok District Health Service Office totaling 35 people.

There are 2 variables in this study, namely the independent variable (free) and the dependent variable (bound).

a) Independent Variable (Free)

The independent variables are ASN Competency (X1), Work Environment (X2) and Work Motivation (X3).

b) Dependent Variable (Dependent)

The dependent variable is Work Productivity (Y).

After all the data was obtained, it was then analyzed using SPSS 22 for Windows software. Using several test methods, namely validity, reliability, classical assumptions, multiple linear regression analysis and coefficient of determination tests

3. Results and Discussion

3.1. Validity and Reliability Test

The purpose of carrying out a validity test is to ensure that each questionnaire question that has been distributed by researchers is valid so that it can be used to obtain data correctly. Obtained from a comparison between r-count and r-table where $df = n - 2$ with alpha 0.05. If the Pearson Correlation value $> r$ -table, then it can be said to be valid.

Table 1. Validity Test

Variable	Pearson Correlation	R-table ($\alpha = 5\%$)	Validity Results
Work productivity	0.631	0.254	Valid
ASN Competency	0.638	0.254	Valid
Work environment	0.625	0.254	Valid
Work motivation	0.672	0.254	Valid

^a. Source: SPSS Processed Data, 2023

Based on the results obtained in table 1, it can be concluded that work productivity, ASN competency, work environment and work motivation have a *Pearson Correlation* score $> r_{\text{table}}$. So, it can be said that all of these questions are valid so they can be a valid measuring tool.

The reliability of a variable is determined if the *Cronbach's Alpha* score is > 0.6 . If reliability < 0.6 is considered not good, but if 0.7 is categorized as quite good and the reliability in the good category is more than 0.8.

Table 2. Reliability Test

Variable	Cronbach's Alpha	N of Items	Information
Work productivity	0.830	9	Reliable
ASN Competency	0.820	7	Reliable
Work environment	0.848	7	Reliable
Work motivation	0.831	7	Reliable

^b. Source: SPSS Processed Data, 2023

Cronbach's Alpha score for work productivity = 0.830, ASN competency = 0.820, work environment = 0.848 and work motivation = 0.831. It can be concluded that this research data is acceptable and reliable.

3.2. Classic assumption test

1) Normality test

This test can be done using the *One Sample Kolmogorov Smirnov test* that is, if the Asymp Sig (2-tailed) score is > 0.05 , it is said to be data have a normal distribution. However, if the Asymp Sig (2-tailed) score is < 0.05 , it indicates that there is no normal distribution in the data.

Table 3. Normality Test

Unstandardized Residual		
N		35
Normal Parameters a, b	Mean	,0000000
	Std. Deviation	3.98023880
Most Extreme Differences	Absolute	,134
	Positive	,104
	Negatif	-,134
Kolmogorov-Smirnov Z		1,184
Asymp. Sig. (2-tailed)		,420
Test distribution is Normal Calculated from data.		

^c. Sumber: Data Diolah SPSS, 2023

Based on table 3, the significance score (2-tailed) was obtained as 0.420. Because the significance value (2-tailed) is $0.420 > 0.05$, so it is stated that there is a normal distribution, the data can be used.

2) Multicollinearity Test

In the regression equation, multicollinearity problems are not found if $VIF < 10$ and Tolerance > 10 .

Table 4. Multicollinearity Test

Model	Unstandardized Coefficients	Std. Error		Standardized Coefficients	Collinearity Statistics	
	B			Beta	Tolerance	VIF
1	(Constant)	1,699	,936			
	ASN Competency	,376	,320	,343	,740	1,385
	Work environment	,180	,216	,153	,581	1,722
	Work motivation	,382	,113	,306	,722	1,352

a. Dependent Variables: Work productivity^d. Source: SPSS Processed Data, 2023

Referring to table 4, the overall independent variable in this study has a value of > 0.10 (tolerance > 0.10). Meanwhile, the VIF value is less than 10 ($VIF < 10$). It can be concluded if symptoms of multicollinearity are not found among the independent variables.

3) Autocorrelation Test

In this study, the author used the Durbin-Watson Test to test autocorrelation. If $DW > (dU)$ and $< (4-dU)$ indicates that no autocorrelation is found.

Table 5. Autocorrelation Test Results

Model	R	R Square	Adjusted R Square	Durbin-Watson
1	,801 ^a	,641	,634	2,023

Predictors: (Constant), K, LK, MK
Dependent Variable: PK

^e. Source: SPSS Processed Data, 2023

Based on table 5, $1.560 < 2.023 < (2.284)$ and an autocorrelation of 0 is obtained, indicating that autocorrelation does not occur.

4) Heteroscedasticity Test

The goodness of the regression model can be seen from whether there is heteroscedasticity or not. This study uses the *Glejser test*, namely the significance score is less than 5% (0.05), so heteroscedasticity was not found.

Table 6. Heteroscedasticity Test

Model	Unstandardized Coefficients	Std. Error		Standardized Coefficients	Q	Sig.
	B			Beta		
1	(Constant)	8,934	3,262		2,738	,308
	ASN Competency	,744	,100	,584	2,346	,862
	Work environment	,383	,092	,328	2,682	,786
	Work motivation	,268	,044	,175	2,263	,802

a. Dependent Variables: Work productivity^f. Source: SPSS Processed Data, 2023

Based on table 6, the value of the independent variable used is above 0.05, so the results The test shows that heteroscedasticity was not found .

5) Multiple Linear Regression Analysis

Table 7. Multiple Linear Regression

Model	Unstandardized Coefficients	Std. Error		Standardized Coefficients	Q	Sig.
	B			Beta		
1	(Constant)	1,699	,936		2,738	,008
	ASN Competency	,376	,320	,343	,740	,000
	Work environment	,180	,216	,153	,581	,000
	Work motivation	,382	,113	,306	,722	,002

a. Dependent Variables: Work productivity^g. Source: SPSS Processed Data, 2023

Based on table 7, the constant value (α) is 1.699 while obtained (β) 0.376 for ASN Competency, score (β) 0.180 for Work Environment as well as score (β) 0.382 was obtained by Work Motivation, then an equation was formed, namely:

$$Y = a + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

$$Y = 1.699 + 0.376X_1 + 0.180X_2 + 0.382X_3$$

Information:

which means that if ASN Competency, Work Environment and Work Motivation (X_1 ,

The ASN Competency coefficient value (X_1) is positive, namely 0.376, meaning that for every 1 unit increase in ASN Competency, it causes an increase in Employee Work Productivity of 0.376.

The Work Environment coefficient value (X_2) is positive, namely 0.180, meaning that if there is an increase of 1 unit, it will be accompanied by an increase in Employee Work Productivity of 0.180.

Work Motivation coefficient value (_ _ _

3.3. Hypothesis test

1) Simultaneous Test (F Test)

When the significance is <0.05 , it means H_0 is rejected, meaning the independent and dependent variables have a significant effect. If the significance value is > 0.05 , it indicates that H_0 is accepted, so it can be stated that the independent and dependent variables have no influence.

Table 8. Simultaneous Test

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	6238,892	3	2079,630	92,345	0,000 ^b
Residual	1621,461	32	50,670		
Total	7860,353	35			

a. Dependent Variable: Work Productivity

b. Predictors: (Constant), ASN Competency, Work Environment, Work Motivation

^b. Source: SPSS Processed Data, 2023

Based on the results obtained from table 8, it can be stated that the calculated F-value is $92.345 > F_{\text{table}} 22.15$, systematically a significant value of $0.000 < 0.05$ significance level is obtained, so it can be said simultaneously X_1 , X_2 , X_3 affects employee work productivity (Y).

2) Partial Test (t Test)

If the resulting probability is <0.05 , it is stated that there are significant implications from the independent variable to the dependent variable. If the resulting probability is > 0.05 , it is said that it will not have a significant effect.

Table 9. Partial Test (t Test)

Model	Unstandardized Coefficients	Standardized Coefficients			
	B	Std. Error	Beta	Q	Sig.
1	(Constant)	1,699	,936	2,738	,008
	ASN Competency	,376	,320	,343	,740
	Work environment	,180	,216	,153	,581
	Work motivation	,382	,113	,306	,722

a. Dependent Variables: Work productivity

ⁱ. Source: SPSS Processed Data, 2023

Referring to table 9, ASN Competency (X_1) has a significance of $0.000 < 0.05$. This indicates that H_1 is accepted and H_0 is rejected, so that employee work productivity at the East Lombok Health Service is influenced by ASN competency.

Work Environment (X_2) has a significance of $0.010 < 0.05$. Hypothesis H_2 is approved and H_0 is rejected, so that employee work productivity at the East Lombok Health Service is influenced by the work environment.

Work Motivation (X_3) has a significance value of $0.002 < 0.05$. This indicates that H_3 is accepted and H_0 is rejected, so it can be concluded that employee work productivity at the East Lombok Health Service is influenced by work motivation.

3) Coefficient of Determination Test

It is hoped that this test will produce an r squared score that is greater than 0.5, because a good value is between 0 and 1.

Table 10. Coefficient of Determination Test (R^2)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,801 ^a		,641,634	1,527

a. Predictors: (Constant), ASN Competency, Work Environment, Work Motivation

^j Source: SPSS Processed Data, 2023

Based on table 10, it is known that the Adjusted R Square value is 0.634, indicating that *the independent variables* (ASN Competency, Work Environment and Work Motivation) influence *the dependent variable* (purchasing decisions) which is 63.4% and the researchers did not study the remaining 36.6% in the research.

Discussion

The Influence of ASN Competency on Work Productivity at the East Lombok Health Service

Based on the results of data analysis, ASN competency has a positive and significant effect on employee productivity at the East Lombok Health Service as proven by the probability of $0.000 > 0.05$. This shows that the higher the competency, the higher the performance, and vice versa. This competency refers to aspects of behavior, skills and knowledge so that with adequate competency it is believed that Civil Servants (PNS) can carry out their duties professionally, effectively and efficiently. Performance assessments must continue to be carried out and refer to applicable regulations to evaluate the extent to which civil servants have carried out their duties well. The existing resources within the East Lombok District Health Service have different individual characteristics, abilities and expertise and not all employees take part in education and training in health management efforts in the East Lombok community so that this will affect the skills and abilities as well as the expertise of civil servants demonstrated through competence in the health sector. This will automatically affect the performance of employees at the East Lombok District Health Service. This is in line with research [24][26] that employee productivity at work is positively and significantly influenced by ANS competency. So, to increase work productivity in the Health Service, ASN competency must be improved.

The Influence of the Work Environment on Work Productivity at the East Lombok Health Service

Based on the results of data analysis, the work environment has a positive and significant effect on employee productivity at the East Lombok Health Service as proven by the probability value, namely $0.000 > 0.05$. The atmosphere of the work environment plays an important role in the implementation of employees' daily tasks. A pleasant work atmosphere will be able to produce better performance. Often employees will not be motivated to work and sometimes get bored with their daily work routine because the work environment is not supportive, such as the availability of facilities and supporting facilities to facilitate the implementation of their duties and responsibilities as an employee in a public service office. Work morale can be boosted if every employee feels that their work atmosphere supports increasing their productivity. Each employee in the office is given trust and responsibility by their superiors so that they can carry out their work every day, such as completing assignments or work according to the specified time, doing their work well and neatly, providing satisfactory work results, being thorough in carrying out their duties, being disciplined and

responsible. answer. So, it is necessary to have a good working environment, adequate office facilities to help reduce employee boredom, so that they can work more productively and increase the productivity of the employees themselves. This is in line with the research results [17][9] which states that the work environment has a positive and significant effect on work productivity.

The Influence of Work Motivation on Work Productivity at the East Lombok Health Service

Based on the results of data analysis, work motivation has a positive and significant effect on employee productivity at the East Lombok Health Service as proven by the probability, namely $0.002 > 0.05$. The work motivation of employees at the East Lombok Health Service arises from a good work environment and work culture. This must be a concern for agencies to continue to increase employee motivation to be even better through a work system that has been implemented. Having good motivation when working will be able to encourage the creation of work enthusiasm so that goals can be achieved effectively and efficiently. The high work motivation of employees will be able to maximize performance because the tasks are carried out optimally by employees. So it will definitely increase the resulting productivity. This is in line with research from [7][23] which states that there is a relationship between motivation and the level of work productivity, which is positive and significant. Motivation can create effective cooperation so that productivity can increase.

4. Conclusion

Based on the results of the analysis, ASN competency, work environment and work motivation have a positive and significant effect on employee work productivity at the East Lombok Health Service Office. Creating a comfortable and conducive work environment can be a form of motivation for employees to continue to improve their performance results. Employees with high work ability and good discipline tend to have high work performance. ASN competency, work environment and work motivation have an Adjusted R Square value of 63.4% and the remaining 36.6% is influenced by other variables. It is hoped that the results of this study can contribute to the development of knowledge as well as provide input for government agencies in the district to improve employee performance which will have a positive impact on the quality of public services to the community.

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