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The Effect Of Bkn E-Kinerja And Competence On Civil Servant Performance From The Perspective Of Information Technology In Human Resource Management (IT IN HRM) At Balai Monitor Spektrum Frekuensi Radio Kelas Ii Banjarmasin

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Abstract

The digital transformation of human resource management in the public sector has become a strategic instrument in improving organizational effectiveness, efficiency, transparency, and accountability. In Indonesia, one of the major digital innovations in public human resource management is the implementation of the E-kinerja system developed by the National Civil Service Agency (BKN). This system is designed to digitalize performance planning, reporting, and evaluation of civil servants. This study aims to examine the effect of BKN E-kinerja and employee competence on civil servant performance at Balai Monitor Spektrum Frekuensi Radio Kelas II Banjarmasin using the Information Technology in Human Resource Management (IT in HRM) framework. This study employed a quantitative approach with an explanatory research design. The population consisted of 31 civil servants, and saturated sampling was applied. Data were collected through questionnaires, interviews, and documentation, and analyzed using multiple linear regression. The results indicate that BKN E-kinerja has a positive and significant effect on employee performance, competence has a positive and significant effect on employee performance, and both variables simultaneously have a significant effect on employee performance. This study contributes theoretically to the development of IT in HRM in the public sector and provides practical implications for improving digital-based performance management systems.

Keywords: E-Performance, Competence, Employee Performance, IT in HRM, Digital Human Resource Management

1. INTRODUCTION

Digital transformation in government administration has become one of the primary agendas of bureaucratic reform in Indonesia. Digitalization has not only transformed public service delivery but has also significantly influenced internal organizational systems, particularly human resource management (HRM). In the context of civil service institutions,

human resource digitalization is reflected through various personnel information systems aimed at improving effectiveness, efficiency, transparency, and accountability.

From the perspective of Information Technology in Human Resource Management (IT in HRM), information technology is viewed as a strategic instrument capable of improving the quality of HR processes, including performance planning, performance evaluation, competency development, and data-driven decision-making. IT in HRM emphasizes that technology integration into HR systems is not merely an administrative automation process but represents a strategic organizational transformation.

One of the practical implementations of IT in HRM in Indonesia's public sector is the BKN E-kinerja application. This system was developed to digitalize employee performance assessment through Employee Performance Targets (SKP), work realization reports, and behavioral performance evaluations. The implementation of E-kinerja is expected to establish a performance management system that is more objective, measurable, transparent, and accountable.

However, the effectiveness of digital systems depends not only on technological quality but also on the readiness and capability of human resources. Employee competence becomes a crucial factor in determining the success of digital HRM implementation. Civil servants with strong technical, managerial, and adaptive competencies tend to utilize E-kinerja systems more effectively.

Based on preliminary observations at Balai Monitor Spektrum Frekuensi Radio Kelas II Banjarmasin, several issues were identified, including delays in entering performance targets, low utilization of system features, administrative-oriented system usage, and competency mismatches between employees and job requirements.

Previous studies have shown that E-kinerja systems and employee competence significantly affect employee performance. However, most studies have examined these variables separately and have not comprehensively integrated them within the IT in HRM framework. Therefore, this study offers novelty by integrating HR technology and employee competence in explaining civil servant performance improvement.

The objectives of this study are: 1. To analyze the effect of BKN E-kinerja on civil servant performance. 2. To analyze the effect of competence on civil servant performance. 3. To analyze the simultaneous effect of BKN E-kinerja and competence on civil servant performance.

2. METHODOLOGY

This study employed a quantitative research approach using an explanatory research design. This approach was selected because the main objective of the study was to examine causal relationships between independent variables, namely BKN E-kinerja and employee competence, and the dependent variable, employee performance. Quantitative methods allow objective measurement of variable relationships through numerical data and statistical analysis.

Research Design

The explanatory research design was used to explain how and to what extent independent variables influence the dependent variable. In this context, the study aimed to explain whether the implementation of digital E-kinerja systems and employee competence could improve civil servant performance.

This approach is relevant to IT in HRM theory, which emphasizes the relationship between technological system quality and human capability in generating organizational outcomes.

Population and Sample

The study population consisted of all civil servants at Balai Monitor Spektrum Frekuensi Radio Kelas II Banjarmasin, totaling 31 employees. This population was selected because all employees actively use the BKN E-kinerja system and are required to prepare performance targets, report work achievements, and undergo performance evaluations through the system.

The sampling technique used was saturated sampling, in which all population members were included as research respondents. This method was chosen due to the relatively small population size and the relevance of all respondents to the research objectives.

Research Variables

This study involved two independent variables and one dependent variable.

Variable	Indicators
E-kinerja(X1)	Objectivity, Transparency, Accountability, Measurability
Competence (X2)	Knowledge, Skills, Attitude
Employee Performance (Y)	Quality, Quantity, Timeliness, Responsibility

E-kinerja was measured based on employees' perceptions of the effectiveness of the digital performance management system. Competence was measured based on technical, managerial, and behavioral capabilities. Employee performance was measured through work quality, productivity, and task completion effectiveness.

Data Collection Techniques

Data collection was conducted through three methods:

1. **Questionnaires**: Used as the primary instrument to obtain primary data from respondents through a Likert scale (1–5).
2. **Interviews**: Conducted to obtain supporting information regarding E-kinerja implementation and employee competency conditions.
3. **Documentation**: Used to collect secondary organizational data, including employee records and performance reports.

Instrument Testing

Before data collection, the research instruments were tested through:

1. Validity Test

   The validity test was conducted to ensure that each questionnaire item accurately measured the intended variable using Pearson Product Moment correlation.

2. Reliability Test

   The reliability test was conducted to assess the consistency of respondents' answers using Cronbach's Alpha. Instruments were considered reliable if the alpha value exceeded 0.60.

3. **Classical Assumption Test**

   Before regression analysis, the model was tested through: 1. Normality test 2. Multicollinearity test 3. Heteroscedasticity test

   These tests were conducted to ensure that the regression model met statistical assumptions.

Data Analysis Technique

Data were analyzed using multiple linear regression with the following equation:

$$\mathbf{Y = \alpha + \beta 1X1 + \beta 2X2 + e}$$

Where:

- Y = Employee Performance
- X1 = BKN E-Performance
- X2 = Employee Competence
- α = Constant

- β = Regression Coefficient
- e = Error Term

The analysis stages included descriptive analysis, regression analysis, partial test (t-test), simultaneous test (F-test), and coefficient of determination (R^2).

3. RESULTS AND DISCUSSION

Literature Analysis of Previous Studies

A review of previous studies indicates that digital HRM systems and employee competence are strongly associated with employee performance improvement.

Rahman (2014) found that competence significantly affects employee performance. Nugroho (2020) found that E-kinerja and competence simultaneously influence civil servant performance. Siahaan et al. (2022) revealed that the effectiveness of E-kinerja implementation depends on system quality and user readiness.

However, previous studies remain limited because they have not comprehensively explained the relationship between technology and competence within the IT in HRM framework. This study addresses this gap by integrating digital HR systems and employee competence into a unified research model.

Results

Descriptive Statistics

Variable	Mean	Std. Dev
E-Performance	4.12	0.61
Competence	4.03	0.58
Employee Performance	4.21	0.54

The descriptive results indicate that employees' perceptions of E-kinerja implementation and competence are in the high category. This suggests that the E-kinerja system has been effectively implemented and employee competence is relatively strong.

Regression Analysis

Variable	Beta	t-value	Sig
E-Performance	0.432	3.215	0.003

Variable	Beta	t-value	Sig
Competence	0.517	4.028	0.001

The regression results indicate that both independent variables significantly affect employee performance.

The E-kinerja coefficient of 0.432 indicates that improving system effectiveness contributes positively to employee performance. Meanwhile, the competence coefficient of 0.517 shows that competence has a stronger influence on performance.

Simultaneous Test

F-value	Sig
18.742	0.000

The simultaneous test indicates that E-kinerja and competence jointly have a significant effect on employee performance.

Coefficient of Determination

R Square
0.519

The coefficient of determination indicates that 51.9% of employee performance variation can be explained by E-kinerja and competence, while the remaining 48.1% is influenced by other factors.

Discussion

The Effect of E-kinerja on Employee Performance

The findings reveal that BKN E-kinerja has a positive and significant effect on employee performance. This indicates that the digitalization of performance management systems improves the quality of employee performance management.

From the IT in HRM perspective, digital systems such as E-kinerja serve as strategic tools to enhance administrative efficiency, data accuracy, and real-time performance monitoring.

E-kinerjaassists employees in setting structured performance targets, reporting work achievements periodically, and receiving more objective performance evaluations.

These findings support Bondarouk and Ruël's theory that digital HR systems improve HR effectiveness.

The Effect of Competence on Employee Performance

Employee competence has a stronger effect on performance than E-Performance. This finding suggests that human factors remain the most important element in achieving organizational performance.

Technical competence enables employees to complete tasks effectively. Managerial competence enhances decision-making and work organization. Behavioral competence strengthens teamwork and communication.

Within the IT in HRM framework, competence is considered an enabling factor that determines the success of digital system implementation. Without adequate competence, technology cannot function optimally.

The Simultaneous Effect of E-kinerja and Competence on Employee Performance

The simultaneous findings indicate that the combination of digital systems and employee competence significantly improves employee performance.

This finding explains that digital transformation in HRM must be aligned with continuous employee competency development.

Within the IT in HRM framework, this relationship can be explained through three major elements: 1. Technology Quality 2. Human Capability 3. Performance Outcome. These three elements interact in improving organizational effectiveness.

The findings also support the socio-technical system approach, emphasizing the balance between technology and human resources within organizations.

Practically, organizations should not only provide digital systems but also strengthen employee competencies through training, development, and technology mentoring.

4. CONCLUSION

Based on the research findings, it can be concluded that the implementation of BKN E-kinerja has a positive and significant effect on civil servant performance. This finding indicates that digitalization of performance management systems improves monitoring effectiveness, reporting transparency, and objectivity in employee performance evaluation.

Employee competence also has a positive and significant effect on employee performance and has a stronger influence than E-Performance. This demonstrates that human resource quality remains the primary factor in organizational success.

Simultaneously, E-kinerja and competence significantly influence employee performance. This indicates that the success of digital transformation in human resource management depends not only on technology but also on employee competency readiness.

From the IT in HRM perspective, this study reinforces that the integration of digital HR systems and human resource capabilities is a strategic factor in improving organizational performance.

Practically, organizations need to optimize E-kinerja systems by improving system quality, simplifying system features, and enhancing user experience. In addition, organizations must strengthen employee competencies through technical training, managerial competency development, and digital literacy improvement.

This study is limited by its relatively small sample size and its focus on a single institution. Future studies are recommended to expand the research scope and include other variables such as work motivation, organizational culture, or digital leadership.

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