

Employee Work Productivity is Assessed in Terms of Integrity, Competence, Workload, and Use of Information Technology

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ABSTRACT

The purpose of this study is to examine and analyze the influence of integrity, competence, workload, and information technology on the work productivity of employees at the Bapenda Office of Surakarta City. The study was conducted at the Bapenda Office of Surakarta City. The research sample consisted of 58 TKPK employees working at Bapenda Surakarta City, using a census sampling technique. Data were collected using questionnaires. Data analysis was conducted using multiple linear regression analysis. The results of this study indicate that integrity has a significant effect on the work productivity of employees at the Bapenda Office of Surakarta City. Competence has a significant effect on the work productivity of employees at the Bapenda Office of Surakarta City. Workload has a significant effect on the work productivity of employees at the Bapenda Office of Surakarta City. The utilization of information technology has a significant effect on the work productivity of employees at the Bapenda Office of Surakarta City. Integrity, competence, workload, and The utilization of information technology has a simultaneous and significant effect on the work productivity of employees at the Bapenda Office of Surakarta City.

Keywords : *integrity, competence, workload, information technology, and work productivity.*

INTRODUCTION

Human resources are a very central factor in any organization, regardless of its form and purpose. Organizations are created based on various visions for the benefit of humans. The importance of human resources in an organization, therefore every organization must obtain a qualified and productive workforce to run the organization. Competition in the era of globalization is very tight, human resources are considered as one of the most important factors playing a major role in maintaining organizational sustainability, credibility and creating public trust. Human resources as the main and valuable capital in the organization reflects a greater emphasis on intangible resources than tangible ones. (Kalangi, 2020: 94).

Today's increasingly advanced technology and human civilization demand human resources with high integrity, competence, and a good grasp of technology to contribute to organizational goals. Every organization, both private and public, expects high employee productivity. For private organizations, high employee productivity helps the organization achieve its targets and generate profits. For public organizations, employee productivity impacts service quality. (Yandra & Malau, 2024 : 44293).

Various factors influence work productivity, including employee integrity. Every organization needs members with high integrity to achieve the desired productivity. If an organization can achieve productivity targets, it will certainly be able to continue its activities. (Sudirman & Syamsir, 2019: 15) Integrity in the workplace is essential because it serves as the foundation for building trust among employees. Integrity is something that can be developed because it relates to a person's nature and character. (Wua et al., 2022 :

31). StudyArdaimon, (2022: 767)proves that employee integrity has a positive influence on work productivity.

Increasing societal demands require every employee to possess strong competencies. Competence is the ability to perform work based on skills and knowledge, supported by the work attitudes required for that job. High competence will influence employee productivity, which can impact the organization in achieving its goals.(Septiana et al., 2021: 477). StudyAzri & Pramanik, (2024 : 7387)proves that competence influences work productivity.

The use of technology in organizations is unavoidable, therefore every employee must be able to utilize technology to support work efficiency. By utilizing technology, employees can provide accurate and fast data at a relatively low cost, thus supporting better service. Increasing workforce productivity through technology integration is a primary focus for the government and industry players to face global challenges and enhance national competitiveness.(Haq et al., 2021: 43).Ningsih, (2024 : 3)According to his research, it has been proven that the use of technology has an impact on work productivity.

Each employee has a workload that corresponds to their respective tasks. Workload is directly related to the implementation of employee duties, so it is crucial for agencies to provide workloads that align with each employee's competencies. Workload factors that influence productivity include the number of target results that each employee must complete according to established standards within a specific timeframe. The presence of a workload can motivate employees to achieve their stated targets. Pebriyanti & Trisninawati, (2022 : 5205)In his research, he proved that workload has a positive effect on work productivity.

The Surakarta Regional Revenue Agency (Bapenda) is an implementing element of the supporting function of government affairs in the financial sector which has the main task of managing regional revenue, which is directly related to the community, so that every employee is expected to be able to make a positive contribution to the implementation of the organization's main tasks, therefore every employee of Bapenda Surakarta is expected to have high productivity by providing the best possible service to the community. The productivity data of Bapenda Surakarta for the third quarter of 2024 was 82.61 with a Good predicate.

This research complements and fills the gaps in previous research whereArdaimon, (2021: 767)The independent variables studied were limited to integrity and work motivation, FAzri & Pramanik, (2024: 7387)the independent variable studied was only one variable, namely competence, researchNingsih, (2024: 3)the variables studied are technology in general with a qualitative approach, andPebriyanti & Trisninawati, (2022 : 5205)The variable studied was workload. Research on the influence of integrity, competence, workload, and the use of information technology together has never been conducted by previous researchers.

The phenomenon of suboptimal performance of Surakarta Bapenda employees is inseparable from employee performance achievements that have an impact on the suboptimal regional revenue targets of Surakarta City. Therefore, the author is interested in conducting research on employee work productivity in terms of integrity, competence,

utilization of information technology, and workload, in a study entitled: Employee work productivity in terms of integrity, competence, utilization of information technology, and workload

RESEARCH METHODS

This study uses a quantitative descriptive approach. The author chose to use a quantitative descriptive method to determine the magnitude of the influence of the variables of integrity, competence, workload and utilization of information technology on employee work productivity. This study was conducted at the Surakarta City Bapenda Office located at Jalan Jendral Sudirman No. 2, City Hall Complex, Kampung Baru Village, Surakarta 57111. The study was conducted over a period of 6 (six) months.

The population in this study were 58 TKPK employees working at Bapenda Surakarta City. The sample taken in this study was 58 respondents. The sampling technique used in this study was the census technique. The census method is a sampling technique when all members of the population are used as samples. In this study, two variables were used, namely the independent variable and the dependent variable. Independent Variables: integrity (X1), competence (X2), workload (X3), and information technology (X4). Dependent variable: employee work productivity (Y). The collected data were processed using multiple linear regression analysis tools.

RESULTS AND DISCUSSION

Table 1 Multiple Linear Regression Results

Variables	Regression coefficient	t statistics	Sig. t
Constant	1,249		
Integrity	.239	2,544	.014
Competence	.316	3,002	.004
Workload	.216	2,484	.016
Utilization of information technology	.206	2,537	.014
R square	0.799		
F statistic	57,493		
Sig. F	0,000		

Source: Processed primary data, 2024

Based on calculations using the SPSS 26 for Windows program, the results for the values a, b1, b2, b3 and b4 are as follows.

$$Y = 1.249 + 0.239 X1 + 0.316 X2 + 0.216 X3 + 0.206 X4$$

The interpretation of the regression equation is:

- a. $\alpha = 1.249$, indicating that if the variables integrity, competence, workload, and utilization of information technology have a value of 0, then the work productivity of employees at the Surakarta City Bapenda Office (Y) is 1.249.

- b. $b_1 = 0.239$, shows that the integrity coefficient (X1) gives a positive value, which means that if integrity (X1) improves, assuming other variables remain constant, then the work productivity of employees at the Surakarta City Bapenda Office (Y) will increase by 0.239.
- c. $b_2 = 0.316$, shows that the competency coefficient (X2) gives a positive value, which means that if the competency (X2) is stronger, assuming other variables remain constant, then the work productivity of employees at the Surakarta City Bapenda Office (Y) will increase by 0.316.
- d. $b_3 = 0.216$, shows that the workload coefficient (X3) gives a positive value, which means that if the workload (X3) becomes stronger, assuming other variables remain constant, then the work productivity of employees at the Surakarta City Bapenda Office (Y) will increase by 0.216.
- e. $b_4 = 0.206$, shows that the coefficient of information technology utilization (X4) provides a positive value, which means that if the utilization of information technology (X4) is stronger, assuming other variables remain constant, the work productivity of employees at the Surakarta City Bapenda Office (Y) will increase by 0.206.

Model Accuracy Test

F test

The test results above show the calculated F value $>$ F table ($57.493 > 2.18$) and the significant value of the F test is 0.000 which is less than 0.05, meaning H_0 is rejected, meaning that integrity, competence, workload, and the use of information technology simultaneously have a significant effect on the work productivity of employees at the Surakarta City Bapenda Office.

Coefficient of Determination Test (R²)

Based on the results of the table above, it can be seen that the adjusted R Square (R²) value in this study is 0.799. So it can be interpreted that the variation of independent variables consisting of integrity, competence, workload, and utilization of information technology on the dependent variable, namely the work productivity of employees of the Surakarta City Bapenda Office, is 79.9% while the remaining 20.1% is influenced by other factors.

Hypothesis Test (t-Test)

- a. The results of testing the influence of integrity (X1) on the work productivity of employees of the Surakarta City Bapenda Office (Y) obtained a calculated t value, while the value $>$ t table ($2.544 > 1.672$) and a significant value of 0.014 is smaller than 0.05, meaning H_0 is rejected and H_a is accepted, meaning that integrity has a significant influence on the work productivity of employees of the Surakarta City Bapenda Office.
- b. The results of testing the influence of competence (X2) on the work productivity of employees at the Surakarta City Bapenda Office (Y) obtained a calculated t value of 3.002, thus calculated $t >$ t table ($3.002 > 1.672$) with a significant value of 0.004 (less than 0.05), meaning H_0 is rejected and H_a is accepted, meaning that competence has a

significant effect on the work productivity of employees at the Surakarta City Bapenda Office.

- c. The results of testing the effect of workload (X3) on the work productivity of employees at the Surakarta City Bapenda Office (Y) obtained a calculated t value $>$ t table ($2.484 > 1.672$) with a significant value of 0.016 which is smaller than 0.05, meaning H_0 is rejected and H_a is accepted, meaning that workload has a significant effect on the work productivity of employees at the Surakarta City Bapenda Office.
- d. Testing the influence of the use of information technology (X4) on the work productivity of employees at the Surakarta City Bapenda Office (Y) obtained a calculated t value $>$ t table ($2.537 > 1.672$) with a significance of 0.014 which is smaller than 0.05, meaning H_0 is rejected and H_a is accepted, meaning the use of information technology has a significant effect on the work productivity of employees at the Surakarta City Bapenda Office.

Discussion of Results

1. The influence of integrity on the work productivity of employees at the Surakarta City Bapenda Office

The results of SPSS table IV.10 calculations, obtained t count $>$ t table ($2.544 > 1.672$) and sig. of 0.014 is smaller than 0.05, meaning H_0 is rejected and H_a is accepted, meaning that integrity has a significant effect on the work productivity of employees of the Surakarta City Bapenda Office. Thus, the hypothesis that states integrity has a positive and significant effect on the work productivity of employees of the Surakarta City Bapenda Office is proven true.

The proven influence of integrity on productivity supports the research results of Zein & Syamsir (2024); Ardaimon (2021); Wua et al., (2022), and Yunita & Syamsir (2022). This proves that employees with high integrity have a desire to uphold existing morals and ethics and will not want to do bad things in carrying out their work. Every employee with high integrity will also be able to achieve high productivity and not violate established regulations. This is in line with the opinion of Nasution (2019) who stated that integrity requires a member to, among other things, be honest and frank without having to sacrifice the confidentiality of service recipients.

2. The influence of competence on the work productivity of employees at the Surakarta City Bapenda Office

The results of SPSS calculations obtained t count $>$ t table ($3.002 > 1.672$) and sig. of 0.004 is smaller than 0.05, meaning H_0 is rejected and H_a is accepted, meaning that competence has a significant effect on the work productivity of employees of the Surakarta City Bapenda Office. Thus, the hypothesis that states competence has a positive and significant effect on the work productivity of employees of the Surakarta City Bapenda Office is proven true. This can be interpreted that the better the competence, the higher the work productivity.

The proven influence of competence on performance supports the research results of Faizal et al., (2023); Septiana et al., (2021); Ndruru, (2022); Bahri & Yulianita,

(2022); Fitriasari & Wulansari, (2020); and Amanda & Probosari, 2024). The evidence of this influence proves that employee competence is a basic characteristic of a person that enables employees to strive to achieve superior performance in carrying out their assigned tasks based on the knowledge, skills and competent attitudes possessed by the employee. Competence contains a deep and inherent part of a person's personality with predictable behavior in various circumstances and work tasks. This is in line with the opinion of Wibowo (2017: 45) who states that competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job. (Wibowo, 2017: 45).

3. The influence of workload on the work productivity of employees at the Surakarta City Bapenda Office

The results of the SPSS calculation obtained $t \text{ count} > t \text{ table}$ ($2.484 > 1.672$) and sig. of 0.016 is smaller than 0.05, meaning H_0 is rejected and H_a is accepted, meaning that workload has a significant effect on the work productivity of employees of the Surakarta City Bapenda Office. Thus, the hypothesis that states workload has a positive and significant effect on the work productivity of employees of the Surakarta City Bapenda Office is proven true. This can be interpreted that the better the workload, the higher the work productivity.

The proven effect of workload on work productivity supports the research findings of Baskoro & Rahman (2021); Ilmi et al. (2024); and Fausiah et al. (2023). This can be interpreted as a workload that places demands on individual resources to complete assigned tasks within the specified timeframe. A workload motivates employees to complete tasks on time, thereby achieving productivity as planned. Conversely, an excessively high workload can cause stress, overwhelming employees, which ultimately reduces the quality and quantity of work.

The workload of civil servants has been set in work standards in accordance with the division of tasks for each employee, so that the workload given to each employee has been adjusted to the abilities of each employee, therefore each employee considers that the workload given to him is a form of responsibility that must be completed by each employee and is routine work so that it does not become a burden for employees.

4. The influence of the use of information technology on the work productivity of employees at the Surakarta City Bapenda Office

The results of the SPSS calculation obtained $t \text{ count} > t \text{ table}$ ($2.537 > 1.672$) and sig. of 0.014 is smaller than 0.05, meaning H_0 is rejected and H_a is accepted, meaning the use of information technology has a significant effect on the work productivity of employees at the Surakarta City Bapenda Office. Thus, the hypothesis that states the use of information technology has a positive and significant effect on the work productivity of employees at the Surakarta City Bapenda Office is proven true. This can be interpreted that the better the use of information technology, the higher the work productivity.

The proven impact of information technology utilization on productivity supports research by Ningsih (2024) and Suprapti (2024). This proves that the use of information technology enables employees to complete work more quickly and efficiently. With the use of information technology, employee tasks become easier. However, if the assigned employee does not have mastery of the information technology used, this will certainly hinder work. Technology enables task automation, increased efficiency, and improved communication, all of which contribute to increased output and performance.

CONCLUSION AND SUGGESTIONS

Based on the results of data analysis and hypothesis testing as described in the previous chapter, several conclusions can be drawn: Integrity, Competence, Workload, and Utilization of Information Technology have a positive and significant effect on the work productivity of employees at the Surakarta City Bapenda Office. The determination or contribution of the variables of integrity, competence, workload, and utilization of information technology to the work productivity of employees at the Surakarta City Bapenda Office is 79.9%, while 20.1% is influenced by other variables.

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