

The Influence of Information and Communication Technology and Culture Organization on Public Services in the Munjul Sub-District Office, Majalengka District

Ratna*

Public Administration Study Program, Universitas Majalengka, Majalengka Indonesia

*ratnasukmayanti@gmail.com

Abstract. Technological developments along with the era of the industrial revolution 4.0 are able to change various aspects of human needs. The way humans work today is much influenced by technology in an effort to answer the challenges of the world in supporting survival. Information is currently very easy to use only by using communication tools that have an internet connection. Therefore, the use of technology should be used to facilitate the public in getting services from government stakeholders. Of course, qualified and literate human resources are the demands of every village or village government office in order to achieve maximum service. This study aims to see whether there is an influence between the use of information and communication technology and culture organization by the Munjul village office in Majalengka Regency on community services. This study uses a survey method with path analysis technique used by submitting a questionnaire as a research instrument. This study involved 150 respondents by sending their feedback into the questionnaire. The sample used was simple random sampling among the community in various circles within the munjul sub-district government. The results of research, analysis and interpretation show that (1) the use of communication and information technology facilities has a direct positive effect on service, (2) organizational culture has a direct positive effect on service.

1. Introduction

The development of information and communication technology has become a benchmark of the development of a country [1]. Community development has experienced rapid development in various fields and also experienced various social and cultural obstacles [2]. In this digital age, every human life will be dominated by the influence of the use of information and communication technology [3]; [4]. Today the influence of information and communication technology changes the paradigm of society so that the development of technology has a significant impact and influence for the progress of society [5].

The increasingly complex life of the community demands an increasingly quality service, which in this case the government as a provider or provider must be more intensive in paying attention to these services. Because in various opportunities the government always promises satisfying services to the community, but in reality it has not been implemented optimally [6]. In his research found factors that can influence the use of information technology, especially through the use of individual performance, factors that influence the utilization of information technology, namely social norms, user feelings (affect), complexity (complexity), job fit, long-term consequences and facilitating conditions [7].



Information and Communication Technology is the result of human engineering of the process of delivering information through the merger of computing technology (computer) with communication technology from sender to receiver so that the transmission of information becomes faster, wider distribution, and longer storage [8]. The use of information technology in e-government is generally used to process data, including processing, obtaining, compiling, storing, and manipulating data in various ways to produce quality, accurate, timely and accountable information that is used in the public interest that can be utilized in decision making. The application of IT is not only in the business sector, but in the public sector especially in providing services to the community absolutely must be needed. For example, applying for a permit, making a resident card (KTP), making a driving license (SIM) and local profile information [9]. The role of the internet media is an entity of a form of information technology that allows governments to interact directly with their communities without constraints of space and time [10]. Alter stated that the application of technology, especially information systems, will assist the apparatus in carrying out its work by reducing its limitations [11]. But the extent to which the influence of information systems (especially computer-based) on one's performance still needs further investigation. This is caused by the performance of someone who uses a computer-based information system is influenced by many factors both directly and indirectly. The use of information technology will have an impact, namely changing working conditions, which are all manually replaced now by using computer-based information technology [12]. The public service paradigm develops with a focus on management that is oriented to customer satisfaction (customer-driven government), this is in line with the development of state administration in order to realize excellent and quality service. The development of information technology is forcing government organizations to carry out massive transformations in order to always provide the best service to the public. These changes are not only in service products, but also in organizational structure and management [13].

Organizational culture has an influence on the purpose of utilizing information and communication technology [14]; [15]; [16]. Organizational culture in the competing values framework puts organizational culture oriented to outsiders and consumers to market culture [17]. Organizational culture. Expressed through attitudes, belief systems, dreams, behavior, values, procedures of the company, and especially through the actions and performance of workers and management [18]. Stephen P. Robbins also argues that the seven characteristics of organizational culture are (1) Innovation and risk taking: the degree to which workers are encouraged to be innovative and take risks. (2) Attention to detail: where workers are expected to show accuracy, analysis, and attention to detail. (3) Benefit orientation: where management focuses on results or benefits rather than on the techniques and processes used to obtain these benefits. (4) Orientation to people: where management decisions consider the effect of its benefits on people within the organization. (5) Team orientation: where the organization's work activities are team based rather than individual. (6) Aggressiveness: The extent to which people are aggressive and competitive, not relaxed. (7) Stability: The extent to which organizational desires emphasize the application of the status quo as a contrast to growth [19]. The key characteristics of culture according to Michael Zwell are (a) culture is learned (b) norms and customs are common throughout culture (c) most cultures work unconsciously (d) the nature and characteristics of culture are controlled through many social mechanisms and processes (e) cultural elements are passed on from one generation to the next (f) adjusting customs and patterns of acceptable behavior tend to be related to moral virtues and superiority (g) like other habits, cultural behavior is comfortable and known general [19].

2. Research Method

In this study using a quantitative descriptive research type, where researchers explain the effect of independent variables on the dependent variable, namely the influence of organizational culture on the quality of public services in the Regional Secretariat of Gowa Regency.

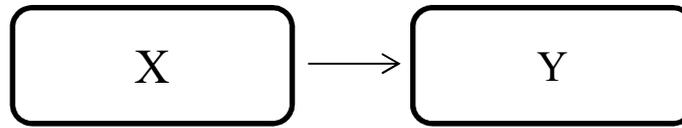


Figure 1. Research design

Data Collection Techniques used in this study were Observation Techniques, Questionnaire Techniques or Questionnaires, and Documentation Techniques. Data analysis techniques used in this study are descriptive statistical analysis techniques and inferential statistical analysis techniques that aim to study the research variables. Descriptive statistical analysis techniques are a type of data analysis intended to reveal or describe the state or characteristics of each research variable singly by using analysis of frequency distribution, percentage, validity test and reliability test.

3. Result and Discussion

3.1. Hypothesis Testing Results

3.1.1. Partial Testing Results (t test)

Table 1. Testing result (t-test)

Variabel	t Count	t table	Hypothesis
ICT	4,261	1,972	4,261>1,972 then the hypothesis is accepted
Culture Organisation	3,680	1,972	3,680>1,972 then the hypothesis is accepted

Regression test results for the variable utilization of technology on public services show the value of t arithmetic = 4.261 with a significance value of 0,000. By using the value of t table = 1.972, the value of t count > t table (4.261 > 1.972) so that H0 is rejected and H1 is accepted (hypothesis accepted). Thus the use of technology has a significant effect on employee performance at the Munjul District Office in Majalengka Regency.

The results of regression testing for organizational culture variables on Public Service show the value of t arithmetic = 3.680 with a significance value of 0,000. By using the value of t table = 1.972, the value of t count > t table (3.680 > 1.972) so that H0 is rejected and H1 is accepted (hypothesis accepted). Thus the organizational culture has a significant effect on employee performance at the Munjul District Office in Majalengka Regency.

3.1.2 Simultaneous testing results (Test F)

Table 2. The testing results (Test F)

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	311.700	2	155.850	22.544	.000
Residual	1417.179	205	6.913		
Total	1728.880	207			

The results of testing the regression model for all variables showed the calculated F value = 22.544 with a significance of 0.000. By using a 0.05 significance level, the significance value is smaller than 0.05 with a positive coefficient direction. Therefore, it was found that the hypothesis was accepted stating that the Utilization of Technology (X1) and Organizational Culture (X2) together had a significant influence on Employee Performance (Y).

To analyze the organizational culture in the Gowa Regency regional secretariat the author uses the theory of Victor Tan which suggests the characteristics or characteristics of organizational culture, namely individual initiative, integration, control, tolerance of conflict, communication patterns, and reward systems [20]. In order for an organization to achieve what it aims at, it is necessary to pay attention to these characteristics. By improving or enhancing the characteristics above, an organization is said to have had a good organizational culture that can become basic values as a guide for acting.

Basically, service can be defined as the activities of a person, group, and / or organization both directly and indirectly to meet the needs [21]. In the context of Indonesia, the use of the term public service is considered to have the same meaning as the term public service or community service. Therefore, the three terms are used interchangeably and are considered to have no fundamental differences. Although public service refers to the term public is closer to the understanding of society or the public, nevertheless public understanding attached to public services is not entirely the same and congruent with the understanding of society [22].

4. Conclusion

Based on the results of research, the influence of information technology communication and organizational culture provides a change in the way work among employees. With the presence of technology in government services, the people of Manado are facilitated in the service needs of the Munjul Kelurahan office in Majalengka Regency. Cultural organizations based on values and norms have an impact on work systems that provide a sense of comfort. Thus, communication information technology and organizational culture significantly influence public services in the Munjul Kelurahan office in Majalengka Regency.

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