

TECHNOLOGY USE COMPETENCY INFLUENCES E-KTP SERVICE PERFORMANCE AT THE POPULATION AND CIVIL REGISTRATION OFFICE, KAMPAR REGENCY

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ABSTRACT: This research aims to examine the influence of Competency in Using Technology on the Performance of E-KTP Services at the Kampar Regency Population and Civil Registration Service Office. The population in this study were 73 people who registered for E-KTP at the Population and Civil Registration Service of Kampar Regency. The entire population was determined as a sample of 73 people. The analysis used in this research was quantitative descriptive analysis. Descriptive analysis is statistics used to analyze data by describing or illustrating the data that has been collected as it is without intending to draw conclusions. The data collection techniques used were interviews and filling out questionnaires and the data was analyzed using multiple linear analysis. Based on the test results using the Coefficient of Determination (R^2), it shows that competence has a strong influence on the performance of the Kampar Regency Population and Civil Registration Service employees, namely 0.871 or 87.1%. Based on these results, researchers observed that good competency with employees who always improve their work knowledge and skills will improve the employee's performance in a company or agency.

Keywords: *Competence in Using Technology, Performance*

INTRODUCTION

Employee Technology Usage Competence is very much needed in providing services. The services provided by the community are the identity of the organization. If in providing services, the employees give a good impression, then the organization will also look good in the community. The success of an organization does not only depend on how the organization produces human competence, but also how the organization provides support for the work capabilities of employees. Employee work capabilities are determined by the ability of knowledge, skill capabilities, and attitude/behavioral capabilities and experience to carry out a particular job or role effectively. Competence can be objectively measured and developed

through supervision, performance management and HR development programs.

The role of Technology Usage competence is very much needed in employee work performance. Employees who have good Technology Usage competence will certainly find it easy to carry out all job responsibilities, be able to read situations and problems that occur in the work and can provide appropriate responses and have good adjustments to their environment.

The sense of comfort created in providing services will provide satisfaction to the community because they are served well without any lack of respect and appreciation. Not only comfortable, the behavior shown by employees to the community also needs to be considered. In

addition, good communication has not been carried out by employees towards the community. Without good communication, it will cause misunderstandings between employees and the public. The public assumes that employees who provide services are less responsible and less agile in providing services. In addition, the skills possessed by employees are also lacking, for example computer operating skills.

The services provided by the Population Administration and Civil Registration Service of Kampar Regency are still considered less than good by the public, this is because there is still a lack of awareness from each employee and service provider of the importance of community satisfaction and the achievement of the mission and goals of the organization.

The importance of the competence of Using Technology for the Performance of E-KTP Services in an organizational unit is seen as being able to support improving employee performance and contribute to determining the future of the organization. In relation to competence, there needs to be an effort to maximize the performance results achieved.

The Problems of Competence in the Use of Technology at the Population and Civil Registration Service of Kampar Regency include: frequent network disruptions, where the Population and Civil Registration server network from the Ministry of Home Affairs, both the TEE Attachment Network and other Population Administration Services, can be seen in the table below:

Table 1. Recording Services at the Population and Civil Registry Office of Kampar Regency

No	Fiscal year	Number of Recordings per month												Amount recorded
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
1	2019	3751	3577	4867	5874	2037	2325	3222	2279	2211	2211	1211	1314	15
2	2020	2437	2187	2257	933	666	487	366	229	226	228	226	220	28055
3	2021	2262	150	175	183	189	201	113	112	115	177	127	146	23860
4	2022	1943	180	199	187	152	262	132	111	133	153	100	111	19763
5	2023	1797	139	130	176	226	370	236	131	177	177	188	155	19623

Source: Population and Civil Registration Service, Kampar Regency (2024)

Based on table 1, it can be seen that in the data source at the Population and Civil Registration Service of Kampar Regency in 2023, the results showed that the number of recordings each year, namely from 2019, 2020, 2021, 2022, 2023 carried out by Recording Officers at the Population and Civil Registration Service of Kampar Regency, experienced a decrease in the number of recordings.

From the recapitulation of the data, it is indicated that there are indications of problems for the community to carry out recordings at the Population and Civil Registration Service of Kampar Regency which are influenced by the Competence of Using Technology on the Quality of E-KTP Services. Then to see the performance of employees of the Population and Civil Registration Service of Kampar Regency based on attendance, it can be seen in the table below:

Table 2. Presence of Employees at the Population and Civil Registration Office of Kampar Regency

Year	Number of employees	Working days	Absence			Total	%
			S	I	A		
2019	69	260	1	2	4	7	0,026
2020	69	260	1	1	3	5	0,019
2021	70	260	1	10	14	25	0,096
2022	70	260	7	11	17	35	0,134
2023	70	260	1	13	18	49	0,188

Source: Kampar Regency Population and Civil Registry Office (2024)

The absence of employees of the Population and Civil Registration Service of Kampar Regency in 2023 where the presence of employee absences without explanation (Alpa) was 18 employees with various reasons such as having other needs so that the employee did not have time to provide an absence report and most of them were the same employees while 13 employees were sick and 12 employees were absent from work. This means that there was an increase in employee absences where in 2022 it was 0.134 and in 2023 it was 0.188.

LITERATURE REVIEW

Competence is defined as an active skill. Competence in Indonesian is an absorption from English, competence which means skill and ability (Echols and Shadily in Musfah, 2012:27). (Rusvitawati, Sugiati, & Dewi, 2019) explain that competence consists of a number of key behaviors needed to carry out certain roles to produce satisfactory achievements or performance.

There are several indicators of Technology Use Competence, including: Knowledge. According to Notoatmodjo (in Masturoh & Anggita, 2018) that knowledge is the result of someone knowing an object through their senses. Knowledge can be interpreted as everything that is known, a guideline in forming a person's actions, and can also be

defined as the result of sensing everything that has happened and been passed based on experience.

As expressed by (Sudijono, 2011: 50) that "Understanding is a person's ability to understand or comprehend something and after that it is known and remembered". Understanding is the ability to define, formulate difficult words in one's own words. It can also be the ability to interpret a theory or see the consequences or implications, predict the possibility or consequences of something.

Ability is an individual's capacity to carry out various tasks in a particular job. Greenberg and Baron in (Buyung, 2007:38) define ability as the mental and physical capability to do various tasks.

Attitude is mental or nervous readiness (Goldon Allport). Attitude is consistency in responding to social objects (Donald Campbell). Attitude is a hidden response caused by a value (Ralp Linton). Attitude is a person's closed response to a stimulus, which involves the opinions and emotions of the person concerned. Attitude can also be defined as nervous readiness before giving a response.

Interest is a person's interest in something that arises from within, Interest can generate motivation and influence learning outcomes and achievements (Rusmiati, 2017:23). Talent is an innate potential that humans have, while interest is created because of a strong interest in something. These two things are often associated with a person's intelligence and success factors. We can understand that interest is a factor that can direct talent.

Public service performance and achievement of organizational goals are inseparable from who is there and running the organization, none other than humans themselves. As an element of the organization, humans have a very important role in carrying out their functions in the context of organizational progress.

The potential of each individual in the organization must be utilized as well as

possible so that it can provide maximum results. Where the success of the organization is very dependent on the role of humans in it because humans are potential resources and are a source of strength to drive the wheels of organizational activities. Human resources must be directed and coordinated to produce the best contribution to the organization, so that what is the goal of the organization can be realized.

The smooth running of government and the implementation of national development mainly depends on the abilities of the civil servants themselves. Civil servants have a determining role, namely as thinkers, implementers, planners, and controllers of development, thus civil servants have a very important role in facilitating the running of government and national development.

The quality indicators of E-KTP service performance lie in five dimensions, namely: Tangible is an aspect that is important as a measure of service in this case health services. Tangible is real evidence/physical evidence (tangible) which includes physical facilities, equipment, and personnel/officers. Reliability is the probability of a component or system to perform a specified function in a certain period of time under conditions designed to operate.; Responsiveness is the ability of a service provider to help and provide fast and accurate service to customers, convey clear information.;

Assurance is a professional service provided by an independent party that can improve the quality of information, or a meaning for making a decision.; Empathy is the ability to understand what others feel, see things from another person's perspective, and also imagine yourself in that person's position. Empathy plays an important role in building and maintaining relationships between fellow human beings.

METHODS

The objects in this study were employees of the Population Administration and Civil Registration Service of Kampar Regency. Population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by the researcher to be studied and then conclusions drawn. The population in this case is all employees of the Population Administration and Civil Registration Office of Kampar Regency, totaling 73 people.

The sample is part of the number and characteristics possessed by the population. (Sugiyono, 2016:30). The sampling technique (sampling technique) in this study uses a non-probability sampling approach.

"Non-probability sampling is a sampling technique that does not provide equal opportunities for each element or member of the population to be selected as a sample. This sampling technique includes systematic, quota, accidental, purposive, saturated, snowball sampling."

Because the sampling technique or sampling used is non-probability sampling which is a sampling technique that does not provide equal opportunities to be selected as a sample, for this sampling the author uses the saturated sampling method.

"Saturated Sampling is a sample determination technique when all members of the population are used as samples." Based on the sampling technique above using the Saturated sampling technique from a population of 63 people, 73 people were taken as samples. The population in this study was the Community who carried out E-KTP Recording at the Population and Civil Registration Service of Kampar Regency, 75 people. The entire population was determined as a sample of 73 people.

The data analysis technique used is quantitative technique. This technique is used on data that can be measured or numeric. The data can also be processed

using statistical and computational techniques. This analysis technique has a close relationship with statistics so that the data produced will be objective, logical and unbiased. The analysis tool used is multiple linear regression.

The analysis used in this study is quantitative descriptive analysis. Descriptive analysis is a statistic used to analyze data by describing or depicting the data that has been collected as it is without intending to make conclusions that apply to the public or generalization. Descriptive analysis can be done by compiling data, grouping it and analyzing it so that a true picture of the company's condition and the problems being faced is obtained (Sugiyono, 2015:254). Furthermore, it will be analyzed using a descriptive method with quantitative data analysis, which is a method that explains and describes in detail by collecting, grouping, tabulating data and connecting it with theoretical concepts that are relevant to the research problem and then drawing conclusions.

In the Likert Scale, the variables to be measured are described as variable indicators. Then the indicator is used as a starting point to compile instrument items that can be statements or questions. The answer to each instrument item using the Likert Scale has a gradation from very positive to negative.

RESULTS AND DISCUSSION

Validity test is used to find out the similarity between the collected data and the actual data that occurs in the research object so that there is valid data. Validity test is used to measure the collected data so that the results are valid, with a valid instrument means that the measuring instrument used to obtain the data must be valid. In this study, it is known that the r table in the study is with the formula $Df = N - 1 = 73 - 1 = 72$ which is 0.228. To see

the results of the validity test in this study, it can be seen in the following table:

Table 3. Validity Test

Variable s	Statem ent Items	r count	r table	Infor mation
Technolo gy Usage Compete nce (X)	X.1	0.5548 72	0,228	Valid
	X.2	0.7576	0,228	Valid
	X.3	0.662	0,228	Valid
	X.4	0.5927	0,228	Valid
	X.5	0.466	0,228	Valid
Empleye e Performa nce (Y)	Y.1	0.4931 43	0,228	Valid
	Y.2	0.6191	0,228	Valid
	Y.3	0.5473	0,228	Valid
	Y.4	0.6398	0,228	Valid

Source: Processed Data (2024)

Based on the validity test result table above, it is known that the statement items used in this study to measure the variable of technology use competence on the performance of employees of the Population and Civil Registration Service of Kampar Regency statistically the correlation figures obtained must be compared in the r person correlation table figures. If $r \text{ count} > r \text{ table}$ then the statement item is said to be valid. r table is determined by determining the total number of samples (n) and the r table is obtained at 0.228.

Table 4. Reliability Test

Variables	Item	Reliabil ity Value	Cronbac h's Alpha	Infor mation
Technology Usage Competence (X)	9	0,985	0,60	Reliabe l
Employee Performance (Y)	10	0,988	0,60	Reliabe l

Source: Processed Data (2024)

Based on the table above, it is known about the reliability test and what is seen is that the competency reliability test

value is greater than the Cronbach's alpha value limit ($0.985 > 0.60$), and the employee performance variable (Y) is greater than the Cronbach's alpha value limit ($0.988 > 0.60$). This means that all items in the competency and employee performance variables can be said to be reliable and suitable for use.

Based on the results of the study conducted on 37 respondents, it can be seen how the respondents responded to the variables carried out in the questionnaire. The study was conducted by analyzing data and using the SPSS program. The respondents' responses are explained in the following discussion:

The Influence of Technology Use Competence on the performance of employees of the Population and Civil Registration Service of Kampar Regency.

Based on statistical testing using the partial t test, it shows that the calculated t value for the competency variable has a value greater than the t table, with a significance value less than 0.05. So it can be concluded that H_0 is rejected and H_a is accepted, meaning that competency has a positive and significant effect on the performance of employees of the Population and Civil Registration Service of Kampar Regency.

Based on the results of testing using the Determination Coefficient (R^2), it shows that competency has a strong influence on the performance of employees of the Population and Civil Registration Service of Kampar Regency, which is 0.871 or 87.1%. Based on these results, researchers observed that good competence with employees who always improve their knowledge and work skills will improve the performance of these employees in a company or agency.

The above is supported by a study conducted by (Adi Kurniadi, 2022) entitled The Influence of Competence on Employee Performance at the Population and Civil Registration Service of Tasikmalaya City. The research results

show that simultaneously competence has a significant effect on the existence of the performance of Disdukcapil employees of Tasikmalaya City so that it is used as a benchmark and reference in realizing the performance of Disdukcapil employees to increasingly carry out their duties and functions to assist the Mayor of Tasikmalaya in line with the vision of Disdukcapil Tasikmalaya City, namely accountable population data in order to realize excellent service in population administration.

CONCLUSION

Based on the results of the research analysis that has been conducted regarding the influence of technology use competence on the performance of employees of the Population and Civil Registration Service of Kampar Regency, the following conclusions can be drawn; The results of the discussion that has been carried out can be concluded that technology use competence has a positive and significant effect on employee performance at the Population and Civil Registration Service of Kampar Regency.

The highest indicator is the indicator of employee attitudes always being polite to employee members, this is because among employees at the Population and Civil Registration Service of Kampar Regency, they have a good and polite attitude towards other employees.

The lowest indicator is the indicator of working hours carried out by employees who lack initiative in helping coworkers, this is because employees lack a sense of mutual assistance towards other employees, employees only complete tasks for themselves, and do not take the initiative in helping their coworkers.

It is expected that all research and writings of the author can be used as a reference or reference for existing science, especially management science related to Human Resource Management and other researchers at Lancang Kuning University

so that they can obtain new and pleasant ideas or ideas related to human resource management for the entire Academic Community who need it.

The Head of the Population and Civil Registration Service of Kampar Regency should pay attention to employee competence by providing direction and motivation and the importance of providing education and training so that they can improve employee abilities in carrying out their daily duties and functions.

With the shortcomings experienced by the author, this study still needs to be improved and there are many weaknesses, so that for further researchers it is necessary to add several related research variables in order to obtain good improvements in this study, especially employee performance problems by adding or including several research variables that are interrelated with each other.

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