



THE EFFECT OF THE JOB COMPETENCY AND INFORMATION TECHNOLOGY TRAINING IN IMPROVING THE JOB PERFORMANCE OF THE INFORMATION SYSTEM SECURITY PERSONNEL AT PUSINFOLAHTA TNI, INDONESIA

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Abstract:

Definition of Interest is a description of the necessary skills required to prioritize attitudes and knowledge to achieve the most effective performance on the job. On the job training is really related to the supervisor's abilities, knowledge, and intelligence. The objective of this research is to examine whether the combination both of interest and training of the information technology will influence the improvement of workforce capacity in PUSINFOLAHTA TNI. In this research, the researcher uses the total sampling technique method which allowed all the participants has an equal opportunity to be selected as the sample. Based on the analysis, the results were: there is a positive influence for work interest variable on the workforce capacity with a partial value of 0.911, which means that there is a very strong influence or an effect of 83.0%. This is evidenced by the hypothesis test of the variable Work Interests on Employee Work Capacity, the value of $t \text{ count} = 10.021 > t_{0.05} (96) = 1.656$, so H_0 is rejected and H_a is accepted, which means it affects eligibility. There is a positive influence between Information Technology Education and Training on Manpower Capacity with a partial value of 0.843 which means that there is a very strong influence or an influence of 71.1%. This is proven by testing the variable hypothesis of Information Technology Training on Manpower Capacity, the value of $t \text{ count} = 9.585 > t_{0.05} (96) = 1.656$, so H_0 is rejected and H_a is accepted which means it affects feasibility. Meanwhile, simultaneously, the variable of Work Interests and Information Technology Training on Labor Capacity obtained a correlation value or summary model, the R value is 0.900 and the R Square value is 0.810 or 81.0%, it can be stated that the analysis of the results together- the same has a very strong influence. Evidenced by the test with F (ANOVA) or F Calculated obtained a value of 201,894 where $>$ from F table (97) of 2,710 with a level of prosperity of 0,000 because $0,000 < 0.05$, it can be said together or simultaneously there is no effect.

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1. Introduction

In carrying out development today, presumably it cannot be separated from the human element, where humans are one of the main factors in supporting the success of development. This is due to human factors that function as a driving factor and the running of daily organizational activities. Thus, the labor factor is a determinant of success for the survival of the organization. Basically, every organization wants different advantages in the modern era of technological developments, communication tools and the development of science as it is today. Therefore, a very possible alternative to have a competitive advantage is through the creativity that is owned and produced.

The role of good quality human resources is very much needed because with the development of sophisticated technology, communication tools and science which are increasingly advanced and developing can be enjoyed by all the lowest levels of society. No matter how perfect the aspects of technology, economy and communication tools are without the support of the human aspect, it is difficult to achieve organizational goals optimally. The desire outlined above will not be created by itself but requires the support, ability, willingness and determination of every employee to make it happen, as well as being supported by an increase in the quality of human resources with better quality and optimal work skills.

Human resource is a factor that plays a major role in an organization. All of that will give results if employees as the main factor in the organization can take advantage of the means of production and technology as effectively as possible. Given the central position of humans in organizational life factors, the human factor at every level of the organization needs to be treated properly. This means that the utilization of human resources is not only seen as an organizational tool on the one hand, but must also remember and pay attention to human dignity on the other.

One of the effective ways that an organization applies to improve work performance is by always fixing high-quality Work Competencies and Information Technology Training because this is a management activity to carry out the operational standards set by the organization. Human resources in an organization are essentially employees, while other factors such as means of production and technology are the work of humans.

Competence is a description of the skills, knowledge and attitudes that are primarily needed to achieve effective performance in the job. This definition includes three elements of competence, namely skills, knowledge and attitudes needed by a person to achieve effective performance. Job competence is part of A person's personality is relatively deep and stable, therefore, apart from being a cause, competence can also be used to predict a person's behavior in various situations.

For this reason, one's competence indicates a person's ability to behave in a variety of situations which is quite consistent for a fairly long period of time. Competence has requirements that can be used to predict which are empirically proven to be the cause of success. In addition, employee competence also needs to be improved. Placement of employees in positions that are in accordance with their competence is also a determining factor in improving personnel performance. The competence of a person (individual) that influences the way of thinking and acting, makes generalizations about all situations faced and lasts long enough in humans. Job competence is the ability of an employee to take actions related to duties and responsibilities in order to achieve organizational goals. From the above understanding, we can conclude that the definition of job competence refers to the attributes and characteristics of a person that makes him successful in his job.

The training program is an activity related to economic activities. Training helps employees understand practical knowledge and its determination, in order to improve the skills, skills and attitudes that are treated by the organization in achieving its objectives. Training is actually related to increasing knowledge, intelligence, knowledge and higher abilities, training is more practical. Training programs in both private and government organizations are desirable, so that training programs can be followed easily by employees who wish to increase their knowledge.

Although the progress of the training program has grown very rapidly, the training program is not only limited to new personnel but every personnel is given the opportunity to participate. Desire and skill level are needed so certain principles in human resource management are needed, including the effectiveness of training programs so that the workforce can be directed, fostered and increased in knowledge so that they can follow technological developments in accordance with organizational goals. Job performance is also called performance or in English it is called performance. In principle, there is another term that describes "achievement" in English, namely the word "achievement". But because the word comes from the word "to achieve" which means "to achieve", then in Indonesian it is often interpreted as "achievement" or "what is achieved". In addition, the implementation of work performance appraisals is very important to help management in making decisions about giving bonuses, increasing wages, transferring and terminating employee employment. An organization certainly has a goal, this goal makes the organization exist, but sometimes obstacles arise that make maximum work performance not achieved because work performance in an organization is very important.

2. Definition of Job Competence

Competence is a part of a person's personality that is relatively deep and stable. Therefore, apart from being a cause, competence can also be used to predict a person's behavior in various situations. For this reason, one's competence indicates a person's

ability to behave in a variety of situations which is quite consistent for a fairly long period of time. Competence has requirements that can be used to predict which are empirically proven to be the cause of success. The definition of competence according to several experts includes:

Sedarmayanti (2008: 53) states the notion of competence as: *"Competence is the ability an employee has in taking action related to duties and responsibilities in order to achieve organizational goals. From the above understanding, we can conclude that the notion of competence refers to the attributes and characteristics of a person that makes him successful in his job"*.

Baso Moerad, (2007: 23) states the notion of competence as: *"Competence is a description of the main skills, knowledge and attitudes needed to achieve effective performance in the job."* This definition includes three elements of competence, namely skills, knowledge and attitudes needed by a person to achieve effective performance.

Armstrong and Baron (2008: 48) define the notion of competence as: *"Competency is some time defined as referring to the dimensions of behavior that lie behind competent performance"*. From this opinion it is known that competence is often defined as the dimensions of behavior that are behind competent performance.

Gery Dessler (2009: 713) defines the notion of competence as: *"Competence refers to the knowledge (knowledge), skills (skills) and personality (attitude) of individuals that directly affect the level of their performance or employees"*.

Prayitno and Suprpto (2008: 2) defines competence as: *"Competence is a specification or something that is standardized, contains the minimum requirements that a person who is going to do a certain job must have so that he / she has the ability to carry out a job with good results"*.

Furthermore, according to Gery Dessler (2009: 715), the factors that affect employee competence are:

a. Knowledge of business

Human resources add value to organizations if they understand how the business works. Because this understanding allows them to adapt the activities of human resources and organizations to change business conditions. By knowing your financial, strategic, technological and organizational capabilities, you can play a role in strategic discussions. Human resources who are in charge of industrial relations and employees will be very competent.

b. Change management

This competency increases the role of human resources as business partners. The challenge that is often faced is that they must focus on the organization's response to the new strategic. Human resources are the most appropriate position to drive this change. The abilities that human resources must have to implement these changes are the ability to diagnose problems, build client relationships, articulate vision, leadership, solve problems and set goals. These competencies include knowledge (of the change process), skills (as agents of change) and abilities (implementing changes).

c. Mastering human resource practices

Like other employees, human resources must be proficient in their fields. They must understand human resource theory and must be able to use this theory in practice.

d. Cultural management

Organizations that have a strong culture tend to achieve higher performance. We have explained the strategic role of human resources strategic role and defined the role of the system. In the end, employee behavior is generated from these systems into organizational culture. So it can be stated that a high-performance human resource strategy is the main indicator of work culture. Bosses need to understand that they are "the people who must maintain the organizational culture".

e. Shows the credibility of personnel

If the five points above can be used as a pillar of human resource competence, then the credibility of the personnel can be used as the foundation for these pillars. Credibility consists of three dimensions, namely:

f. Human resources must live up to the values of the organization. Organizational values that must be considered by human resources are openness, honesty, the ability to be a team player, being able to respect other employees, instilling high performance in employees.

g. Human resources build their credibility when there is a trusting relationship with their colleagues. A trusting relationship arises when human resources act as partners in the management team and can work together and influence management without the need for authority.

h. Human resources will receive the respect of colleagues when they act "with the attitude they should." (with an attitude) ". What is meant by "with an attitude" here is that human resources must understand how the business can run, provide opinions with evidence, provide innovative solutions.

According to Gery Dessler (2009: 715) the importance of employee competence is as follows:

a. To know critical cause-and-effect thinking

The strategic relationship between human resources and organizational performance is a strategic map that describes the organization's strategic implementation process. And remember that this strategy map is a collection of hypotheses about what creates value in the organization.

b. Understand the principles of good measurement

The basic foundation of any management competence is very dependent on good measurement. In particular, the measurements must correctly describe the construction.

c. Ensuring a cause-and-effect relationship (causal)

Thinking causally and understanding measurement principles helps in estimating the causal relationship between human resources and organizational performance. In practice, these estimates can range from judgmental to quantitative assumptions. The

most important task is to realize that these estimates are possible and calculate them as opportunities arise.

d. Communicating the results of strategic human resources work to superiors

To regulate the strategic performance of human resources, it must be able to communicate an understanding of the strategic impact of human resources on superiors. In particular, it is necessary to understand that they will ask questions and how the results of the human resource measurement system will supply answers to their questions.

According to Prihadi (2007: 45-48), there are two uses of the term competency, namely:

- a) To refer to an area of work or role that a person is able to perform competently. This meaning rests on a more general understanding according to the language dictionary and is related to occupation, which contains job job descriptions and job output. Themes in this type of definition usually contain descriptions of job tasks and job outputs.
- b) To refer to the dimensions of behavior that lie behind competent performance (efficiency orientation, result driven). The theme of this definition usually contains descriptions of the behavior, attitudes and characteristics of people in carrying out various job tasks to produce effective, outstanding or superior positions.

According to Moehariono (2009: 4), competence is a basic characteristic of a person that indicates how to think, behave and act and draw conclusions that can be done and defended by someone at a certain period. Based on this competency definition, some of the meanings contained therein are as follows:

- a. The underlying characteristics of competence are parts of a person's personality that are deep and inherent and have predictable behavior in various job assignments.
- b. Causal relationship (causally related) means that competence can cause or be used to predict someone's performance, meaning that if you have high competence, then you will have high performance (as a result).
- c. Criteria (criterias referenced) which is used as a reference, that real competence will predict someone to work well, must be measurable and specific or standardized.

From the various opinions of experts regarding competence as mentioned above, it can be concluded that competence is a basic characteristic of an individual who has a causal or causal relationship with the criteria used as a reference, effective or superior performance in the workplace.

3. Definition of Training

Training is an activity that aims to improve one's skills in order to work more effectively in achieving organizational goals through the standards set by management. Training for

organizations to improve the quality of their human resources or employees, therefore organizations need to carry out development through coaching and training so that the knowledge, skills and personality of employees can be developed optimally in accordance with organizational development, as well as developments and advances in science and technology.

Training for employees is the responsibility of leaders in the organization. With the existence of a good and targeted and intensive training program, it is hoped that the training program provided will be implemented in the implementation of daily work, so that employees can be efficient and effective. If a government or private organization is going to organize a training program for its employees, it must first determine the objectives / targets of the training provided. For clarity, the author will provide several definitions from experts or experts regarding training programs.

Definition of training according to T. Hani Handoko's opinion (2007: 104) states the definition of training that: "*Training is intended to improve mastery of various skills and techniques for certain work implementation, detail and routine*".

According to Sahlan Asnawi (2006: 117), the notion of training is defined as: "*Training is a learning process by providing certain skills that take place in a relatively short time*".

According to IG. Wursanto (2010: 59), the definition of training is: "*Training is an activity or effort to increase the knowledge and skills of an employee in carrying out a certain task or job*".

According to Malayu SP. Hasibuan (2010: 78), training is a program to improve skills outside the applicable training system, in a relatively short time and a method that prioritizes practice rather than theory.

According to Heidjrachman and Suad Husnan (2008: 77) the definition of training is: "*Training is an activity related to economic activities. Training helps employees understand practical knowledge and its application, in order to improve skills, skills and attitudes that are treated by the organization in achieving its goals*".

According to the opinion of Sondang P. Siagian (2010: 175 & 178) the notion of training is defined as: "*Training is a teaching-learning process using certain methods and techniques with a view to improving the skills and work abilities of a person or group of people*".

4. Definition of Job Performance

Job performance is also called performance or in English it is called performance. An organization certainly has a goal, this goal is what makes the organization exist, but sometimes obstacles arise that make these goals not achieved. Job performance describes results that can be measured objectively in an institution, both government and private institutions. Effort / enthusiasm precedes achievement but the two cannot be equated. The difference between the two is that achievement can also result from the abilities and nature of the worker and / or the workers' perceptions of their duties.

Job performance does not only depend on the amount of effort / enthusiasm of the worker but also depends on the nature and abilities of the worker (such as skills and knowledge of the task) as well as workers' perceptions of other tasks. Efforts to improve work performance will be carried out effectively if there is a relationship between three main variables, namely: good value and the opportunity to get remuneration, the nature and abilities of employees, and work performance regarding their duties. The following are the opinions of experts regarding work performance, namely:

According to Zainal Arifin (2009: 87), a definition of work performance is: *"Job performance is the result of a person's effort, ability, and attitude in completing a matter in the field of work."*

Jhon Soeprihanto (2008: 7) suggests that work performance determines: *"A person's achievement is basically the result of a person's work for a certain period compared to standards, targets, targets or criteria that have been determined in advance and have been mutually agreed upon such as: skills, skills, experience and work environment"*.

According to Sjafri Mangkuprawira (2009: 55), work performance is: *"Job performance is a process carried out by organizations in evaluating a person's work or work. From the results of the above discussion, the implementation of work performance appraisal in an organization is very important"*.

Ruky Achmad S. (2009: 15) states that the definition of work performance is: *"Job performance is also called performance or in English it is called performance"*. In principle, there is another term that describes "achievement" in English, namely the word "achievement". But because the word comes from the word "to achieve" which means "to achieve", then in Indonesian it is often interpreted as "achievement" or "what is achieved".

According to T. Hani Handoko (2007: 135), work performance is: *"the process through which an organization evaluates or assesses the work performance of employees"*.

In the opinion of Suharsimi Arikunto, (2012), work performance determines: *"Achievement reflects the extent to which employees have been able to achieve the goals set in each field of work."*

Meanwhile, according to Anwar Prabu Mangkunegara (2009: 67) work performance is: *"Work results in quality and quantity achieved by an employee in carrying out his duties are in accordance with the responsibilities given to him"*.

Job performance describes results that can be measured objectively in the organization. Effort / enthusiasm precedes achievement but the two cannot be equated. The difference between the two is that achievement can also result from the abilities and nature of the worker and / or the workers' perceptions of their duties. Job performance does not only depend on the amount of effort / enthusiasm of the worker but also depends on the nature and abilities of the worker (such as skills and knowledge of the task) as well as workers' perceptions of other tasks.

Efforts to increase workforce performance as reflected through increased work performance will be carried out effectively if there is a relationship between three main variables, namely: the value of remuneration and the opportunity to obtain

remuneration, the nature and ability of the worker, and the worker's performance regarding his duties.

5. Research Methods

5.1 Place and Time of Research

This research was conducted during the author's duty in the Training and Defense Information Centre (PUSINFOLAHTA). The research was initiated after the author has completed all the mandatory courses. The period of the research was beginning at February 2018 and ended on March 2018.

5.2 Types of Research

This type of research provides an overview of the steps in which this research is carried out, so that the problem can be solved. Of the many types or research methods used, the researcher chooses the type of research "descriptive analysis" which looks at the relationship between two or more variables. This type of research "descriptive analysis" which looks at the relationship between two or more variables, according to the opinion of Mohammad Nazir (2009: 63) descriptive analysis is:

"Descriptive method is a method in examining the status of humans, an object, a set of conditions, a system of thought or a class of events in the present. The purpose of this descriptive study is to make a description. Systematic, factual and accurate depiction or painting of facts, characteristics and relationships between the phenomena being investigated".

The method used is a survey method using a questionnaire. Thus, in the research the writer suggests a structured, factual, and accurate description of the situation with the facts so that the relationships and influences between the variables are known, then conclusions are made based on the data through the comparison of relevant theories.

5.3 Population and Sampling Techniques

5.3.1 Population

Population is the total number of people to be studied. According to Mohamad Nazir (2009: 27) the notion of population can be defined as:

"Population is an element or elementary unit is an object where a study will be carried out measurements, collections of these elementary units are called" population ".

Meanwhile, according to the opinion of Hadari Nawawi (2010: 141), the population is:

"Population is the entire object of research which can consist of humans, animal objects, plants, symptoms, test scores or events as data sources that have certain characteristics in the study".

The population in this study were all personnel at Pusinfolahta TNI, there were 98 people.

5.3.2 Sampling Technique

The sample is defined as a part of the population which is representative representatives of a population, Suharsimi Arikunto, (2012: 117). The sample is part of the number and characteristics of the population.

The sample size of the author uses the theory of Suharsimi Arikunto, (2012: 95) which states that:

"As estimation, if the researcher has several hundred subjects in the population they can use approximately 25-30% of that number, if the subject members in the population only include between 100 and 150 people, and in collecting data the researcher uses a questionnaire. in the population taken entirely".

Therefore, the author uses the total sampling technique or the census method which all the respondents will be treated as the sample for this research.

5.4 Instruments / Tools for Collecting Data

Data collection techniques needed in research require certain techniques. In obtaining secondary data with this method the writer distributes questionnaires to the research object directly. The author distributes questionnaires to 98 personnel as respondents.

The questionnaire or questionnaire in the opinion of Sonny Harsono (2009: 290) states that: *"The questionnaire is a data collection technique using a set of questions that are compiled to be asked to employees. This questionnaire is intended to obtain written data from employees to be designated as a sample".*

In obtaining data with this method the writer distributes questionnaires / questionnaires to the object of research directly. The author distributes questionnaires to all employees at PUSINFOLAHTA TNI as respondents. Then the questionnaire is distributed and given weight according to the answers and the level of importance of the Likert scale model. According to Riduwan (2007: 13) Likert scale is used to measure the attitudes, opinions and perceptions of a person or group of social events or symptoms. In research, this social phenomenon has been specifically determined by the researcher, hereinafter referred to as the research variable.

6. Conclusions and Recommendations

6.1 Conclusions

Based on the results of the research and discussion that the author has discussed in the previous chapter, in this chapter the author will draw conclusions from the results of the analysis, while the conclusions are as follows:

- 1) Based on the results of the analysis between the variable Job Competence on Personnel Job Performance, there is a positive influence with a partial value of 0.911, which means that there is a very strong influence or the effect is 83.0%. This is evidenced by the hypothesis test of the variable Job Competence on Personnel Job Performance, the value of $t_{count} = 10.021 > t_{0.05(96)} = 1.656$, so H_0 is rejected and H_a is accepted, which means that it has a significant effect.
- 2) There is a positive influence between Information Technology Training on Personnel Work Performance with a partial value of 0.843 which means that there is a very strong influence or the effect is 71.1%. This is proven by testing the variable hypothesis of Information Technology Training on Personnel Job Performance, the value of $t_{count} = 9.585 > t_{0.05(96)} = 1.656$, so H_0 is rejected and H_a is accepted, which means that it has a significant effect.
- 3) Whereas simultaneously, the positive effect of the Work Competency and Information Technology Training variables on Personnel Job Performance obtained a correlation value or Model Summary with an R value of 0.900 and while the R Square value of 0.810 or 81.0%, this can be stated as the result of the multi analysis was these variables has simoultaneously very strong influences each other. Evidenced by the F test (ANOVA) or Fcount obtained a value of 201,894 where $>$ from F table (97) is 2,710 with a significant level of 0,000 because $0,000 < 0.05$, it can be said together or simultaneously there is a significant influence.

6.2 Recommendations

Based on the aforementioned conclusions, the author will provide some suggestions that are expected to be useful for the progress of PUSINFOLAHTA TNI or the author himself and other parties who will conduct research. The suggestions are as follows:

1. The leadership of PUSINFOLAHTA TNI should be able to improve the work ability of its personnel, because the results of the analysis of the Work Competence variable on the Personnel Work Performance variable obtained that the correlation value is very good, meaning that it has a positive and very strong effect, so it really needs to be maintained or if necessary continue to be improved. so that in the future the Personnel Work Performance will be even more optimal.
2. The leadership of PUSINFOLAHTA TNI should strive to be able to maintain if necessary continue to improve its Information Technology Training program so in the future, the personnel work performance will be improved and according to leadership expectations, with the results of variable analysis of Information

Technology Training on Personnel Work Performance obtained a correlation value as well. very good means there is a positive and very strong influence.

3. All PUSINFOLAHTA TNI personnel should always improve work professionalism, competence, motivation, discipline, and high morale so that in the future personnel work performance will continue to be better as expected by the leadership.

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