

The Effect of Information Technology on Employee Performance at the Makassar City Communication and Information Service

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Abstract. The role of information technology in the bureaucracy can facilitate the implementation of tasks in information management, make work effective and efficient, and shorten service time so that performance becomes optimal. Information technology is currently based on the Internet of Thing (IoT) to support the acceleration of information, and in the government sector it is based on E-Government which supports data integration and can be accessed in real time within the Central Government and collaborating agencies. This study aims to describe information technology, employee performance and the influence of information technology on employee performance at the Makassar City Communication and Information Service. This research is associative quantitative research which shows a causal relationship. Data collection techniques used are observation, questionnaires and documentation. The data analysis technique used is descriptive statistical analysis and inferential statistics. The test results show that the variables of information technology and employee performance are in a very good category, based on the product moment correlation test, the relationship between variables is very strong. Based on the results of simple linear regression analysis it was concluded that there is a positive and significant influence of information technology on employee performance at the Makassar City Communication and Information Service.

Keywords: Information technology, employee performance, communication and information;

1. Introduction

Human resources are one of the important factors in supporting the achievement of organizational goals. In facing the current flow of globalization with fast-paced technology, competent and adequate human resources are also involved (Krismiyati, 2017). Quality human resources are a prerequisite for achieving effective performance in organizations, companies, and government agencies. Performance is simply a measure of success achieved in certain goals. Employee performance is the ability of employees to complete certain tasks. Employee performance is very important because with this performance it can be seen how far the ability to carry out the tasks assigned to him, so that it can be said that employees bear a large responsibility and burden (Ali et al., 2018).

Employee performance is important to improve, because there are targets to be achieved so that agency goals can be fulfilled. Success in realizing optimal government agencies, it is important for a civil servant to have good and reliable performance in government agencies. One of the capabilities that must be possessed by civil servants is the mastery of technology (Awaliah et al., 2015). Information technology is a technology that processes data or information, in which there is a process of compiling, storing, accessing, processing, presenting and modifying information in such a way that quality, reliable and timely information can be presented for public purposes, privacy, as well as in government activities as a strategic decision-making step.

Information technology includes all means or integrated tools that are used to capture data, process and send or present electronically into information in various formats that are useful for the wearer (Indrajit, 2006; Nasrullah, 2016; Sutarman, 2012).

Every individual or organization, be it a company, community or government agency, is required to apply information technology to achieve its goals. This is in accordance with Law Number 19 of 2016 concerning Electronic Information and Transactions, that electronic system operators are any person, state administrator,

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business entity, and community that provides, manages, and/or operates electronic systems either individually or jointly for the needs of himself /or other parties.

The role of information technology in the bureaucracy can facilitate the implementation of tasks in information management, make work effective and efficient, and shorten service time so that performance becomes optimal (Badri, 2016; Prasajo & ST, 2006; Sutarman, 2012). The Makassar City Communication and Informatics Service is one of the government agencies under the auspices of the South Sulawesi Provincial Communication and Information Service, which carries out duties and functions in the fields of communication, informatics, statistics, and coding which are the regional authority and assistance tasks delegated from the Provincial Communication and Information Service. South Sulawesi. In carrying out its duties related to public information services, the role of information technology, facilities and resources are the main factors in the success of its services.

The theory that explains the link between information technology and performance is the behavioral approach theory put forward by Handayani et al. (2018), the theory states that technology mastery behavior is influenced by user perceptions of the use of information technology, so that from the aspect of user behavior it will affect the attitude of accepting and mastering information technology. To obtain efficient and effective performance, organizations must be able to adapt and utilize information technology to achieve goals. This study aims to describe information technology, employee performance and the influence of information technology on employee performance at the Makassar City Communication and Information Service.

2. Method

The type of research used in this research is associated with quantitative techniques. Measurement of information technology media variables and employee performance uses a Likert scale (Sugiyono, 2019). The population in this study were 134 employees of the Makassar City Communication and Informatics Office, consisting of 44 civil servants and 90 contract workers. The sample in this study consisted of civil servants at the Makassar City Communication and Information Service. The sampling technique used in this study is a non-probability sampling technique with a purposive sampling technique, namely selecting a sample with certain criteria, namely employees who have civil servant status.

Data collection techniques consisted of distributing questionnaires, interviews and documentation. Before distributing the research questionnaire to the respondents, first tested the validity and reliability of all questionnaire items. After all the questionnaire items are valid and reliable, the questionnaire can be distributed to the respondents. Data analysis techniques in this study consisted of descriptive statistics using percentage, mean and standard deviation analysis. Inferential statistics consist of normality test, product moment correlation test and simple linear regression analysis. The statistical tool used in analyzing the results of this study is Software Statistical Standard Solution (SPSS) version 20.

3. Results and Discussion

The results of the research include a general description of the implementation of information technology, a description of employee performance and the influence of information technology on employee performance at the Makassar City Communication and Information Service. The research results consist of descriptive statistical analysis and inferential statistical analysis.

3.1 Descriptive statistics

Descriptive analysis in this study is to find out the general description of information technology and employee performance through achievement indicators of information technology and employee performance, which consist of percentage, mean and standard deviation.

Information Technology Overview

The role of information technology for organizations is very vital because it can improve the quality of information, reduce costs and time and increase work productivity. At the Office of Communication and Informatics in particular, information technology is used as material for policy formulation, coordination, regulation and control of data management and integration.

In this study, the measurement of information technology at the Makassar City Communication and Informatics Office consisted of indicators from hardware, software, data and procedures. The following results of the descriptive analysis of each indicator on the information technology variable are presented in Table 1 below:

Table 1: Descriptive Analysis Per Information Technology Indicator (X)

Indicator	n	N	Achievements (%)	Category
Hardware	1244	1320	94,24	Very good
Software	1207	1320	91.44	Very good
Data	990	1100	90.00	Very good
Procedure	1151	1320	87,20	Very good

Source: Data Processed by SPSS, 2022.

Based on the results of the hardware indicator analysis, a score of 1244 was obtained from an overall ideal score of 1320. The percentage value for this indicator was 94.24% with very good criteria. This indicates that in carrying out tasks through the use of computer equipment, laptops, notebooks, cell phones, LCDs, the existing internet network, they are able to process information and produce good and quality information.

Software used consists of Microsoft word and excel to input, edit, record, access and publish data/information. Based on the results of the analysis of software indicators, an achievement score of 1207 was obtained from an overall ideal score of 1320. The percentage value for this indicator was 91.44% with very good achievement criteria. This indicates that in carrying out tasks through the use of applications / software used to process information such as Microsoft Word, Microsoft Excel, websites and i-cloud applications to support the integration and utilization of big data, they are able to produce quality information.

The data contained in the Makassar City Communication and Informatics Office consists of internal agency data, as well as external data originating from partner agencies, both government, private and community. Based on the results of data analysis, an achievement score of 990 was obtained from an overall ideal score of 1100. The percentage of achievement was 90% with very good criteria. This shows that the data structure, security and data integrity contained in the Makassar City Communication and Information Service have guaranteed the security and reliability of the information they manage. The managed data has also been well integrated so that all managed information can be connected throughout Makassar City.

Procedure is a series of orders or steps in processing information. Based on the results of data analysis, the procedural indicator achievement score was 1151 out of the overall ideal score of 1320. The achievement percentage was 87.20% with very good criteria. Based on these achievements, it was concluded that the implementation of information technology data procedure indicators at the Makassar City Communication and Information Office was carried out very well. this indicates that the documentation,

system procedures, operating and technical manuals have been digitally recorded in the electronic data system and database website and have been validated.

Employee Performance Overview

Employee performance is the result achieved by each employee related to his work within a certain period of time. Measurement of employee performance at the Makassar City Communication and Informatics Office consists of indicators of quality, quantity, timeliness, attendance, and cooperation ability. Following are the results of the descriptive analysis of each indicator on employee performance variables presented in Table 2 below:

Table 2: Descriptive Analysis Per Employee Performance Variable Indicator (Y)

Indicator	n	N	Achievements (%)	Category
Quantity	571	660	86.52	Very good
Quality	579	660	87,73	Very good
Punctuality	581	660	88.03	Very good
Presence	993	1100	90.27	Very good
Cooperation	794	880	90,23	Very good

Source: Data Processed by SPSS, 2022.

Quantity is the number of employee activities produced in work units. Quantity includes the number of work units calculated based on the target. Based on the results of data analysis, the quantity indicator achievement score was 571 out of the overall ideal score of 660. The achievement percentage was 86.52% with very good criteria. Quality is measured through employee work targets. Quality is the employee's perception of the quality of work produced. Quality includes perfection in completing work and skills in mastering tasks. Based on the results of data analysis, a quality indicator achievement score of 579 was obtained from an overall ideal score of 660. The achievement percentage was 87.73% with very good criteria. This shows that the Makassar City Communication and Informatics Office employees are able to complete the workload very well in accordance with the given time target.

Timeliness is the condition of employees in completing work according to the target time from the start to producing output. Timeliness includes: maximizing work time, and completing work according to the target time. Based on the results of data analysis, the punctuality indicator achievement score was 581 out of the overall ideal score of 660. The achievement percentage was 88.03% with very good criteria. This shows that employees of the Makassar City Communication and Information Service tend to complete work faster than the allotted target time. This happened because the Communication and Informatics Office of Makassar City was supported by adequate information technology in its operational duties, so that performance implementation was also fast.

Attendance is the presence of an employee during office operating hours that affects performance. Attendance includes the conformity of the hours of entry and return from the office, the existence of a certificate. Based on the results of data analysis, the attendance indicator achievement score was 993 out of an overall ideal score of 1100. The achievement percentage was 90.27% with very good criteria. This shows that employees try to come to the office, take breaks, and leave the office on time. Employee attendance has been supported by fingerprint technology so as to avoid fraud by absentee employees. Furthermore, for employees who want to leave the work / office during office operating hours, almost all employees ask permission from their superiors because of work interests, so that employees who are not present know the reasons for their absence at that time.

Collaborative ability is the ability to carry out activities together with other

employees in completing tasks. Collaboration includes being able to work with a team according to the time and type of task assigned, knowing other task areas related to related work. Based on the results of data analysis, the achievement score for the collaboration ability indicator was 794 out of the overall ideal score of 880. The achievement percentage was 90.23% with very good criteria. this shows that employees are able to collaborate with colleagues and work teams very well. Almost all employees can be relied upon in carrying out their duties, and take the initiative to carry out their duties without waiting for orders from superiors.

Employee performance is important to improve because with high performance, it will facilitate the achievement of organizational goals. In this study, all implementation of employee performance indicators was carried out very well. Employees of the Makassar City Communication and Informatics Office in their performance provide information and communication services that are effective, fast, straightforward and accurate.

Based on the descriptive statistical analysis of information technology variables and employee performance at the Makassar City Communication and Informatics Office, a summary of the average (mean), median and mode values and standard deviation of each research variable can be seen through the SPSS analysis output presented in Table 3 :

Table 3: Analysis of Average and Standard Deviation of Information Technology Variables (X) and Employee Performance at the Makassar City Communication and Information Service

		Statistics	
		Information Technology	Employee Performance
N	Valid	44	44
	missing	0	0
Means		104.36	79.95
Median		106.00	82.00
Mode		115	90
std. Deviation		8,934	9,482
Variances		79,818	89,905
Minimum		85	60
Maximum		115	90
sum		4592	3518

Source: Data Processed by SPSS, 2022.

Based on Table 3, the total score information obtained from the information technology variable is 4592 with the highest score being 115 and the lowest score being 85. The average score of the information technology variable is 104.36. Furthermore, the standard deviation value of 8.934 is greater than the mean value indicating that the information technology variables are homogeneous or have the same diversity.

In the employee performance variable, the total score information obtained from the employee performance variable is 3518 with the highest score being 90 and the lowest score being 60. The average score of the average score of the employee performance variable is 79.95. Furthermore, the standard deviation value of 9.482 is greater than the mean value indicating that the employee performance variable is also homogeneous or has the same diversity.

In this study, the performance of employees at the Makassar City Communication and Information Service was well implemented. This is also in line with the information provided by the informant as the Head of Information and Public Communication in his interview excerpt, namely: "The performance of employees at the Makassar City Communication and Informatics Service has been quite good so far and has increased along with the use of information technology, where in the implementation the use of Information technology forces the elimination of data manipulation related to employee work discipline and also in their performance, so that the old culture related to work discipline can be eliminated and creates an absolute, transparent work culture without manipulation. (Interview with Mrs. Isnaniah Nurdin, S.Sos., M.Kom on 12 August 2022).

The high performance of employees at the Makassar City Communication and Information Service is influenced by the use of facilities and the application of renewable information technology. In addition, the existence of a transparent work culture helps improve employee work discipline so that performance is maximized.

3.2 Inferential Statistics

Inferential statistical analysis on the results of this study, consisting of a normality test, product moment correlation test, and simple linear regression analysis.

Normality test

The normality test is a test carried out to determine the distribution of data, whether the data is normally distributed or not. The normality test method used in this study is the non-parametric Kolmogorov-Smirnov (KS).

Table 4: Kolmogorov-Smirnov Normality Test

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residuals
N		44
Normal Parameters,,b	Means	.0000000
	std. Deviation	4.88923643
Most Extreme Differences	absolute	.131
	Positive	.078
	Negative	-.131
Kolmogorov-Smirnov Z		.867
asympt. Sig. (2-tailed)		.440

a. Test distribution is Normal.

b. Calculated from data.

Table 4 shows that the results of the normality test on information technology variables and employee performance are normally distributed. The results of the analysis show a significance value of 0.867 (Sig > 0.05). Based on the test results through the Kolmogorov-Smirnov non-parametric statistical test, the simple linear regression model is feasible to use in this study because it meets the assumption of normality.

Product Moment Correlation Test

The product moment correlation test is a parametric test to determine the closeness between information technology research variables and employee performance. The results of the correlation test analysis are presented in Table 5:

Table 5: Product Moment Correlation Test

		correlations	
		Information Technology (X)	Employee Performance (Y)
Information Technology	Pearson Correlation	1	.837**
	Sig. (2-tailed)		.000
	N	44	44
Employee Performance	Pearson Correlation	.837**	1
	Sig. (2-tailed)	.000	
	N	44	44

** . Correlation is significant at the 0.01 level (2-tailed).

Source: Data Processed by SPSS, 2022.

Based on the results of the correlation test in Table 5, a correlation coefficient value of 0.837 is obtained which indicates that there is a relationship between information technology variables and employee performance with a very strong relationship (0.80-1.000 interval). Based on the product moment correlation analysis, it can be concluded that there is an influence between information technology variables on employee performance at the Makassar City Communication and Information Service.

Simple Linear Regression Analysis

After carrying out instrument testing and fulfilling the normality test and correlation test, a linear regression analysis can be performed. Regression analysis is an analysis that aims to predict or predict the value of the dependent variable in the future, if the value of the independent variable is increased or decreased, or to find out how much the change in the independent variable can affect the dependent variable. In this study, it only consisted of 1 independent variable (information technology) and 1 dependent variable (employee performance), so the regression model used was simple linear regression analysis. Following are the results of the analysis of simple linear regression equations:

Table 6: Simple Linear Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	std. Error	Betas	Q	
1 (Constant)	41,310	6,405		6,449	.000
Y (Employee Performance)	.789	.080	.837	9,912	.000

a. Dependent Variable: X (Information Technology)

Furthermore, to see the magnitude of the influence between variables can be known based on the results of the correlation test analysis. The results of the analysis obtained the coefficient of determination (r square)

$$KD = r^2$$

$$KD = 0,837^2$$

$$= 0,701$$

Based on the results of the acquisition of the coefficient of determination, it can be concluded that the information technology variable has an influence of 70.1% on employee performance at the Makassar City Communication and Information Service while the remaining 29.9% is influenced by other variables not explained in this study.

Based on the values in Table 6, the simple linear regression equation can be formed into the following equation:

$$\hat{Y} = 41.310 + 0.789 X$$

Based on the simple linear regression equation, information is obtained: 1). A constant value of 41.310 indicates that if the independent variable (information technology) is assumed to be constant, then the performance of employees at the Makassar City Communication and Information Service is worth 65.268; 2). The (+) sign indicates a unidirectional relationship, meaning that if the information technology variable increases, the performance of employees at the Makassar City Communication and Information Service will also increase; 3). The regression coefficient value for the digital information technology variable is 0.789. This value indicates that for every increase of 1 unit of information technology, the performance of employees at the Makassar City Communication and Information Service will increase by 0.789.

Based on simple linear regression analysis, it was concluded that there was a significant positive effect between the two variables. Based on the decision-making criteria in answering the previously proposed research hypothesis, the research hypothesis can be accepted, so it can be concluded that information technology has a significant positive effect on employee performance at the Makassar City Communication and Informatics Office.

The results of this study are also in accordance with the quotes of sources as the Head of the Application and Informatics Division of the Makassar City Communication and Informatics Office who stated that there is an influence between information technology and employee performance through the following quotations: "Information technology has a positive impact in monitoring employee performance, for example for monitoring employee discipline through the E-Niaja and E-Kinerja applications. This application becomes a benchmark in determining employee performance and achievements. With the existence of this information technology, subjective assessment of staffing can be avoided, so that performance evaluation can be measured objectively and employees within the Makassar City Communication and Informatics Service will certainly be triggered to improve their performance. (Interview with Mr. Jusman S. Kel., M.Si. On 12 August 2022)

Based on the results of the analysis and quotations from the sources, it was concluded that information technology, which is supported by hardware, software, data and procedures, influences employees in carrying out their duties, especially in terms of individual work monitoring through the E-Kinerja application so that the benchmark for each employee's work performance can be measured individually objective.

Discussion

3.1 Information Technology Overview

Information technology is a technology that processes data or information, in which there is a process of compiling, storing, accessing, processing, presenting and modifying information in such a way that quality, reliable and timely information can be presented for public purposes, privacy, as well as in government activities as a strategic decision-making step.

The Office of Communication and Informatics in carrying out its duties, performs information data processing activities which include data input activities, editing data / information, publishing data and ensuring the security and accuracy of existing data / information as well as monitoring and supervision. In its operation, information technology in the Makassar City Communication and Informatics Service includes hardware consisting of computers, laptops, notebooks, mobile phones, internet networks

and others. Furthermore, software tools include all software used to process information such as Microsoft Word, Microsoft Excel, websites and i-cloud applications to support the integration and utilization of big data.

The data indicators which include data structure, security and data integrity in the Makassar City Communication and Informatics Office have also been implemented very well. The data system contained in the Communication and Informatics Office is entirely stored in an electronic system. Electronic data managed by the electronic data management division (PDE) guarantees the security of all data managed by relevant agencies, including personal and privacy data. The Makassar City Communication and Informatics Office as data controller and processor ensures the reliability of the system in maintaining all the data it manages. Data integrity is the process of merging separate data into a data center or database in order to obtain integrity and ease of obtaining information. Based on the findings, the existing data at the Makassar City Communication and Information Office has been integrated with the Makassar City Government Service, and there is also a process of data collaboration and data use with agencies. The Makassar City Government as a public service agency facilitates infrastructure for all Regional Work Units (SKPD) in the Makassar City area to accommodate data bases and real time update processes, so that all data can be connected throughout Makassar City.

The procedural indicators which include documentation, system procedures, operational and technical manuals have also been implemented very well. Data management procedures within the scope of the Makassar City Communication and Information Service have been fully recorded in the electronic data system and database website. Before the data is presented to the public, the processed data must pass management system procedures in order to produce quality and valid information. These procedures include the process of inputting data, editing data, analysis, verification and presentation of data.

Based on the results of the study, it was found that with the existence of information technology in government agencies, it facilitates coordination, information reporting, processing and dissemination of information and data and decision making. The results of this study are also in line with Carter and Belanger in Niswaty that the use of information technology in the bureaucracy is used for processing, obtaining, processing, compiling, storing and manipulating data in various ways to produce quality, accurate, timely and accountable information for the benefit of public (Niswaty et al., 2021).

Information technology in the government bureaucracy is called E-Government or digital government. Utilization of information technology aims to provide public services to the community that are more concise and fast without space and time limits. This is consistent with Nasrullah's findings stating that information technology makes human relations with other parties not limited by space and time (Nasrullah et al., 2021). Furthermore Saleh, Jamaluddin and Arhas that whenever and wherever humans with technological devices can communicate, obtain information and disseminate information to others easily and quickly (Saleh et al., 2019).

3.2 Employee Performance Overview

The performance of civil servants in this study was measured based on indicators of quantity, quality, punctuality, attendance, and ability to cooperate. Quantity is the amount of workload that can be produced by employees in a certain period of time. Measurement of the quantity of work at the Makassar City Communication and Information Service includes the ability to complete the workload according to the tasks and time determined by the leadership. In the implementation of work quantity, the result is that most employees according to workload can be completed on time.

Quality of work is the employee's perspective on the perfection of task completion. Quality measurement includes the way employees minimize the error rate in completing tasks / jobs so that quality output is obtained. In practice, most civil servants at the Makassar City Communication and Information Service have very good quality work. The Makassar City Communication and Informatics Office has implemented E-Government in carrying out its agency's duties and functions. Through the E-Kinerja application, all individual employee activities in carrying out their duties are recorded in the website's electronic system. With this application, employees try to improve the quality of their work.

Timeliness is the timeliness between the target and the expected work results. In measuring timeliness, the implementation is classified as very good. Makassar City Communication and Informatics Service employees try to complete the work according to the given deadline, besides that employees tend to complete work faster than the allotted target time. This is due to adequate information technology support in the operational tasks, so that performance implementation is also fast.

Attendance is the presence of an employee during office operating hours that affects performance. Attendance includes the conformity of the hours of entry and return from the office, the existence of a certificate. In practice, the activity of employee attendance at the Makassar City Communication and Information Service was carried out very well. Employees try to come to the office, take breaks, and leave the office on time. Employee attendance attendance has been supported by fingerprint technology so that with this equipment, employees who are sometimes absent are prevented from cheating. Furthermore, for employees who want to leave the work / office during office operating hours, almost all employees ask permission from their superiors because of work interests, so that employees who are not present know the reason for their absence at that time.

The ability to cooperate is the ability to carry out activities together with other employees in completing tasks. Collaboration includes being able to work with a team according to the time and type of task assigned, knowing other task areas related to related work. In practice, employees are able to collaborate with colleagues and work teams very well. Almost all employees can be relied upon in carrying out their duties, and take the initiative to carry out their duties without waiting for orders from superiors. Good cooperation in work teams, facilitates faster achievement of organizational goals, increases emotional bonds between employees and allows every employee involved to respect each other.

Based on the results of the research, it was concluded that the implementation of employee performance at the Makassar City Communication and Information Service was carried out very well. Employees of the Makassar City Communication and Informatics Office in their performance provide information and communication services that are effective, fast, straightforward and accurate to the public. To produce high performance, employees need to have high abilities and skills, as well as motivation from the people around them. Every employee is responsible for the performance assigned to him, therefore employees must provide maximum results in their work. This is in accordance with (Ali et al., 2018) stating that employee performance is the employee's ability to complete certain tasks.

The high performance of employees at the Makassar City Communication and Information Service is also influenced by internal organizational and employee factors. In this case the internal organizational factors include the work environment at the Makassar City Communications and Informatics Office which supports equipment and facilities in their main duties as information managers so as to help improve employee performance. The results of this study are in accordance with the opinion expressed by (Saleh & Darwis, 2016) of the internal and external environment of the organization and

employees. Of these several factors, internal organizational environmental factors are the dominant factor in determining the level of employee performance. In carrying out their duties, employees need the support of the organization where the employee works. Therefore, organizational management must create a conducive organizational environment so as to improve performance.

Based on the results of the research and the results of the interviews, it was concluded that the performance of employees of the Makassar City Communication and Informatics Service comes from internal factors in the agency in the form of human resources and the performance environment of the Makassar City Communication and Informatics Service. Support for facilities and infrastructure as well as a conducive work environment can support better employee performance.

3.3 The Effect of Information Technology on Employee Performance at the Makassar City Communication and Information Service

Good information technology can support employee performance. With today's increasingly rapid technological developments, the government is also taking advantage of information technology in processing and distributing data / information. The existing information technology at the Makassar City Communication and Information Service is able to form honest, clean and transparent governance. This can be seen in the use of digital attendance technology, so that employees can improve work discipline in the use of working time. In addition, the E-Kinerja application is used to report work activities for each employee so that employees try to provide quality performance. Website application containing a public complaint service and suggestion box, indicating the speed of response and performance of Makassar City Communication and Informatics Office employees in handling public complaints and providing feedback on suggestions given regarding information and communication services.

Based on the results of the study, it was concluded that information technology has a positive and significant effect on employee performance at the Makassar City Communication and Information Service. This is in line with Apriliani and Wijaya's research namely the role of communication and information technology which partially and simultaneously influences the performance of civil servants UPTD Regional Tax and Retribution Services, Bali Province, Tabanan Regency (Apriliani & Wijaya, 2021). The application of information technology has a positive and significant impact on employee performance. Furthermore, the results of (Jegen, 2021) research regarding "The Role of Information Technology in Improving Human Resource Performance" stated that information technology based on indicators of information technology intensity, availability of experts and ease of exchanging information had an influence on employee performance at the Buton Regency DPRD Secretariat.

The theory states that technology mastery behavior is influenced by user perceptions of the use of information technology, so that from the aspect of user behavior it will affect the attitude of accepting and mastering information technology. To obtain efficient and effective performance, organizations must be able to adapt and utilize information technology to achieve goals (Handayani et al., 2018).

Information technology is one of the supporting indicators in access to information management. Utilization of information technology with the support of maximum resources and information technology supporting facilities can accelerate access to information and assist employees in implementing better performance.

4. Conclusion

Information Technology (X) at the Makassar City Communication and Information Service is in a very good category. Employee performance (Y) at the Makassar City Communication and Information Service is also in a good category. Based on the results

of testing and analysis of statistical data, a relationship between information technology variables and employee performance is obtained with a very strong relationship and there is a positive and significant influence of information technology on employee performance at the Makassar City Communication and Informatics Office.

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