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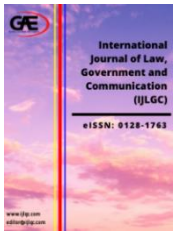

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THE INFLUENCE OF TECHNOLOGY MASTERY AND EDUCATIONAL LEVEL ON THE PERFORMANCE OF THE STATE CIVIL APPARATUS IN EAST LUWU DISTRICT

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Abstract:

Improving the performance of the State Civil Apparatus (ASN) is greatly influenced by various factors, including the level of education and mastery of information technology. In East Luwu Regency, there are concerns that ASN's lack of technological mastery and low level of education could hinder their performance improvement. The observed phenomenon is that ASNs who have higher education and good technological mastery tend to show better performance compared to ASNs who have lower education and less technological mastery. This research aims to analyze the influence of education level and mastery of technology on ASN performance in East Luwu Regency. This research uses quantitative methods. The research population is ASN government agencies in East Luwu Regency using probability sampling by determining the number of samples using the MoE formula to obtain a sample size of 100. Data is collected through questionnaires and will be analyzed descriptively-verifically using the SmartPLS statistical tool. The research results show that mastery of technology has a positive and significant effect on ASN performance. Education level has a positive and significant effect on ASN performance. Simultaneously, mastery of technology and level of education have a positive and significant effect on ASN performance in East Luwu Regency.

Keywords:

Mastery of Technology, Level of Education, Performance, Civil Servants in East Luwu Regency

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Introduction

Bureaucratic reform is an important agenda that is being pursued by the Indonesian government to create effective, efficient, transparent and accountable governance. In the midst of globalization and rapid technological developments, the State Civil Apparatus (ASN) is expected to be able to follow these developments to improve performance and public services. Information technology (IT) has become a vital component in supporting various aspects of ASN work. Mastery of information technology allows ASN to work more quickly, efficiently and accurately, so that they can provide better services to the community.

The performance of the State Civil Apparatus (ASN) is an important factor in realizing effective and efficient public services. In the digital era, mastery of information technology is one of the competencies that ASN must have to improve their performance. Apart from that, the level of education also plays a significant role in determining the quality of employee performance. In East Luwu Regency, IT mastery among ASN is one of the main focuses in efforts to improve regional government performance. Information technology is not only a tool, but also a driver of change and innovation in bureaucracy. However, not all ASNs have adequate mastery of IT. Another factor that is no less important in determining ASN performance is the level of education. ASNs with a higher level of education are expected to have better analytical abilities, managerial skills and professional attitudes.

Research shows that ASN who have good IT mastery can provide public services that are more efficient, transparent and accountable (Azmy & Malanov, 2021). In East Luwu Regency, IT mastery among ASN is one of the main focuses of the regional government in order to improve the quality of public services. However, the level of IT mastery among ASNs still varies, requiring ongoing capacity building efforts. A high level of education is often associated with critical thinking skills, a better understanding of duties and responsibilities, and the ability to generate innovative solutions to problems. In East Luwu Regency, variations in ASN education levels are quite significant. Regional governments have made various efforts to increase the level of ASN education, such as through training and scholarship programs, but challenges remain such as limited budget and human resources.

The phenomenon seen in East Luwu Regency shows that there is a gap between the potential and actual performance of ASN. Even though information technology is available, many ASNs have not fully mastered and utilized this technology to increase productivity and work efficiency. In addition, varying levels of education among ASNs also influence their ability to adopt new technology and apply the knowledge gained in their duties.

In the existing literature review, many studies have discussed the influence of technology mastery and education level on employee performance (Rinandiyana et al., 2023). However, some previous studies may not have used a comprehensive enough method to measure employee performance related to technology mastery and education level. This research will use a more in-depth empirical approach to obtain more accurate and reliable results. Most previous studies focused on different regions or sectors. This research will highlight the specific context of ASN in East Luwu Regency, which has its own characteristics and challenges.

This research has important significance both theoretically and practically. Theoretically, this research is expected to enrich the literature regarding factors that influence ASN performance, especially in the context of the use of information technology and level of education.

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Practically, it is hoped that the results of this research can provide valuable input for local governments in formulating policies and strategies to improve ASN performance. Through this research, it is hoped that an effective model can be found to improve ASN performance through increasing mastery of information technology and education. In this way, ASN in East Luwu Regency can become more competent, professional and able to provide quality public services.

Literature Review

Mastery of Technology

Technology mastery is an individual's ability to understand, operate and utilize various technological devices to increase work efficiency and effectiveness. According to Jusoh, (2020), mastery of technology includes knowledge and skills in using hardware and software, as well as the ability to adapt to constantly changing technological developments. Roman & Rusu, (2022) adding that mastery of technology involves self-confidence and technical skills in using applications and information systems.

Several other experts also provide similar views. According to Nora et al., (2022), mastery of technology is the ability to integrate technology into various work activities to achieve organizational goals more effectively and efficiently. According to the Big Indonesian Dictionary (KBBI), information technology is the use of technology such as computers, electronics and telecommunications in managing information. In conclusion, mastery of technology is a key factor that can improve employee performance. Therefore, organizations need to provide adequate training and support so that employees can develop their technology skills optimally.

Research on the influence of technology mastery was carried out by various researchers in various sectors. Rubel et al., (2023) found that mastery of technology has a positive and significant influence on employee performance. Employees who have good technology skills tend to be more productive and efficient in completing their tasks. Research by Rauf et al., (2023) shows that mastery of information technology plays an important role in improving employee performance in the public sector. Employees who are able to utilize information technology well can reduce the time required to complete tasks and improve the quality of work results. Kahrović & Avdović, (2023) concluded that there is a strong relationship between technology mastery and employee performance. Employees who are skilled in using technology tend to be more adaptive to change and have a higher level of innovation in their work.

Mastery of technology can be measured through several indicators. To measure the level of mastery of technology, this research uses the indicators proposed by Duan et al., (2024) namely: Operational Capability: This indicator measures the ability to operate hardware and software effectively. This includes basic to advanced skills in the use of technology. Adaptation: This indicator measures the ability to learn and adapt to new technology that continues to develop. This adaptation includes speed and ease in understanding new technology. Technology Utilization: This indicator measures the level of technology use in completing daily work tasks. This indicator assesses the extent to which technology is used to increase work efficiency and effectiveness. Self-Confidence: This indicator measures an individual's level of confidence in using technology. This self-confidence is important to ensure that employees do not hesitate or are afraid to utilize existing technology.

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Level of Education

Education level refers to the levels that a person must go through in the formal education system, starting from primary education, secondary education, to higher education. Education is a systematic process that aims to develop individual potential through learning and training, so that individuals can contribute effectively to society. The level of education is defined as a systematic conscious effort to develop human potential optimally, both thought patterns and attitudes and behavior within oneself in order to become a complete human being. Education is usually more directed at forming attitudes (Matulcikova et al., 2021).

According to Gotlieb et al., (2019) that the level of education is a human effort to grow and develop innate potentials, both physical and spiritual, in accordance with the values that exist in society and culture that are developed in life and life that occurs in an educational process. Rius-Buitrago (2020) stated that the level of education is the process of forming fundamental skills intellectually and emotionally towards nature and fellow humans in maintaining and improving employee competence in order to achieve organizational effectiveness which is carried out through career development as well as education and training.

From several opinions, it can be concluded that the level of education is all planned efforts to change a person's physical and spiritual behavior patterns through teaching, control and skills used in education so that it can run in accordance with the stated goals. The level of education has an important role in improving employee performance. A higher level of education provides the necessary knowledge and skills, as well as forming attitudes and behavior that support increased performance. Therefore, efforts to increase the level of ASN education must be a priority in human resource development policies in the public sector.

The education level indicators in this study used the indicators proposed by Yang et al., (2022), consisting of: Level of Education is a stage of education that is found based on the level of development of students, the goals to be achieved and the abilities developed. Suitability of major means that before an employee is recruited, the company first analyzes the educational level and suitability of the employee's educational major so that those present can be placed in a position that matches their educational qualifications. Competency is knowledge, mastery of tasks, skills and basic values that are reflected in habits of thinking and acting.

Performance of State Civil Apparatus

The success of an organization is largely determined by the performance of the leadership and the performance of the employees within it. With employee performance, the organization can measure the results of the work that has been completed while working. According to Zhenjing et al., (2022) defines that performance is the output produced by the functions or indicators of a job or profession within a certain time. Meanwhile, according to Govender & Bussin, (2020) says that performance is a function of motivation and ability. To complete a task or job, a person must have a certain degree of willingness and level of ability.

A person's willingness and skills are not effective enough to do something without a clear understanding of what will be done and how to do it. Performance is the real behavior displayed by each person as a work achievement produced by employees in accordance with their role in the organization. Pereira, (2023) says that performance as a result of employee work is seen from the aspects of quality, quantity, working time and cooperation to achieve the goals set by the organization.

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From the description above, it can be concluded that employee performance is a comparison between the work results achieved by employees and predetermined standards. Performance also means the results achieved by a person, both quantity and quality in an organization in accordance with the responsibilities given to him. Performance is the result of a process that refers to certain standards and is measured over a certain period based on previously established provisions or agreements. Thus, it can be interpreted that optimal and stable performance is not something that is just a coincidence. Of course, it has gone through stages with good performance management and maximum effort to achieve it. Without good management, it is possible that the results you are proud of are actually false, so that success is a coincidence that is not based on strong conditions. So the description above shows that the work results achieved by an employee in carrying out a job can be evaluated at the level of employee performance, so performance must be determined by achieving targets during the time period achieved by the organization.

The indicators that influence performance according to Tahiri et al., (2022) namely: Quality, this is measured from the employee's perception of the quality of the work produced as well as the perfection of tasks regarding the employee's skills and abilities. Quantity is the amount produced and is expressed in terms such as the number of units, the number of activity cycles completed. Timeliness, is the level of activity completed at the beginning of the stated time, seen from the point of coordination with output results and maximizing the time available for other activities. Effectiveness is the level of use of organizational resources (energy, money, technology, raw materials) that is maximized with the aim of increasing the results of each unit in the use of resource resources. Independence is the level of an employee who will later be able to carry out the functions of his work commitment.

Hypothesis Development

The Effect of Mastery of Technology on the Performance of State Civil Apparatus

Azmy & Malanov, (2021) states that the appropriate use of information technology and supported by the expertise of the members who operate it can improve the performance of the company and the performance of the individual concerned. Thus, the direct relationship and impact of this information technology is on individual users and which will then improve company performance. Study Rinandiyana et al., (2023) found that mastery of information technology has a significant effect on employee performance, so it can be concluded that the mastery of information technology factor has an influence on employee performance. The second hypothesis in this research can be formulated as follows:

Hypothesis 1: ***Mastery of technology has a positive and significant effect on the performance of state civil servants***

The Influence of Education Level on the Performance of State Civil Servants

According to Yang et al., (2022) Education is one means of improving the quality of human resources. This indicates the importance of education for someone at work. Usually the level of ability of someone with a high educational background is different from someone with inadequate education. Because individuals who have a high level of education have the skills and abilities to complete a job compared to people who have never had training and education related to a job. Based on research conducted by Atmoko, (2022) shows that the level of education has a positive and significant effect on employee performance. This is in line with the research results Holst, (2022) which also states that partially the level of education has a

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significant effect on employee performance. The second hypothesis in this research can be formulated as follows:

Hypothesis 2: ***The level of education has a positive and significant effect on the performance of state civil servants***

The Influence of Technology Mastery and Education Level on the Performance of State Civil Servants

Mastery of technology and level of education have a significant influence on performance when considered simultaneously (Deni & Putri, 2021). Study Haeranah et al., (2023) found that the combination of technology mastery and education level had a greater impact on ASN performance than if the two factors were considered separately. Good technological competency combined with adequate education allows ASNs to apply their knowledge more effectively in the context of their work. The second hypothesis in this research can be formulated as follows:

Hypothesis 3: ***Mastery of technology and level of education have a positive and significant effect on the performance of state civil servants***

Conceptual Framework

The relationship between the research variables described above consists of mastery of technology (X1) and level of education (X2) on performance improvement (Y) so that it can be described as follows:

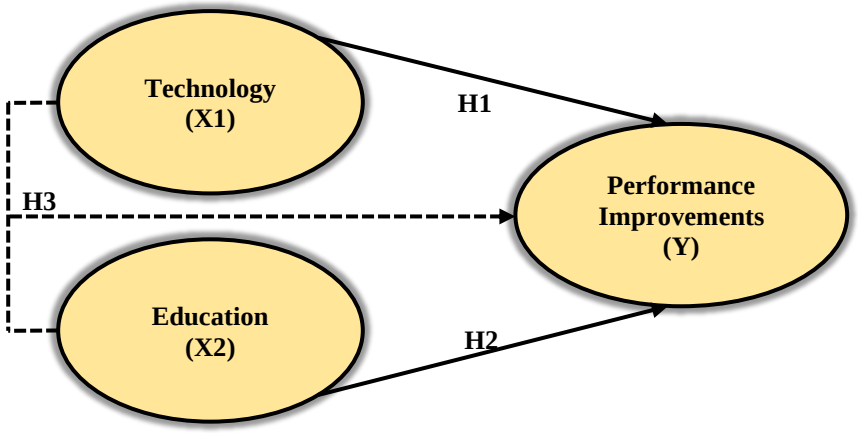

Figure 1: Research Framework

Methodology

The type of research carried out is explanatory research using a quantitative approach, which uses data in the form of numbers as a tool to analyze information about what you want to know. The population in this study was 4027 State Civil Apparatus of Government Agencies in East Luwu Regency. The sampling technique in this research uses probability sampling with a cluster/random sampling technique. Random sampling of clusters or areas is carried out if the population size is too large to carry out simple random sampling. In this cluster or area random sampling, a population is divided into unique clusters. The sample size was determined using the MoE formula due to the large number of research samples, resulting in a sample size of 100 samples.

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Data was collected through observations, interviews and distributing questionnaires to respondents. Some of the data processing techniques carried out include, validity and reliability tests, namely to test whether the indicators used are good or not in measuring a variable, descriptive statistical analysis is an analysis that shows the development and growth of a situation and only provides an overview of a particular situation by a way to describe the properties of the research object and correlation analysis is a discussion study about the degree of closeness of the relationship between variables which is expressed by the value of the correlation coefficient. The relationship between these variables can be positive and negative. Data analysis in this research uses correlation analysis through the SmartPLS program.

Data Analysis

Before conducting estimation tests on the SEM model used, it is first necessary to determine the validity and reliability of the resulting model. The analysis results are displayed in the following explanation:

Outer Loading

This test was carried out to measure the level of suitability of each indicator to describe the variables used in the instrument by looking at the data resulting from the loading factor analysis. The value of 0.7 is the expected value, which is often used as a minimum limit of ≥ 0.6, while the loading factor value < 0.6 must be removed from the model because it has a low level of validity or is considered unable to explain the construct of the variable, here is the loading tabulation factor:

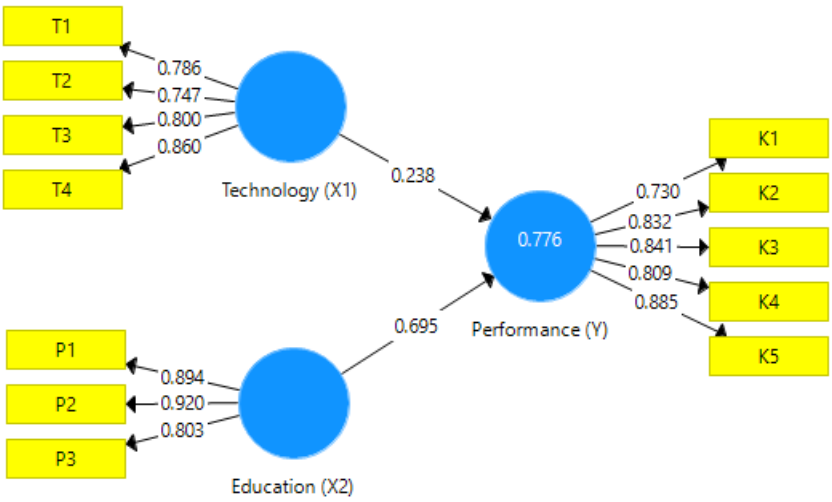

Figure 2: Outer Loading

After calculating the loading factors, it can be seen that the values for all indicators are as expected > 0.7, so it can be said that all indicators are able to describe the variables and meet the requirements for further analysis.

Covergent Validity

A variable can be said to be valid if it is able to explain ≥ 50% of the indicator types with an Average Variance Extracted (AVE) value of 0.5 or more. The following is a tabulation of AVE values:

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Table 1: Covergent Validity

	Average Variance Extracted (AVE)	Decision
Education (X2)	0.764	Valid
Performance (Y)	0.674	Valid
Technology (X1)	0.639	Valid

Source: Data processed 2024

Based on the analysis results displayed in the table above, it can be seen that the AVE values for all constructs are > 0.5 so they are declared to meet the requirements for further analysis.

Reliability Model

This stage aims to measure the consistency of each indicator in explaining the variable construct. To find out how consistent each indicator is in explaining the construct of the variable, you can see the analysis results in the composite reliability or Cronbach's alpha column which is set at a value of ≥ 0.7

Table 2: Composite Reliability and Cronbach's Alpha

Variable	Cronbach's Alpha	Composite Reliability	Information
Education (X2)	0.844	0.906	Reliable
Performance (Y)	0.878	0.912	Reliable
Technology (X1)	0.811	0.876	Reliable

Source: Data processed 2024

Based on the analysis results displayed in the table above, it can be seen that the Croanbach's alpha and composite reliability values are ≥ 0.7 so that all variables are suitable for use in further analysis.

R Square

This stage is carried out to see the influence of the independent variable on the dependent variable simultaneously (together). The following are the results of the R Square test of this research:

Table 3: R-Square

	R Square	R Square Adjusted
Performance (Y)	0.776	0.771

Source: Data processed 2024

For the R Square value, categorize the measurement using the construction values (< 0.19 as weak), (0.19 to 0.33 as moderate) and (> 0.33 as strong). Based on the table above, the ability of exogenous variables simultaneously to explain endogenous variables is assumed to be at the level of having a strong influence, this can be seen from the results of the smart PLS analysis for R Square which shows figures of 0.776 > 0.33 and 0.771 > 0.33 as standardization. evaluation.

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Analysis of the Influence of Research Variables

Influence analysis aims to test the magnitude of the influence of the independent variable on the dependent variable. The model resulting from the analysis of the influence between variables is shown in the image below:

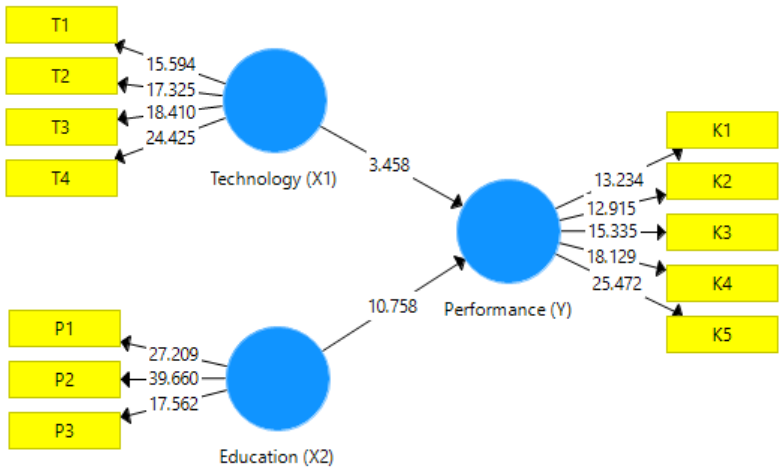

Figure 3: Bootstrapping SEM Model

An independent variable can be said to have a significant effect on the dependent variable if the statistical significance value of T > t table (in this study t-table = 1.661). P-Value < 0.05 with the total influence value shown in the table below:

Table 4: Direct Effects

	T Statistics (|O/STDEV|)	P Values
Education (X2) -> Performance (Y)	10,758	**0,000**
Technology (X1) -> Performance (Y)	3,458	**0,001**

Source: Data processed 2024

Hypothesis Test

Based on the results of the data analysis carried out, the research hypothesis that has been formulated is then tested.

Hypothesis 1: It is suspected that mastery of technology has a positive and significant effect on the performance of state civil servants. The results of the analysis show a statistical T value of 3.458 > from T table 1.661 with a P value of 0.001 < 0.05 so it can be stated that mastery of technology has a positive and significant effect on the performance of state civil servants, which means the **first hypothesis of this research is accepted.**

Hypothesis 2: It is suspected that the level of education has a positive and significant effect on the performance of state civil servants. The results of the analysis show a statistical T value of 10.758 > from the T table 1.661 with a P value of 0.000 < 0.05 so it can be stated that the level of education has a positive and significant effect on the performance of state civil servants, which means **the second hypothesis of this research is accepted.**

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Hypothesis 3: It is suspected that mastery of technology and level of education have a positive and significant effect on the performance of state civil servants. The results of the analysis show that the R Square value is 0.776 > 0.33 and 0.771 > 0.33, so it can be stated that mastery of technology and level of education have a positive and significant effect on the performance of state civil servants, which means that the **third hypothesis of this research is accepted.**

Discussion

The Effect of Mastery of Technology on the Performance of State Civil Apparatus

The research results show that mastery of technology has a positive and significant influence on ASN performance in East Luwu Regency. Mastery of technology allows ASN to work more efficiently, make faster and more accurate decisions, improve the quality of public services, adapt to change, and improve collaboration and communication.

In East Luwu Regency, mastery of technology is very important for ASN in carrying out their duties, especially in the context of modernizing government administration and improving the quality of public services. Regional governments which continue to strive to apply technology in various aspects of administration and service require ASN who not only understand technology but are also able to optimize it to improve performance and provide better services to the community.

Increasing mastery of technology among ASN is also in line with the government's efforts to support digital transformation in the public sector. By mastering technology, ASN in East Luwu Regency can contribute better to achieving regional development goals, increasing transparency, and ensuring that public services are provided efficiently and effectively.

By mastering technology, ASN can access relevant data and information quickly, which supports a faster and more precise decision-making process. Mastery of technology also allows ASN to provide better and more responsive public services. Technology-based service systems, such as e-government, enable ASN to respond to public requests and complaints more quickly, increase transparency, and provide higher quality services.

The results of this research are in line with research conducted by Fernandes & Taba, (2019) which shows that understanding and acceptance of technology influences how individuals use that technology in their work, which in turn impacts performance. Other research by Oosthuizen et al., (2019) also emphasized that mastery of technology increases work efficiency, effectiveness and productivity.

In the context of government organizations, as stated by Jauhari et al., (2019), the use of information and communication technology (ICT) in public administration can increase transparency, speed up work processes, and improve the quality of public services. Mastery of technology is important for State Civil Apparatus (ASN) to optimize their functions in providing services to the community.

The Influence of Education Level on the Performance of State Civil Servants

The research results show that the level of education has a positive and significant influence on the performance of ASN in East Luwu Regency. Higher education increases ASN competency,

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analytical skills, policy understanding, adaptability, and professionalism, all of which contribute to improved performance.

The level of ASN education in East Luwu Regency is very important in supporting various regional government efforts to improve the quality of public services and achieve regional development goals. ASN who have a higher level of education can make a greater contribution in formulating policies, managing programs and providing services to the community.

Increasing ASN education is the government's effort to increase the capacity of human resources in government. Further education and training programs for ASN can help improve their skills and knowledge, which will ultimately improve individual and organizational performance as a whole.

Higher education usually gives ASNs better skills and competencies to carry out their duties. With in-depth knowledge and more sophisticated skills, ASN can complete work more efficiently, on time and according to established standards. State civil servants who have a higher level of education tend to have better analytical skills and the ability to solve complex problems. Higher education teaches them to think critically, analyze situations comprehensively, and develop effective solutions, all of which contribute to improved performance.

A higher level of education usually means employees have a better understanding of applicable policies, regulations and procedures. This understanding allows them to carry out their duties more accurately and in accordance with applicable regulations, which improves the quality of public services. Apart from that, education also plays a role in shaping ASN professionalism and work ethics. State civil servants who have good education tend to have a higher sense of responsibility, commitment to quality of work, and awareness of the importance of integrity in public service, all of which have a positive impact on their performance.

These findings are in line with research Vital, (2021) which suggests that education is a form of investment in human capital that increases individual skills, knowledge and abilities, which in turn increases productivity and performance. Research conducted by Yang et al., (2022) expressed the view that education increases individual capabilities in carrying out complex tasks and contributes to the achievement of organizational goals.

Other research by Aquino et al., (2021) found that higher levels of education tend to be associated with better performance because education provides the knowledge and skills necessary to understand and carry out administrative and public service tasks more effectively. Education also encourages the development of analytical and problem-solving skills, which are critical in dynamic and often complex work environments.

The Influence of Technology Mastery and Education Level on the Performance of State Civil Servants

The results of the research show that mastery of technology and level of education simultaneously have a positive and significant influence on the performance of ASN in East Luwu Regency. The combination of good education and mastery of technology allows ASN to work more efficiently, improve analytical competence, adapt to change, and provide better public services.

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The improvement in ASN performance is closely related to their ability to master technology and have an adequate level of education. Regional governments that continue to push for the modernization of administration and public services need ASN who are not only educated, but also able to integrate technology in their daily work.

The East Luwu Regency Government can support increasing ASN's mastery of technology and education through continuous training programs, access to the latest technology, and policies that support further education for ASN. With this approach, ASN can make a greater contribution to achieving regional development goals and improving the quality of public services.

Good education provides a strong foundation for ASN to understand new concepts and adapt to change. Mastery of technology allows them to quickly adopt new innovations in the field of technology and apply them in the context of their work. This is especially important in the digital era, where change occurs rapidly and adaptability is the key to success.

Modern technology allows ASN to provide faster, more transparent and better quality services to the community. When highly educated ASNs master this technology, they can improve interactions with the public, respond to public needs more efficiently, and provide more appropriate solutions. Education provides insight into the standards of good public service, while technology provides the tools to achieve them.

Research on the influence of technology mastery and education level on employee performance, especially State Civil Apparatus (ASN) shows that these two factors have a positive and significant impact on improving performance. According to Human Capital Theory, education is an investment in human capital that increases skills and knowledge, while technological mastery is the ability to apply this knowledge using modern technological tools and systems. (Elsafty & Oraby, 2022).

This research is in line with research Hasanuddin et al., (2020) shows that understanding and acceptance of technology influences the use of technology in work, which then has a positive impact on performance. Chinnapong et al., (2021) emphasized that mastery of technology not only increases work efficiency and effectiveness, but also allows employees to adapt to changes and challenges in an ever-evolving work environment.

Managerial Implications

The East Luwu Regency Government needs to continue to encourage technology mastery among ASN through training, skills development, and providing adequate technological infrastructure to ensure improved performance and quality of public services.

The East Luwu Regency Government needs to continue to encourage increasing the level of ASN education through formal education programs, further training and skills development to ensure that ASN are able to provide quality public services and contribute effectively to achieving regional development goals.

The East Luwu Regency Government needs to continue to encourage the development of technology and education among ASN to ensure sustainable performance improvements and higher quality public services.

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Conclusion

Mastery of technology has a positive and significant influence on ASN performance in East Luwu Regency. Mastery of technology allows ASN to work more efficiently, make faster and more accurate decisions, improve the quality of public services, adapt to change, and improve collaboration and communication.

The level of education has a positive and significant influence on the performance of ASN in East Luwu Regency. Higher education increases ASN competency, analytical skills, policy understanding, adaptability, and professionalism, all of which contribute to improved performance.

Mastery of technology and level of education simultaneously have a positive and significant influence on ASN performance in East Luwu Regency. The combination of good education and mastery of technology allows ASN to work more efficiently, improve analytical competence, adapt to change, and provide better public services

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