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Apparatus Work Behavior and Use of Information Technology on Apparatus Performance

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Abstract---It conducted this research to see people in the work environment actualize themselves through attitudes at work and to understand individual behavior in the organization; leaders must know why there are differences in behavior among employees. This study uses qualitative methods, with data collection techniques through observation, interviews, and documentation. The number of informants in this study was 12 employees of the state civil apparatus; the method of determining the informants was purposive sampling, data analysis using the theory of Miles and Huberman, namely data reduction, data display, and concluding. The study results illustrate that work behavior is needed because of the requirements to carry out work. With specific work behavior, employees can carry out their work well and produce the performance expected by the organization. Work behavior is stated in performance standards, work procedures, code of ethics, and administrative regulations.

Keywords---culture, employees, environment, Indonesia, performance.

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Introduction

According to Umanailo (2021), behavior is a function of the interaction between a person and his environment. In contrast, individual behavior is a function of the interaction between the person or individual and his environment (Humola et al., 2021; Ilyas et al., 2021; Mislia et al., 2021; Misnawati et al., 2021; Zacharias et al., 2021). Behavior is whatever someone does Mattalatta et al. (2021); Nengsih et al. (2021), talking to superiors, typing letters, keeping files, serving customers, and showing a person's behavior. To understand how individuals behave in organizations, a leader must know why there are differences among employees. Opinions expressed by experts about individual behavior are still contradictory. Some argue that a person's behavior is more determined by heredity or innate traits, and some say environmental variables influence behavior more (Puangrimaggalatung, 2021; Setyorini et al., 2021; Wibowo et al., 2021). Meanwhile, according to Achmat et al. (2021), behavior is an essential characteristic of carrying out activities. Behavior is the result of a combination of various psychological factors. These psychological factors result from a combination of physical, biological, and social conditions that affect a person's living environment (Zahra & Covin, 1995; Cooper et al., 1994).

According to Abdullah et al. (2021), work behavior is an individual's response or reaction that arises either in an act or attitude and a person's perception of his work, working conditions experienced in the work environment, the management's treatment of the employees themselves. Meanwhile, according to Wahida et al. (2021), the responses or reactions of employees that arise in the form of actions or attitudes and an employee's perception of their work are how people in the work environment can actualize themselves through attitudes at work. This opinion emphasizes the attitude taken by workers to determine what people with this type will do in the workplace environment of people with this type.

From several opinions formulated by experts regarding the notion of work behavior, it can formulate that work behavior is an individual response or reaction that arises either in the form of actions or attitudes and a person's perception of his work (Arfan et al., 2021; Umanailo et al., 2021; Fauzi et al., 2021; Kuka et al., 2021; Reynilda et al., 2021; Seppa et al., 2021; Wirdawati et al., 2021). Working conditions experienced in the work environment and the treatment of the leadership towards the employees themselves. In this study, work behavior is defined as an employee's response or reaction that arises either in an act or attitude or an employee's perception of his work (Yoon & Suh, 2003; Cravens & Oliver, 2006).

Literature review Job satisfaction

In Zam et al. (2021), explain that job satisfaction is a unidimensional construct, where a person has general satisfaction or dissatisfaction with his job. A positive attitude towards work can conceptually be expressed as job satisfaction, and a negative attitude towards work is the same as dissatisfaction. Meanwhile, according to Mulyana et al. (2021), job satisfaction, in general, is an attitude

towards work based on an evaluation of different aspects for workers. A person's attitude towards the job describes pleasant or unpleasant experiences at work and expectations about future experiences (Mokoagouw, 2018; Suryasa, 2019).

Puangrimaggalatung (2021), states that job satisfaction is a general attitude resulting from several unique characteristics of work factors, self-adjustment, and individual social relationships outside of work. This is a subjective condition of a person's self-being happy or not happy due to the impulse or need that exists in him and is associated with the perceived reality. Job satisfaction is closely related to what employees expect from their work under their perceived needs (Farida et al., 2021; Sukri et al., 2021; Triono et al., 2021).

Information technology

According to Sabrang et al. (2021), information technology in outline is as follows: information technology can be grouped into two parts: software and hardware. Hardware involves physical equipment, such as memory, printers, and keyboards. The software is related instructions to set the hardware to work according to the purpose of the instructions (Nellyanti et al., 2021; Zamad et al., 2021). Still, according to Puangrimaggalatung (2021), information technology, in general, can be said to replace the role of humans. In this case, information technology automates a task or process. Technology strengthens the role of humans, namely by presenting information on a task or process and information technology plays a role in restructuring the human role (Mahrinasari et al., 2021; Yudho Prakoso et al., 2021; Bin-Tahir, 2021). In this case, technology plays a role in making changes to a set of tasks or processes (Smith et al., 2018; Vocroix, 2021).

Performance

According to Zacharias et al. (2021), the apparatus is the administrative aspects needed in government administration or the state, as a tool to achieve national goals. Aspects of the organization are mainly organizing or staffing. Sahid et al. (2020), describes the concept or definition of the apparatus as follows, as a tool or means of government or state to carry out its activities which are then grouped into, functions including public services, in the sense of the apparatus including human aspects (personnel), institutional, and management. Usman et al. (2020), explains that government officials are workers the government pays to carry out technical government tasks to provide services to the community based on applicable regulations. Regional Government Apparatus is all regional apparatus involved in implementing regional household affairs and coordinating tasks, including central civil servants seconded to the regional government (Ahdan et al., 2019; Mashudi Gani et al., 2019; Sukimi et al., 2019; Mustafa et al., 2020; Tamsah et al., 2020; Yusriadi et al., 2019; Yusriadi, 2020).

Method

Based on the approach and the type of data used, this research is included in qualitative research to produce descriptive data in the form of words. Therefore, this study uses a purposive sampling approach. Sources of data collection used primary data, namely data obtained directly from the object under study through

procedures and data collection techniques in the form of observations, interviews, and the use of other measurement instruments designed explicitly following the researcher's objectives. The data analysis method used must be under the characteristics of qualitative research, namely inductive data analysis. Test the validity of the data used to ensure the correctness of the data obtained (Ying et al., 2002; Zambrano-Monserrate et al., 2020).

Result and Discussion

challenges faced, appreciates the achievements produced, is satisfied with getting awards, and is satisfied with carrying out work responsibilities (Mashudi Gani et al., 2019). According to Kreitner (2019), job satisfaction is effectiveness or emotional response to various aspects of work. Umar et al. (2019), describes job satisfaction as a set of employees' feelings about whether their job is fun or not. According to Ansar et al. (2019), job satisfaction is a general attitude towards a person's job that shows the difference between the number of awards workers receive and the amount they believe they should receive. Information Technology or information technology is not only limited to computer technology (hardware and software) used to process and store information, but also includes communication technology to transmit information. Meanwhile, Awaluddin A et al. (2019), state that information technology is as follows, information technology is a set of tools that help you work with information and perform tasks related to information processing (Martin & Siehl, 1983; Cooper, 2000).

From several opinions formulated by experts regarding the understanding of the use of information technology, it can formulate that the use of information technology is a combination of computer technology with communication technology (Umar et al., 2019). Computer technology consists of hardware and software that functions to process and store information, while communication technology functions to transmit information. While in this study, the use of information technology is defined as an employee as a resource used by the organization to manage the information needed in presenting information on a task or process to realize the organization's mission. According to Rijal et al. (2019), performance results from work a person carries out his duties on skills, efforts, and opportunities. Based on the explanation above, performance is a result achieved by a person in carrying out tasks based on skills, experience, sincerity, and time according to predetermined standards and criteria. According to Sahabuddin et al. (2019), employee performance as output, efficiency, and effectiveness are often associated with productivity. According to Gani et al. (2019), performance according to that organization functions effectively and following organizational goals must have good employee performance, namely by carrying out its duties in a reliable way. According to Yusriadi et al. (2019), performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out his duties according to the responsibilities given to him. According to Sukimi et al. (2019), performance is what employees do or don't do (Covin & Slevin, 1990; Asyary & Veruswati, 2020).

According to Sawitri et al. (2019), the description of performance involves three essential components: goals that will provide direction and influence how the expected to work behavior of the organization for each person should be. The

second is a measure; it is needed to determine whether personnel have achieved the expected performance, for that quantitative and qualitative performance standard for each personal task and position play an important role. Third, regular performance appraisal is linked to the process of achieving the performance goals of each personnel. This action will make personnel always goal-oriented and behave following and in line with the goals to be achieved. Work behavior, job satisfaction, and the use of information technology are thought to influence performance strongly. Thus, if work behavior, job satisfaction, and the use of information technology are linked to performance, it will obtain a higher impact. If work behavior, job satisfaction, and information technology are reasonable, it will improve better performance (Suardiana, 2016; Kalynychenko et al., 2021).

Employees can carry out their work well and provide the organization's results by exhibiting work behaviors. Performance standards, work processes, a code of ethics, and administrative regulations specify acceptable workplace behavior. Standard operating procedures dictate how personnel speak and walk while on the job. Ahdan et al. (2019), research on the effect of work behavior on performance lends validity to this paradigm of thought. Employees are expected to attain high levels of employee performance if they are satisfied with their jobs. Mustafa et al. (2020), research on the effect of job satisfaction on performance lends validity to this paradigm of thought. The study's findings reveal that job happiness has a significant impact on employee performance. Then, based on the findings of Tamsah et al. (2020), study, it can be inferred that job satisfaction has a beneficial effect on employee performance.

Conclusion

Achievement of employee performance through information technology aims to determine the culture of behavior and the achievement of performance. The results in this study indicate a relationship between work behavior culture and information technology in the excellent category. The description of employee performance is also in the excellent category. The results of research observations on behavior on employee performance indicate a strong relationship. Performance results from work a person carries out his duties on skills, efforts, and opportunities. Based on the explanation above, performance is a result achieved by a person in carrying out tasks based on skills, experience, sincerity, and time according to predetermined standards and criteria. Thus, if work behavior, job satisfaction, and the use of information technology are linked to performance, it will obtain a higher impact. If work behavior, job satisfaction, and information technology are reasonable, it will improve better performance.

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