
Performance of the State Civil Apparatus at the Mount Merbabu National Park Office

Angki Hendrawan Laksana¹, Bambang Mursito², Sakidi³

Received: 18.08.2023 Reviewed: 24.08.2023 Accepted: 13.10.2023

Abstract

This study investigates the impact of education level, loyalty, work facilities, and information technology applications on the performance of State Civil Apparatus (ASN) at the Gunung Merbabu National Park Office. The study uses a mixed-method approach, including observation, documentation, interviews, questionnaires, and literature studies. The population consists of 54 employees, with a sample size of 54 using saturated sampling. Data analysis is conducted using multiple linear regression. The findings reveal that education level and loyalty have a positive and significant effect on the performance of ASN at the Gunung Merbabu National Park Office. Work facilities also have a positive and significant influence on performance, while information technology has a positive but insignificant effect. These results suggest that enhancing education levels, fostering loyalty, and improving work facilities can improve the performance of ASN at the Gunung Merbabu National Park Office.

Keywords: Business Strategy, Organizational Commitment, Managerial Performance

1. Introduction

The implementation of good governance is a prerequisite for every government to realize the aspirations of the people and achieve the goals and ideals of the nation. To realize this, superior and quality Human Resources (HR) of the state apparatus, especially civil servants, are needed. ASN is tasked with providing services to the community in a professional, honest, fair and equitable manner in the implementation of state, government and development duties to the community based on loyalty and obedience to Pancasila and the 1945 Constitution. Civil servants must have attitudes and behaviors that are core to devotion, honesty, responsibility, discipline and authority so that they can provide services according to the demands of community development.

ASN Balai Taman Nasional Gunung Merbabu has the obligation to manage and develop itself to realize ASN as part of bureaucratic reform. ASN Gunung Merbabu National Park Office is obliged to account for its performance and apply performance principles in the implementation of ASN management. Performance becomes a measure of the extent to which an employee is able to complete his work in accordance with the quality and quantity set by the organization.

Performance is the result of work in quality and quantity achieved by an employee in carrying out his functions in accordance with the responsibilities given to him Bintoro and Daryanto (2017). Performance is a description of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision and

¹ Universitas Islam Batik Surakarta, angkihendrawan@gmail.com.

^{2,3} Universitas Islam Batik Surakarta

mission of the organization as outlined through the strategic planning of an organization according to (Moeherino, 2012). Performance is the result of work achieved by a person in carrying out his duties assigned to him which is based on experience, and sincerity and time, performance is a combination of three important factors, namely the ability and interest of a worker, acceptance of the explanation of task delegation and the role and level of motivation of a worker (Arianty, 2014). Thus employee performance is closely related to organizational performance.

Performance is a function of motivation and the ability to complete a task or job. A person should have a certain degree of willingness and level of ability as well as a clear understanding of what will be done and how to do it. The level of performance of each employee in an organization is different, depending on the level of persistence and ability to carry out their duties. Variations in this level of performance are also found in the Mount Merbabu National Park Office. There are ASNs with high performance, but on the other hand there are still ASNs with relatively low performance. High employee performance will affect work efficiency and work effectiveness.

The organization as the parent of work must be supported by a high quality level of education and human resources and able to operate. According to Umar Tirta Rahardja and La Sulo (1994: 37), "Education is an effort or activity that is carried out deliberately, regularly and planned to foster personality and human ability development both physically and spiritually, so that education has a very decisive role for the development of individuals and nations and as a provision for work".

The level of education at ASN Balai Taman Gunung Merbabu is very complex where there are levels of high school education, diploma, S1, S2 and S3 with different disciplines. The existence of a variant of the Education Level in the Mount Merbabu National Park Office is the task of the organization for the purposes of employee job placement in accordance with the Tupoksi to support their performance.

The level of education is the stage of education that is set based on the level of development of learners, goals to be achieved and the will developed. The level of education affects attitude change. A higher level of education will make it easier for a person or society to absorb information and implement it in daily behavior and lifestyle. Formal education forms value for a person, especially in accepting new things (Suhardjo, 2007).

One of the agency's efforts in maintaining employee performance is to pay attention to employee loyalty. Loyalty can be defined by loyalty, devotion, and trust given or addressed to a person or institution in which there is a sense of love and responsibility to try to provide the best service and behavior Sriyono and Farida (2013).

Along with the pressure in the work given to ASN Gunung Merbabu National Park Office which makes employees feel uncomfortable, not passionate and not enthusiastic in completing their work. Likewise, if the Mount Merbabu National Park Office cannot be transparent to its employees. Transparency about the condition of the agency greatly supports the performance of its employees so that employees can participate in participating in advancing the agency in achieving goals. Employee participation in every organizational activity can determine employee loyalty to the agency because participation is a creativity that every employee has and is needed by the agency to achieve agency targets. With high loyalty, the agency will very easily achieve predetermined goals.

According to Rasimin (2016: 41) loyalty can be interpreted as loyalty, devotion and trust given or addressed to a person or institution, in which there is a sense of love and responsibility to try to provide the best service and behavior. Meanwhile, according to Hasibuan (2016) suggests that employee loyalty is loyalty reflected by the willingness of employees to maintain and defend the organization inside and outside work from the encouragement of irresponsible people.

Another factor that affects performance is work facilities. Facilities are facilities used to facilitate and facilitate the implementation of functions. Facility to compare the institution's programs with others. The better the facilities used, the better the program that is run so as to increase productivity (Lupiyadi, 2006).

Work Facilities provided by the Mount Merbabu National Park Office are facilities and infrastructure to facilitate work. However, not all employees can get work facilities because of limitations and incomplete infrastructure. Adequate facilities and infrastructure with suitable and well-maintained conditions will help smooth the work process in the organization. The provision of work facilities must be a concern of the organization because it can affect the overall performance of employees at the Mount Merbabu National Park Office.

According to Asri et al., (2019) Work facilities are facilities provided by the organization to support the running of the wheels of the organization in achieving the goals set by the control holder, the available work facilities will have a positive impact on employees in improving employee work performance.

Digital transformation is a momentum for Mount Merbabu National Park to work effectively and optimally through the use of IT. With the development of the SIMERU Application (Integrated Merbabu Monitoring System), an android-based application that changes the way Mount Merbabu National Park staff work from paper-based to digital reports. However, the lack of understanding of employees related to the technology used in the work process is a challenge for Mount Merbabu National Park to improve the performance of each employee.

The application of Management Information Systems (MIS) in organizations is an important base in the development of human resource capabilities. Today's driver's license is inseparable from its role in the process of doing employee duties. The SIM application is a double-edged knife, one side provides advantages that can help employees complete their work, but on the other hand it will provide obstacles, especially for employees who do not master information technology applications.

Mc. Leod and Schell (2008) state that management information systems as a computer-based system that makes the information available to users who have similar needs. SIM users usually consist of formal organizational entities such as companies or subsidiary sub-units

Understanding technology is a general understanding for various types of technology available whose purpose is to help humans to live life easier and better in creating, changing, storing, communicating and / or disseminating information (Irwansyah & Moniaga, 2014).

The use of information technology systems shows individual decisions in using or not using information technology systems in completing their tasks (Permana & Setianto, 2017). based on the description that has been explained, the researcher will conduct further research with the title "Performance of the State Civil Apparatus (ASN) in terms of Education Level, Loyalty, Work Facilities and IT Applications (Study on ASN Gunung Merbabu National Park Office)".

Table 1. Multiple Linear Regression Test Results

Model	Unstandardized	Standardized	t	Sig.	
	Coefficients	Coefficients			
	B	Beta			
1 (Constant)	2.260		2.190	.033	
Education Level	.156	.182	2.324	.024	Significant
Loyalty	.466	.544	5.271	.000	Significant
Facilities	.200	.244	2.932	.005	Significant
Information technology	.073	.079	.749	.457	Insignificant

Source: SPSS Output Results, 2023

2. Methods

This study was used to see the effect of education level, loyalty, work facilities and IT Applications on work productivity at the Mount Merbabu National Park Office by collecting data using observation, documentation, interviews, questionnaires, and literature studies.

The research location is located at the Office at the Merbabu National Park Center Jl. Merbabu No.136 Dusun 2, Winong, Boyolali District, Boyolali District, Central Java 57316. In conducting this study, the time needed is for 6 months starting from observation to making data results and research conclusions. research starts in March-April 2023

The population in this study is employees of the Merbabu National Park Office which amounts to 54 employees. The samples taken in this study were 54 employees of the Merbabu National Park Office. The sampling technique in this study uses saturated sampling (census), which is a sample collection technique when all members of the population are used as samples. (Sugiyono, 2016: 122).

The analytical tool in this study is multiple linear regression. Multiple linear regression is used if the researcher intends to predict how the dependent variable will be. If two or more independent variables as predictor factors are manipulated or their values are raised (Sugiyono, 2011: 277).

3. Result

Multiple linear regression is used when there is more than one independent variable and to measure the effect of the independent variable on the dependent variable. Multiple linear regression analysis in this study is as follows:

Based on multiple linear regression tests, the regression equation is obtained as follows:

$$Y = 2,260 + 0,156 X_1 + 0,466 X_2 + 0,200 X_3 + 0,073 X_4 + e$$

The interpretation of the regression equation is:

$$\alpha = 2,260$$

Shows that the intersection point of the regression line on the Y-axis is at 2.260 above the original point.

$$b1 = 0.156$$

The coefficient of education level (X1) gives a positive value which means that if the level of education (X1) is getting better assuming the variables of loyalty, facilities and information technology remain then employee performance (Y) will increase in a ratio of 1: 0.156.

$$b2 = 0.466$$

The loyalty coefficient (X2) gives a positive value which means that if loyalty (X2) is getting stronger assuming the variables of education level, facilities and information technology remain then employee performance (Y) will increase in a ratio of 1: 0.466.

$$b3 = 0.200$$

The facility coefficient (X3) gives a positive value which means that if the facility (X3) is getting stronger assuming the variables of education level, loyalty, and information technology remain, employee performance (Y) will increase in a ratio of 1: 0.466.

$$b4 = 0.073$$

The information technology coefficient (X4) gives a positive value which means that if information technology (X4) is higher assuming the variables of education level, loyalty and facilities, then employee performance (Y) will increase in a ratio of 1: 0.073.

4. Discussion

4.1. The effect of education level on performance

Based on the results of the SPSS calculation, t is obtained to calculate the table $> t$ which is $2.324 > 2.004$ and significant by 0.024 smaller than 0.05 . This result shows that H_0 was rejected and accepted H_a , which means that the level of education has a significant effect on the performance of ASN Gunung Merbabu National Park Office. The results of this hypothesis support research conducted by (Marpaung, 2021) (Basyit, 2020) (Yohanes, 2022) (Linamaryana, 2020) claiming that there is a significant positive influence between education and performance. This study shows the results that the better the level of education, the better the performance. The better the education level of the Mount Merbabu National Park Office will be able to support civil servants in completing the work better.

The Mount Merbabu National Park Office as the manager of the Mount Merbabu National Park area consists of 1 Balai Office as the parent organization, 2 Regional SPTN offices, and 5 Resort offices. These diverse levels of education provide the ability to work for civil servants. The diversity of variations in education levels can be one of the challenges to create better performance. The level of education is always directly related to the ASN of the Mount Merbabu National Park Office, because the level of education is a requirement for the ASN of the Mount Merbabu National Park Office to complete the tasks charged.

4.2. The effect of loyalty on performance

The results of the SPSS calculation obtained the value of t calculated $> t$ table, which is $5.271 > 2.004$ and significant by 0.000 smaller than 0.05 . Based on the value that has been obtained, it shows H_0 rejected and accepted H_a . This means that loyalty has a significant effect on the performance of ASN Balai Taman Gunung Merbabu. The results of this hypothesis support research conducted by (Letsoin, 2020) (Henny Pratiwi, 2021) (Dela Puspita, 2020) claiming that there is a significant positive influence between loyalty to performance.

Loyalty is a number of abilities that must be possessed by an ASN to achieve a professional employee level for the realization of organizational goals. Every ASN of Mount Merbabu National Park Office is encouraged to have loyalty in accordance with the needs of the organization. As a Forestry Police must have loyalty to carry out security / community approach, as a forestry extension worker must have loyalty to conduct counseling related to conservation regulations to the community, as a forest ecosystem controller must have loyalty to carry out tree planting, preservation and utilization activities around the area.

This study shows the results that the higher the loyalty, the better the performance. The higher the loyalty of ASN Balai Taman Gunung Merbabu, the more they will be able to complete the work so that performance will increase. Each type of work requires knowledge and skills in various fields of science, so that high loyalty will be able to produce better performance armed with knowledge, skills, experience and organizational culture possessed by ASN Balai Gunung Merbabu National Park.

4.3. Effect of facilities on performance

The results of the SPSS calculation obtained $t_{\text{calculate}} > t_{\text{table}}$, which is $2.932 > 2.004$ and significant by 0.005 smaller than 0.05. The resulting value from the calculations that have been done proves that H_0 was rejected and accepted H_a . This means that the facilities have a significant effect on the performance of ASN Balai Taman Gunung Merbabu. The results of this hypothesis support research conducted by (Anam, 2017) (Jufrizen, 2021) (Nasrullah, 2020) (Dela Puspita, 2020) claiming that there is a significant positive influence between facilities on performance.

Facilities are a support to work together with others as a whole and be part of a group in solving a problem. This study shows the results that the higher the facility, the better the performance. This is in line with the condition of the Mount Merbabu National Park Office. As a stakeholder of forest areas covering an area of 5,820.49 Ha in carrying out management requires adequate facilities. Facilities are an important factor because of the diverse regional conditions, ranging from topography, socio-economy and culture of the community around the area, as well as related stakeholders.

This study shows the results that the higher the facility, the better the performance. The higher the ASN facilities of the Mount Merbabu National Park Office, the more work carried out will be completed so that it can support the organization in achieving goals.

The facility factor in the environment of the Mount Merbabu National Park Hall will be felt in field activities carried out within the Mount Merbabu National Park area. This is because civil servants realize that they will not be able to carry out or complete tasks without facilities given the mountainous terrain and far from residential areas.

4.4. Effect of information technology on performance

Based on the calculation results from SPSS, t is obtained to calculate the table $> t$, which is $0.079 < 2.004$ and a significant value of 0.457 greater than 0.05, meaning H_0 is rejected and accepts H_a . These results show that information technology has a positive effect not significantly on the performance of ASN Balai Taman Gunung Merbabu. The results of this hypothesis support research conducted by (Widodo, 2013) (Nasir and Oktari, 2011) (hasudungan Sinada et. al., 2020) claiming that there is an insignificant positive influence between information technology on performance.

This study shows the results that the higher the information technology, the better the performance. The higher the information technology, the more it will improve the performance of ASN Balai Taman Gunung Merbabu which can be used in carrying out work that is the main task and function.

Information technology regularly and in accordance with the needs of ASN will be able to improve knowledge, abilities and skills and encourage employees to be actively involved in the work process. ASNs who participate in information technology activities are expected to be more enthusiastic, confident and have new initiatives in completing their work.

Increasing the amount of information technology relevant to the field of work, it will be able to increase accuracy, accuracy and reliability in work, so as to provide recommendations for expected improvements. Therefore, the more information technology is done, the easier the existing work will feel easy to complete and of course the performance of ASN Balai Taman Gunung Merbabu will increase. However, the possibility that causes the unsupported hypothesis is the difference in respondents' perceptions in answering questions about information technology, such as the intensity of computer use in one day, the frequency of computer use and the number of program packages used not intended to complete work but for purposes outside their work. Then, the average age of working civil servants is 50% over 40 years who may have difficulties and are not familiar with using information technology.

This causes the utilization of such computers cannot be associated with performance improvements. As a result, there is an insignificant influence between the use of information technology and performance, although the direction of influence is still positive.

5. Conclusion

From the results of research and discussion on the influence of education level, loyalty, facilities and information technology on the performance of ASN Balai Taman Gunung Merbabu can be drawn several conclusions as follows:

- The level of education has a positive and significant effect on the performance of ASN Balai Taman Gunung Merbabu.
- Loyalty has a positive and significant effect on the performance of ASN Balai Taman Gunung Merbabu
- Facilities of positive and significant influence fikan on the performance of ASN Balai Taman Gunung Merbabu
- Information technology has a positive and insignificant effect on the performance of ASN Balai Taman Gunung Merbabu

Bibliography

- AA. Anwar Prabu Mangkunegara, 2013, *Manajemen Sumber Daya Manusia Perusahaan*, Remaja Rosdakarya, Bandung.
- Abdulhak, I., & Dermawan, D. (2015). *Teknologi Pendidikan*. Bandung: PT. Remaja Rosdakarya.
- Afandi, P. (2018). *Manajemen Sumber Daya Manusia (Teori, Konsep dan Indikator)*. Riau: Zanafa Publishing.

- Anam, 2017, Pengaruh Fasilitas Kerja, Lingkungan Kerja non fisik dan kepuasan kerja terhadap kinerja karyawan Dinas Perindustrian Jawa Tengah: 1-11
- Arqawi, 2018, Degree of Organizational Loyalty among Palestinian Universities Staff- Case Study on Palestine Technical University- (Kadoorei): 1-10
- Basyit, 2020, Pengaruh Tingkat Pendidikan dan pengalaman kerja terhadap kinerja karyawan, Universitas Merdeka Pasuruan: 12-20
- Berry, et.al, Five Imperative for Improving Service Quality Managing Services, Editor: Lovelock, New Jersey: Prentice Hall International, 1992.
- Darmawan, D. (2012). "Pendidikan Teknologi Informasi dan Komunikasi". Bandung. PT Remaja Rosdakarya
- Dela Puspita, 2020, Pengaruh Loyalitas Pegawai terhadap kinerja pegawai melalui kepemimpinan sebagai variabel intervening pada kantor camat air hangat barat Kab. Kerinci: 44-61
- Eko Putro, 2020, Analisis pengaruh penggunaan aplikasi seluler FSO terhadap kinerja Karyawan PT Sugih Famili: 65-78
- Hariandja, Marihat Tua Efendi, 2002, "Manajemen Sumber Daya Manusia", Grasindo, Jakarta.
- Hasibuan, Malayu Sp. 2012. Manajemen SDM. Edisi Revisi, Cetakan Ke Tigabelas. Jakarta: Bumi Aksara.
- Henny Pratiwi, 2021, Pengaruh Loyalitas Kerja dalam upaya meningkatkan kinerja karyawan, PT Asuransi Jiwasraya: 89-94
- Indrajit, Richardus Eko.2011. Peranan Teknologi Informasi dan Internet.Yogyakarta: Andi Offest.
- Istiatin, & Sudarwati. (2021). Pengantar Metodologi Penelitian. Surakarta: Universitas Islam Batik.
- Jufrizen, 2021, Pengaruh Fasilitas Kerja dan Disiplin Kerja terhadap kinerja karyawan melalui motivasi kerja, PT Perkebunan Nusantara, 35-54
- Kasmir. 2016. Manajemen Sumber Daya Manusia (Teori dan Praktik). Depok: PT Rajagrafindo Persada
- Kusumo, B.C.S. (2006). Hubungan antara Persepsi terhadap Iklim Organisasi dan Kepuasan Imbalan Kerja dengan Loyalitas Kerja pada Karyawan. Surakarta: Fakultas Psikologi Universitas Muhammadiyah Surakarta.
- Letsoin, Vinca Regina dan Sri Langgeng Ratnasari. 2020. Pengaruh Keterlibatan Karyawan, Loyalitas Kerja dan Kerjasama Tim Terhadap Kinerja Karyawan. Dimensi 9(1): 17-34.
- Linamaryana, 2020, The Effect of Education and Motivation on Work Performance: Empirical Study on Local Government Employee: 112-120
- Maflikhah, N. (2010). Peran Teknologi Informasi Pada Niat Untuk Mendorong Knowledge Sharing Karyawan Sekretariat Daerah Pemerintah Kota Surakarta (Sebuah Pengujian Terhadap Teori Difusi Inovasi). Jurnal Ekonomi Universitas Sebelas Maret Surakarta, 1(1), 1-14.
- Mangkunegara, 2005, Evaluasi Kinerja Sumber Daya Manusia, Refika Aditama. Jakarta

- Marpaung, 2021, Pengaruh Tingkat Pendidikan Terhadap Kinerja Pegawai, Tribuana: 81-95
- Moekijat, 2016, Perencanaan Sumber Daya Manusia. Bandung: Mandar Maju
- Mulyadi, 2014, Sistem Akuntansi. Yogyakarta. Bagian Penerbitan Sekolah Tinggi Ilmu Ekonomi YKPN.
- Nasrullah, 2020, The Effect of Work Facilities on Employee Performance in the Office of Investment and One- Stop Services Gowa Regency, South Sulawesi, Indonesia: 11-22
- Rian Hidayat, 2020, Pengaruh Loyalitas Pegawai terhadap promosi jabatan pada Dinas Perumahan dan Kawasan Pemukiman Kab Bima: 114-122
- Siswanto, 2015, Manajemen Tenaga Kerja Indonesia, edisi. 2, Jakarta, Bumi Aksara.
- Sofyan, D. K, Syarifuddin. "Perancangan Ulang Tata Letak Fasilitas Dengan Menggunakan Metode Konvensional Berbasis 5S (Seiri, Seiton, Seiso, Seiketsu Dan Shitsuke)". Jurnal Teknovasi Volume 02, Nomor 2, 2015, 27 - 41.
- Saydam, Gouzali 2014, Manajemen Sumber Daya Manusia, Suatu Pendekatan Mikro, Djambaran, Jakarta.
- Tata Sutabri, (2014), Analisis Sistem Informasi, ANDI, Yogyakarta.
- Trianasari, Y. 2005. Hubungan Antara Persepsi Terhadap Insentif dan Lingkungan Kerja dengan Loyalitas Kerja. Surakarta: Fakultas Psikologi Universitas Muhammadiyah Surakarta.
- Utomo, Stefanus, Tommy dkk. (2010). Analisis Pemasaran dan Loyalitas Karyawan Bagian Pemasaran PT PALMA ABADI SENTOSA di Palangka Raya. Jurnal Mitra Ekonomi dan Manajemen Bisnis. Universitas Kristen Petra. Volume 1, 2-15.
- Warsita, Bambang, 2018. Teknologi Pembelajaran. Bandung.
- Widodo, 2013, Pengaruh Aplikasi Sistem Infotmasi Manajemen terhadap Kinerja Karyawan warnet Malang: 87-100
- Yohanes, 2022, Analysis of Education, Training and Job Placement in Improving Employee Performance, Ilomata International Journal of Management: 90-103

