

Effect of Job Satisfaction, Leadership and Management Information Systems on the Performance of the Integrated Data Social Welfare Operator, Pasuruan Regency

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Abstract:

Background: Digital transformation has become a national policy and strategy in facing the industrial revolution 4.0. One of the activities related to digital transformation is the preparation of Integrated Social Welfare Data (Data Terpadu Kesejahteraan Sosial or DTKS) through the big data mechanism. DTKS operator in carrying out performance is influenced by several influences. Job satisfaction as individual motivation that creates hope for work performance; Leadership who plays a role in providing influence and motivation for DTKS operators to achieve organizational goals; and Mastery of Management Information Systems as the main work tool for preparing DTKS

Materials and Methods: This research was conducted on all Integrated Social Welfare Data (DTKS) operators in Pasuruan Regency, totaling 78 people. The research method used by researchers is to use a survey. Initial testing in this study is a description of the research object, data description, classical assumption test and multiple linear regression analysis.

Results: The results of data analysis of DTKS operators in Pasuruan Regency state that there is no significant effect between job satisfaction on performance; Leadership has an influence on performance; And the management information system has no effect on performance.

Conclusion: Definitively, it can be understood that the relationship between job satisfaction, leadership, and management information systems partially has a different effect on performance. Logically this is due to differences in assessment motivation (subjectivity and objectivity), influence, and the role and function of each independent variable. This results in performance as the dependent variable providing an adaptive correlation to the given relationship.

Key Word: Job Satisfaction, Leadership, Management Information Systems, Performance

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I. Introduction

Digital transformation has become a national policy and strategy in facing the industrial revolution 4.0. Digital transformation, according to regulations in Indonesia, also deals with big data. Big data sourced from Ministries or Services is used for various purposes related to improving the quality of public services. Integrated Social Welfare Data (Data Terpadu Kesejahteraan Sosial or DTKS) is a form of Big data. DTKS as an effort to improve public services has been carried out systematically throughout Indonesia, including in Pasuruan Regency. The implementation of DTKS collection in Pasuruan Regency is complex in its implementation. Indications encountered include, among others, mastery of technology in work procedures by DTKS operators at the Village or Subdistrict level that affect performance; The role of the leader in carrying out the leadership function; Low performance that affects job satisfaction; And inadequate management information systems.

II. Material And Methods

This research was conducted on Social Welfare Integrated Data operators, totaling 78 respondents. The population in this study was 365 people. The research was conducted at the Pasuruan Regency Social Service Office.

Study Design: Quantitative analysis, using a survey

Study Location: This research was conducted at the Pasuruan Regency Social Service Office.

Study Duration: 2 weeks.

Sample size: 78 Respondents.

Sample size calculation: The number of samples in the study was determined using the Slovin formula counting method. So that we get a sample size of 78 respondents from a total population of 365 people with a margin of error of 10%.

Subjects & selection method: Research through a survey on all Integrated Social Welfare Data (*Data Terpadu Kesejahteraan Sosial* or DTKS) operators in Pasuruan Regency, because respondents are the population to be assessed and get the effect of performance appraisal on the factors analyzed.

Inclusion criteria:

1. Job satisfaction
2. Leadership
3. Management information system
4. Performance

Exclusion criteria:

1. Description of the object of research
2. Description of data
3. Test classical assumptions
4. Multiple linear regression analysis

Procedure methodology

The research method used by researchers is to use a survey. This method aims to get an overview of each variable and test the effect of these variables. In addition, this method is used to obtain objective, valid and reliable data with the aim of being found, proven and developed into knowledge so that it can be used to understand, solve and anticipate problems that will occur.

The assessment of the questionnaire for the variables is independent and dependent using a Likert scale with the following weightings:

Strongly Disagree	= 1
Disagree	= 2
Neutral	= 3
Agree	= 4
Strongly Agree	= 5

Statistical analysis

Multiple linear regression analysis, is an extension of simple linear regression, by adding up the independent variables that previously only became two or more independent variables. F test is used to test whether it is significant or not simultaneously or jointly influence the independent variables on the dependent variable.

- a. F Test Analysis (Simultaneous Test)

The F test is used to test whether or not it is significant or influential simultaneously between the independent variables on the dependent variable

- b. T Test analysis (partial test)

The t test serves to partially test the significance of each independent variable (X1, X2, and X3) to determine the most dominant influence between job satisfaction, leadership and management information systems variables.

III. Result

Research Object Description

A total of 78 questionnaires were distributed and distributed to the DTKS operators of Pasuruan Regency. The number of questionnaires returned was 78 questionnaires. Respondents' answers used in data analysis were 78.

Data Description

From the results of the research, most of the respondents were male 47 people (60.26%) and 31 women (39.74%). Respondents aged 21-30 years 37 people (47.44%), ages 31-40 years 31 people (39.74%), ages 41-50 years 8 people (10.26%) and ages 51-60 years 2 people (2.56%). The majority of respondents who work as DTKS Operators in Pasuruan Regency have a work period of 1-5 years are 54 respondents or 69.23%, then have a work period of 6-10 years 16 respondents or 20.51% and have a working period of 11- 15 years 8 respondents or 10.26%. Most of the respondents had a high school / vocational education with 49 respondents or 34.62%, 27 respondents or 34.62% had a bachelor's degree and at least 2 respondents had a diploma degree or 2.56%.

Classic assumption test

Table No. 1 Shows the results of the multicollinearity test, which shows that VIF <10 and the tolerance value > 0.1, so there is no multicollinearity.

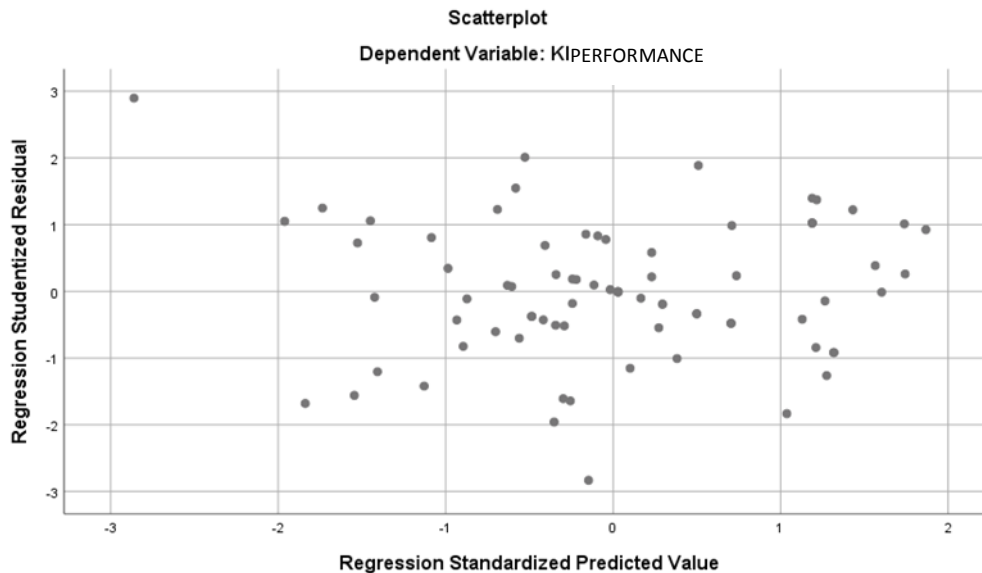
Table no 1: Shows the multicollinearity test results

Variabel	Tolerance	VIF
Job satisfaction (X1)	0,593	1,687
Leadership (X2)	0,640	1,563
Management information System (X3)	0,677	1,477

Source: Primary Data Processed, 2021

Table No. 2 Shows the results of the heteroscedasticity test, it appears that the distribution points are irregular, do not form a clear special pattern, and are scattered below and above the zero value on the Y axis. This means that in the regression model heteroscedasticity does not occur.

Table no 2: Shows the results of the heteroscedasticity test



Source: SPSS 25

Table No. 3 Shows the results of the autocorrection test where the Durbin-Watson value is greater than Du and less than 4-du. This means that in the regression model there is no autocorrelation.

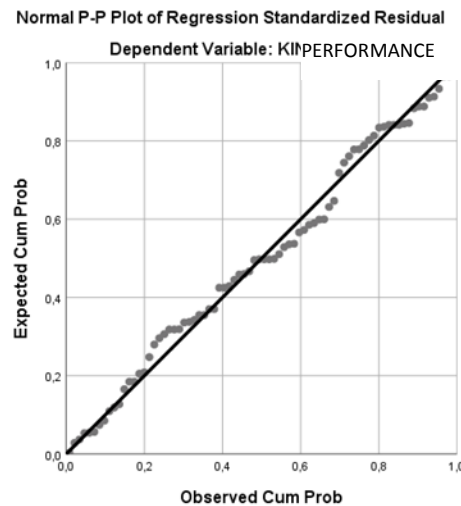
Table no 3: Shows the autocorrect test results

Variable	Du	Durbin Watson	4-Du	Information
Performance	1,729	2,086	2,271	There is no autocorrelation

Source: Primary Data Processed, 2021

Table No. 4 Shows the results of the normality test which shows the distribution of the points around the diagonal line and approaching the diagonal line. This indicates that the variables studied are normally distributed.

Table no 3: Shows the results of the normality test



Source: SPSS 25

Multiple Linear Regression Analysis

Table No. 5 Shows the calculation results obtained by the value of the coefficient of determination (adjusted R²) of 0.306, this means that the independent variables in the model (Job Satisfaction, Leadership and Management Information Systems) explain the variation in performance by 30% and the remaining 70% is explained by factors or other variables outside the model.

Table no 5: Shows the results of the R² Test (coefficient of determination)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,577 ^a	,333	,306	,46105

a. Predictors: (Constant), MANAGEMENT INFORMATION SYSTEM, LEADERSHIP, JOB SATISFACTION

Source: SPSS 25

Table no.6 Shows the results of the calculated F value 12,309 with p-value = 0,000 while the F table 3,12 provided that $\alpha = 5\%$, $df = k-1$ or $3-1 = 2$, and $df_2 = n-k$ or $78 - 2 = 76$, the test results of the F distribution count 12.309 greater than F table 3,12 with $p\text{-value } 0.000 > 0.05$. So it can be concluded that the variables Job Satisfaction, Leadership and Management Information Systems together have an influence on performance.

Table no 6: Shows the results of the F Test (ANOVA)

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	7,850	3	2,617	12,309	,000 ^b
	Residual	15,730	74	,213		
	Total	23,580	77			

a. Dependent Variable: PERFORMANCE

b. Predictors: (Constant), MANAGEMENT INFORMATION SYSTEM, LEADERSHIP, JOB SATISFACTION

Source: SPSS 25

Table No. 7 Shows the results of the magnitude of the influence of each independent variable partially on the dependent variable.

Table no 6: Shows Partial Test results (T test)

Coefficients^a

Model		Unstandardized Coefficients		Standardized	t	Sig.
		B	Std. Error	Coefficients		
				Beta		
1	(Constant)	1,914	,381		5,026	,000
	JOB SATISFACTION	,103	,128	,099	,804	,424
	LEADERSHIP	,327	,091	,426	3,587	,001
	MANAGEMENT INFORMATION SYSTEM	,114	,091	,145	1,254	,214

a. Dependent Variable: PERFORMANCE

Source: SPSS 25

The interpretation of each variable coefficient is as follows:

- a. A constant value of 1.914 shows that if the independent variables, namely job satisfaction, leadership and management information systems are assumed to be constant, performance will increase.
- b. The regression coefficient on the job satisfaction variable of 0.103 shows that if job satisfaction is met, the performance will increase. From the calculation of t count of the job satisfaction variable of 0.804, it is smaller than the t table of 1.992, and the value of sig. 0.424 is greater than 5%, so H1 is rejected, meaning that job satisfaction has no effect on performance which is statistically insignificant.
- c. The regression coefficient on the leadership variable is 0.327, indicating that if the leadership is good, the performance will increase. From the calculation of t count of the leadership variable of 3.587, it is greater than the t table of 1.992, and the value of sig. 0.001 is less than 5%, so H2 is accepted, meaning that leadership has a statistically significant effect on performance.
- d. The regression coefficient on the management information system variable is 0.114, indicating that if the management information system is met, performance will increase. From the calculation of t count of the management information system variable of 1.254, smaller than the t table of 1.992, and the value of sig. 0.214 is greater than 5%, so H3 is rejected, meaning that the management information system has no statistically significant effect on performance.

IV. Discussion

The regression coefficient on each variable variable shows a different outcome approach between one independent variable and another. This is because the independent variables (job satisfaction, leadership, and management information systems) simultaneously have an influence on the dependent variable (performance). Job satisfaction and performance have different assessment concepts which result in insignificant correlation between the two variables. The correlation between job satisfaction and performance is not significant because job satisfaction is a form of subjective assessment of Integrated Social Welfare Data (*Data Terpadu Kesejahteraan Sosial* or DTKS) operators, while performance is a form of objective assessment based on agreed and determined responsibilities of DTKS operators. Leadership has a significant correlation with performance. The correlation between leadership and performance is due to the leadership style being able to influence the DTKS operator to achieve effective, efficient, accountable and quality performance. Management information system and performance are not correlated according to the results of statistical analysis showing the insignificance of the two variables. Management information systems are work tools that are not only a work aid, but also have the ability to complete work independently and integratedly. The capability of this management information system has a different performance appraisal from the performance appraisal of the DTKS operator, because the performance of the management information system is influenced by the ability to convert data into information and insights, while the performance of the DTKS operator is limited to the quality and quantity of data entered into the management information system.

The results of the analysis when associated with previous studies have different perceptions of the results. This is because in this paper looking for a partial relationship between job satisfaction, leadership, management information systems and performance or partial engagement analyzed. It is different from previous research studies that carried out direct analysis or previous research studies that used additional exponents to connect each variable.

V. Conclusion

Based on the results of data analysis and discussion, the authors obtained conclusions that can be drawn from research on the effect of job dissatisfaction, leadership and management information systems on the performance of integrated data operators of social welfare in Pasuruan Regency, namely that job satisfaction has no effect on performance, expressed with a p value of 0.424. greater than $p = 0.05$ ($\alpha = 5\%$). Leadership has an influence on performance, expressed by a p value of 0.001 smaller than $p = 0.05$ ($\alpha = 5\%$). Management information system has no influence on performance, it is stated that the result of the p value is 0.214 which is greater than $p = 0.05$ ($\alpha = 5\%$).

It can be definitively understood that the relationship between job satisfaction, leadership, and management information systems partially has a different effect on performance. Logically this is due to differences in assessment motivation (subjectivity and objectivity), influence, and the role and function of each independent variable. This results in performance as the dependent variable providing an adaptive correlation to the given relationship.

Descriptive analysis of the questionnaire distributed through the questionnaire clearly describes the different understandings related to the relationship between the independent variables (job satisfaction, leadership and management information systems) and the dependent variable (performance). Job satisfaction is an individual assessment of each operator of the DTKS Pasuruan Regency, while performance is a form of organizational objective assessment that has been determined and assigned to all operators of the DTKS Pasuruan Regency. Leadership has an influence on the operators of the DTKS Pasuruan Regency to improve the performance of DTKS operators, Pasuruan Regency. Meanwhile, the management information system is a work tool that has the ability to complete work independently and is digitally integrated so that it has a different performance appraisal from the performance appraisal of the DTKS operator Pasuruan Regency.

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