The Role of Information Technology on Employee Performance in Universities at New Normal Life Order After Covid-19 Pandemic

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A R T I C L E   I N F O

A B S T R A C T

Social restrictions have become a serious problem with regard to employee performance. In order to maximize employee performance, it is necessary to use information technology in the new normal life. The purpose of this study was to determine the effect of the use of information technology (X) on employee performance (Y). The type of research used is explanatory research with a quantitative approach. The sample used in this study were 46 respondents. The data analysis used is descriptive analysis, inferential analysis, and multiple linear regression. The sampling technique used is a saturated sample. The results of this study can be concluded that the independent variables have a significant influence on employee performance simultaneously and partially. The use of IT because it has the largest beta coefficient and t count. From the results of multiple linear regression, it can be concluded that the independent variable has a significant influence on the dependent variable, employee performance, which is 64.7%. While the remaining 35.3% is another variable that can affect employee performance. Other variables that can affect employee performance include employee motivation and ability. Information Technology has had an influence on employee performance at universities in the new normal life order during the Covid-19 period.

1. INTRODUCTION

The development of information technology today is very fast so that all life sector is affected by information technology. So that in the life of information technology it is very important especially in the new normal life order today. Information Technology is a technology used to process, obtain, compile, save, manipulate data in various ways to produce quality information, information that is relevant, accurate, can also be used for personal, business and government purposes which is strategic information for decision making. Information technology is one of the many things needed in development of business without exception Indonesia, we can even call it a major factor for the development of the business today. (Utami, 2012; Wiratama et al., 2018). The application of information technology in a company or organization is adjusted to the needs of the organization. It does not have to always use the latest technology as long as the organization's needs for existing information technology have been met, but if needed the company should consider to implement the latest information technology. This needs to be considered because the application of information technology is also useful for reducing production costs and helping companies become competitive in competition with other companies (Atho'illah, 2018; Krisnawijaya & Dewi, 2019).

The development of information technology makes it easy to communicate and exchange The development of information technology makes it easy to communicate and exchange information so that place, time and distance are no longer an obstacle. The rapid development of information technology cannot be separated from the development of computer engineering. Advances in computers and information technology also have a positive impact on education (Husaini, 2017). This information technology uses a set of computers to process data, a network system to connect one computer to another as needed, and telecommunications technology is used so that data can be disseminated and accessed globally. The system is associated with various factors between the use or acceptance of information technology by workers, decision makers, and managers. In this study specifically about the Technology

Acceptence Model (TAM). Several studies focused on the Technology Acceptence Model (TAM) services that were originally proposed, this model was originally designed to predict user acceptance of Information Technology and its use in an organizational context (Lule et al., 2012). TAM describes the behavior of computer users. The TAM model identifies user acceptance and provides possible appropriate steps. The main purpose of TAM is to provide a basic step from the impact of an external factor on internal beliefs, attitudes and intentions. Factors that affect cognitively and affectively on computer acceptance (Kurniawan et al., 2018). TAM is a model of people's behavior from the use of information technology innovation. TAM focuses on the attitude of using information technology by users by developing it based on perceptions of benefits and convenience (Nustini & Adhinagari, 2020).

As explained earlier, empirically the effect of employee performance is related to the use of information technology in the new normal life. A normal life is a life that requires everyone to get used to living side by side with the Corona virus (Hadiwardoyo, 2020; Mushlih et al., 2020). However, to adapt to the pandemic conditions, it is necessary to adjust the work system by implementing health protocols in daily activities by prioritizing health protocols such as keep the distance, using masks, and washing hands into habits in the new normal era (Taufik & Warsono, 2020; Widaningsih et al., 2020). The COVID-19 pandemic is an epidemic that changes the order of people's lives around the world or is called the new normal. People are required to live in new normal to maintain their mental health and safety (Firmansyah & Kardina, 2020; Paramita & Putra, 2020). The Covid-19 pandemic has hit the world, and Indonesia is one of them. Indonesia is fighting against Covid-19 by modifying the regional quarantine (lockdown) policy to Pembatasan Sosial Berskala Besar according to the severity of the province, district or city (Handayanto & Herlawati, 2020; Muhyiddin, 2020). Covid has had an impact on the lives of employees at universities. Social restrictions have become a serious problem with regard to employee performance. Performance is the ability to do something to achieve the goals that have been set or the results achieved by a person according to the size applicable to the job in question or is a record of the acquisition from the function of a particular job during a certain period of time (Inaray et al., 2016; Wirawan et al., 2019). Employee performance is the ability to achieve job requirements, where a work target can be completed at the right time or does not exceed the time limit provided so that the objectives will be in accordance with company morals and ethics. Thus the performance of employees can contribute to the company (Holid & Meilani, 2018; Muzakki et al., 2016).

So far, the management of higher education institutions has made efforts to increase the use of information technology and provide organizational support to each of its employees. However, preliminary research results indicate that some employees still have low performance. This condition not only has an impact on services to students and stakeholders, but also affects the employee's work productivity tp provide services. Although the same study regarding the influence of technology on performance has been carried out by many other researchers, the use of information technology in the new normal has never been carried out in the case of the private university. Therefore, it is interesting to examine whether employee performance related to the use of information technology has increased. Referring to the explanation above, there is a need for a study on the effect of the use of Information technology on employee performance

2. METHODS

This study uses a quantitative approach with a causal design, testing and analyzing the causal relationship between employee performance as an endogenous variable using the use of information technology and the benefits of information technology as exogenous variables. In addition, employee performance is also positioned as a mediating variable between the use of information technology and the benefits of information technology. The use of causality design will be able to provide answers about the direction and significance of the influence of each predictor variable on employee performance (Kurniawati et al., 2017). The data analysis tool used is the Technology Acceptence Model (TAM). The study was conducted at 2 (two) private universities in Banda Aceh, the Sekolah Tinggi Ilmu Ekonomi Sabang (STIES) Banda Aceh and the Sekolah Tinggi Manajemen Informatika (STMIK) Banda Aceh. The object of research is related to the use of technology and the performance of the employees of the university which is associated with the use of information technology and the benefits of using technology. In this case, performance is used as a mediating variable between the use of information technology and the benefits of information technology. The population and sample of the study were all employees of the Sekolah Tinggi Ilmu Ekonomi Sabang (STIES) Banda Aceh and Sekolah Tinggi Manajemen Informatika (STMIK) Banda Aceh.

Data was collected by distributing questionnaires to all employees of the Sekolah Tinggi Ilmu Ekonomi Sabang (STIES) Banda Aceh and the Sekolah Tinggi Manajemen Informatika (STMIK) Banda

Aceh. Questionnaires are data collection by circulating a list of questions related to the variables studied. The questionnaire contains questions/statements related to indicators of employee performance, use of information technology and the benefits of information technology. Each statement is provided with alternative answer choices. Employees are asked to provide a check list ($\sqrt{}$) on the alternative answer choices that they consider most appropriate to the real conditions they feel or know. The measurement scale used in this study is an interval scale in the form of a Likert scale with weights ranging from 1 to 5, with the provisions of 1 = strongly disagree, 2 = disagree, 3 = unsure, 4 = agree and 5 = strongly agree.

3. RESULTS AND DISCUSSIONS

Results
Characteristics of respondents

The characteristics of the respondents in this study were the state of the employees at the Sekolah Tinggi Ilmu Ekonomi Sabang (STIES) Banda Aceh and Sekolah Tinggi Manajemen Informatika (STMIK) Banda Aceh, with a total of 46 respondents being employees at the Sekolah Tinggi Ilmu Ekonomi Sabang (STIES) Banda Aceh. and Sekolah Tinggi Manajemen Informatika (STMIK) Banda Aceh, the actors are easily defined and available, the data can be obtained mostly from the information available in the personnel file (Setiono, 2018) by gender, status, level of education and age. From the results of data collection on 46 respondents, Employees of the Sekolah Tinggi Ilmu Ekonomi Sabang (STIES) Banda Aceh and Sekolah Tinggi Manajemen Informatika (STMIK) Banda Aceh, it can be seen in Table 1.

Table 1. Characteristics of Research Respondents

No	Description	Frequency	Percentage
1	**Gender**		
	Male	29	63.0
	Female	17	37.0
	Total	46	100.0
2	**Age**		
	20-30 years old	15	32.6
	31-40 years old	23	50.0
	41-50 years old	1	2.2
	>50 years old	7	15.2
	Total	46	100.0
3	**Years of service**		
	<1 year	3	6.5
	1-2 years	7	15.2
	3-4 years	10	21.7
	4-5 years	11	23.9
	>5 years	15	32.6
	Total	46	100.0
4	**Status**		
	Married	37	80.4
	Not married yet	9	19.6
	Total	46	100.0
5	**Last education**		
	Diploma	7	15.2
	Bachelor	28	60.9
	Postgraduate	11	23.9
	Total	46	100.0

From the 46 respondents studied, 29 respondents were male or 63.0% and female respondents were 17 respondents or 37.0%. From the age of the respondents, the most respondents were 31-40 years old, 23 or 50%. The years of service of most respondents is above 5 years, 15 respondents or 32.6%. From the status of respondents 37 people or 80.4% have married while the last education of employees who are respondents in this study is 60.9% or 28 people are udergraduate.

Validity and Reliability Test Results

The validity test was carried out statistically, by using the Pearson Product-Moment Coefficient of Correlation test with the help of SPSS. To determine the level of validity, the correlation score of the SPSS calculation results obtained is compared with the critical score of the product moment correlation. If the results of the arithmetic correlation > the critical score of the product moment correlation, the research data can be said to be valid or vice versa. The results of the validity test can be presented in Table 2.

Table 2. Validity Test Results

Questionnaire Items	Variable	Correlation coefficient	Critical Score 5% N= 46	Description
1		0.826	0.291	Valid
2		0.815	0.291	Valid
3		0.898	0.291	Valid
4	X	0.919	0.291	Valid
5		0.871	0.291	Valid
6		0.797	0.291	Valid
7		0.841	0.291	Valid
8		0.843	0.291	Valid
1		0.817	0.291	Valid
2		0.811	0.291	Valid
3		0.795	0.291	Valid
4		0.534	0.291	Valid
5	Y	0.591	0.291	Valid
6		0.676	0.291	Valid
7		0.817	0.291	Valid
8		0.747	0.291	Valid
9		0.799	0.291	Valid
10		0.679	0.291	Valid

All of the question attribute scores that make up the information technology variable (X) and employee performance (Y) mentioned above are declared valid because the correlation coefficient score of each attribute score of the research variables mentioned above is greater than the critical product-moment score at 5% level of significant (0.291).

Reliability Test Results

The reliability test is used to determine whether the data collection tool or measuring instrument (questionnaire) used has shown the level of accuracy, accuracy, consistency of the tool in revealing certain symptoms from a group of individuals (respondents). Acceptable cronbach alpha score above 0.60 (Malhotra, 2004). If the degree of data reliability is greater than the coefficient alpha (α), then the measurement results can be considered as a measuring tool with a better level of accuracy and consistency of thought. For more details, the results of reliability testing can be seen in Table 3.

Table 3. Reliability Test Results

Variable	Number of Attributes	Alpha Score	Description
Information Technology (X)	8	0.943	Reliable
Performance (Y)	10	0.900	Reliable

The reliability test shows that from 2 (two) research variables including Information Technology (X) and Performance (Y) variables, the alpha scores are 0.863 and 0.935, respectively. Thus the scores of those involved in the research variables meet the credibility of Cronbach's Alpha because the alpha score exceeds 60% (Malhotra, 1996).

Autocorrelation Test

Autocorrelation in this study was detected using the Durbin Watson method. The results of the auto correlation test using the SPSS device obtained a Durbin-Watson score (dw) = 1.977. While the Durbin-Watson table scores at a significant level of 5% for a total sample of 46 sample respondents, a

score of dL = 1,481 and du = 1,570. Thus the Durbin-Watson (dw) test score is between du < Dw < 4-du or 1,570 < 1.977 < 2.43, thus there is no positive or negative autocorrelation in this research model.

Regression Model Analysis

        The effect of independent and dependent variables can be proven from the results of simple regression analysis. This analysis aims to predict the extent to which the rate of increase in the interval of one independent variable involved in this study is the competence of the dependent variable, performance (Y) at a certain error rate (significance) or where the influence between variables is really real. The results of the SPSS linear regression output of the influence of the independent and dependent variables can be seen in Table 4.

Table 4. Results of Regression Model Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	14.933	4.381		3.408	0.001
total_x	0.740	0.131	0.647	5.629	0.000

Correlation Coefficient and Determination

        The results of the calculation of the correlation between Information Technology (X) variables and Employee Performance (Y) at Universities in the New Normal Life Order during the Covid-19 period ranged from -1 to +1 and basically can be grouped into three major groups, including: (a) Strong positive correlation, if the results of the correlation calculation are close to +1 or equal to +1. This means that every increase in the score of the independent variable will be followed by an increase in the score of the dependent variable; (b) Strong negative correlation, if the correlation calculation result is close to -1 or equal to -1. This means that every increase in the score of the independent variable will be followed by a decrease in the score of the dependent variable; (c) There is no correlation if the calculation result is close to 0 or equal to 0. This means that the rise and fall of the dependent variable has nothing to do with the rise and fall of the independent variable. The correlation coefficient is R = 0.647, which means that there is a positive relationship between Information Technology (X) on Performance (Y), and it means that the influence of Information Technology on Employee Performance at Universities in the New Normal Life Order during the Covid-19 Period is 6.47%.

Simultaneous Test Results

        To test the effect of variable (X) on performance (Y) used Analysis of Variance (ANOVA) which explains the strength of the comparison between the variance of the two analysis variables with the variance of other variables outside the regression model. The results of the Analysis of Variance (ANOVA) can be seen in Table 5.

Table 5. F Test Analysis Results

Model		Sum of Squares	df	Mean Square	F	F-Tabel	Sig.
1	Regression	604.557	1	604.557	31.684	4.05	0.000b
	Residual	839.552	44	19.081			
	Total	1444.109	45				

        Table 5 shows the F-count of 31.684 or greater than the F-table at the 5% confidence level of 4.05. Thus, it can be ascertained that the F-count is greater than the F-table, so that the alternative hypothesis (Ha) which states the influence of information technology on employee performance at universities in the new normal life order during the Covid-19 period, can be accepted as true. So it automatically rejects the null hypothesis (Ho). Which states that there is no influence of information technology on employee performance at universities in the new normal life order during the Covid-19 period

Partial Test Results

        The partial proof of the hypothesis uses the t-test (t-test) at a 95% confidence level (convident interval) or an error rate (alpha) = 0.05. From the test results are presented in Table 6.

Table 6. Results of t test analysis

	Model	Unstandardized Coefficients		Standardized Coefficients	t	t-tabel	Sig.
		B	Std. Error	Beta			
1	(Constant)	14.933	4.381		3.408	2.012	0.001
	total_x	0.740	0.131	0.647	5.629	2.012	0.000

The influence of Information Technology (X) on performance (Y) is significant with a t-count score (3.408) greater than t-table (2.012) at a significance probability level of 0.028 or less than 0.05. With this format, this research accepts the Ha hypothesis which states that there is an influence of information technology on employee performance at universities in the new normal life order during the Covid-19 period.

Discussion

The development of information technology makes it easy to communicate and exchange information so that place, time and distance are no longer an obstacle. The rapid development of information technology cannot be separated from the development of computer engineering. Advances in computers and information technology also have a positive impact on education (Husaini, 2017). This information technology uses a set of computers to process data, a network system to connect one computer to another as needed, and telecommunications technology is used so that data can be distributed and accessed globally. The information system model is associated with various factors between the use or acceptance of information technology by workers, decision makers, and managers. In this study specifically raised about the Technology Acceptence Model (TAM). Several studies focused on the adoption of the Technology Acceptence Model (TAM) services that were originally proposed, this model was originally designed to predict user acceptance of Information Technology and its use in an organizational context (Lule et al., 2012). TAM describes the behavior of computer users. The TAM model identifies user acceptance and provides possible appropriate steps. The main purpose of TAM is to provide a basic step from the impact of an external factor on internal beliefs, attitudes and intentions. Factors that affect cognitively and affectively on computer acceptance (Kurniawan et al., 2018). TAM is a model of people's behavior from the use of information technology innovation. TAM focuses on the attitude of using information technology by users by developing it based on perceptions of benefits and convenience (Nustini & Adhinagari, 2020).

As explained earlier, empirically the effect of employee performance is related to the use of information technology in the new normal life. Normal life is a life that requires everyone to get used to living side by side with the Corona virus (Hadiwardoyo, 2020; Mushlih et al., 2020). However, to adapt to the pandemic conditions, it is necessary to adjust the work system by implementing health protocols in daily activities by prioritizing health protocols such as maintaining distance, using masks, washing hands into daily life that is passed in the new normal era (Taufik & Warsono, 2020; Widaningsih et al., 2020). The COVID-19 pandemic is an epidemic that changes the order of people's lives around the world or is called the new normal. People are required to live in the new normal to maintain their mental health and safety (Firmansyah & Kardina, 2020; Paramita & Putra, 2020). The Covid-19 pandemic has hit the world, and Indonesia is one of them. Indonesia is fighting against Covid-19 by modifying the regional quarantine (lockdown) policy into Pembatasan Sosial Berskala Besar (PSBB) that are local in nature according to the severity in the province, district, or city (Handayanto & Herlawati, 2020; Muhyiddin, 2020). Covid has had an impact on the lives of employees at universities. Social restrictions have become a serious problem with regard to employee performance. Performance is the ability to do something to achieve the goals that have been set or the results achieved by a person according to the size applicable to the job in question or is a record of the acquisition resulting from the function of a particular job during a certain period of time (Inaray et al., 2016; Wirawan et al., 2019). Employee performance is the ability to achieve job requirements, where a work target can be completed at the right time or does not exceed the time limit provided so that the goal will be in accordance with company morals and ethics. Thus the performance of employees can contribute to the company (Holid & Meilani, 2018; Muzakki et al., 2016).

4. CONCLUSION

Based on the results of the study, it shows that there is an influence of information technology on employee performance at universities in the new normal life order during the Covid-19 period, the R square score of 06.47 (64.7%). Information technology in contributing to employee performance

variables. The level of relationship between competence and employee performance R score is 06.47. Technology will improve employee performance at universities in the new normal life order during the Covid-19 period.

5. ACKNOWLEDGEMENT

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