

The Effect of Knowledge, Ability and Information Technology on Organizational Performance at Rsau Dr. Esnawan Antariksa Halim Perdana Kusuma, Jakarta



Mukti Arja Berlian¹, Harianto Respati², Mokhamad Natsir³

^{1,2,3} Faculty of Economics and Human Resource Management, Universitas Merdeka Malang

ABSTRACT: The purpose of this study was to analyze the influence of knowledge, abilities and i(Ningrum, 2020) information technology on organizational performance in RSAU dr. Esnawan Space Halim Perdana Kusuma Jakarta, either simultaneously or partially. This study also wants to analyze which variables of knowledge, abilities and information technology have a dominant effect on organizational performance in RSAU dr. Esnawan Space Halim Perdana Kusuma Jakarta. The design of research is explanatory research. The population study was all members of the first officer in RSAU dr. Esnawan Space Halim Perdana Kusuma Jakarta, with 46 members. Considering that the population was not too large, a census study was used, namely all members of the first officer in RSAU dr. Esnawan Space Halim Perdana Kusuma Jakarta will be the research respondent. The analysis method uses multiple linear regression and hypothesis testing. The results have shown that the knowledge, abilities and information technology on the organizational performance of the first officer members in RSAU dr. Esnawan Space Halim Perdana Kusuma Jakarta, either simultaneously or partially. Furthermore, this study identifies that knowledge has a dominant effect on organizational performance in RSAU dr. Esnawan Space Halim Perdana Kusuma Jakarta.

KEYWORDS: Knowledge, Capabilities, Information, Technology, Organizational

I. INTRODUCTION

The hospital is one of the health services that has a very important role in providing health services to the community. The existence of a hospital as a health service institution is regulated in Law No. 44 of 2009. Hospitals play an important role in the health service system and are health service institutions that have organized medical professional staff, and inpatient facilities, by providing medical services, nursing and supporting services as well as providing complete health services to the community, both curative and preventive. In addition, the hospital also functions as a place for education of health workers and a place for research. The rapid development of information technology in the current era of globalization cannot be avoided, its influence on the world of education is inevitable. Global demands require the world of education to always and continuously adapt technological developments to efforts to improve the quality of education, especially adjusting its use for the world of education, especially in the learning process. Information technology is the development of information systems by combining computer technology with telecommunications(Ningrum, 2020).

The development of the current era makes people become more active in seeking information about health. The need for health affects the community in choosing health facilities where people want the best service for themselves. One of them by checking himself into the hospital. There are also other health facilities such as clinics or doctor's practices. (Aswar, 1996).

The rapid development of technology and the increasing complexity of business competition demands a bigger role in Human Resource Management. The demand for workers with high knowledge and skills is also increasing. This change in the business environment has led to the recognition of the importance of human resources as a source of competitive advantage for organizations. Therefore, human resources who have high knowledge and ability are seen as able to support the improvement of member performance and contribute to determining the future of the company.(Kristiyanti, 2012).

Information and communication technology is an integral equivalent which contains a broad understanding of all activities related to processing, manipulation, management and transfer/transfer of information between media. As according to Munir (2008: 1) that information and communication technology includes various aspects involving technology, engineering and management

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techniques used in controlling and processing information and its use, computers and machine (computer) relations and humans, and matters relating to social , economy and culture.

Air Force Hospital dr. Esnawan Antariksa is the Air Force Health Service Technical Implementation Agency whose job is to provide health support for every operation and training of the Indonesian Air Force and health services for members of the Indonesian Air Force and their families in the Halim Perdana Kusuma Air Base area and its surroundings. RSAU dr. Esnawan Antariksa is located at Jalan Merpati No 2, Halim Perdana Kusuma Airport Complex, East Jakarta, with type B totaling 149 TTs with a total of 741 personnel consisting of 90 clinical medical staff (doctors/dentists), 317 clinical staff nurses and midwives and 334 non-clinical staff. RSAU dr. Esnawan Antariksa has a vision, namely "Making RSAU dr. Esnawan Antariksa, who has an insight into modern technological science, has a professional character in carrying out health support and services for members of the Indonesian Air Force/TNI and their families and the general public. " And has the following mission; Organizing health support in TNI/TNI AU operations, Organizing professional and quality health services both preventive and curative for members of the TNI/TNI AU. and their families and the general public, Improving service satisfaction in each work unit in accordance with applicable regulations at the hospital, As a national health subsystem helping the community in emergencies and disasters. Organizing professional and quality health services both preventive and curative for members of the TNI / TNI AU. and their families and the general public, Improving service satisfaction in each work unit in accordance with applicable regulations at the hospital, As a national health subsystem helping the community in emergencies and disasters. Organizing professional and quality health services both preventive and curative for members of the TNI / TNI AU. and their families and the general public, Improving service satisfaction in each work unit in accordance with applicable regulations at the hospital, As a national health subsystem helping the community in emergencies and disasters.

To achieve the vision and support the success of the mission, since 2015, RSAU dr. Esnawan Antariksa Jakarta has developed Information Technology which is applied in the Hospital Management Information System module which is a program for developing hospital facilities and infrastructure. By developing a computer-based SIMRS, it is hoped that all activities starting from medical recording activities, medical and support services, warehousing, finance and many others, can become accurate data so that it can be processed by the system into information that is useful for leaders in making decisions decision. This is in accordance with the purpose of building a SIM, namely:

1. Provide information that is used in calculating the cost of services, products, and other purposes desired by management.
2. Provide information used in planning, controlling, evaluating, and continuous improvement.
3. Provide information for decision making.(Lipursari, 2013).

However, until now the information technology applied in the Hospital SIM at RSAU dr. Esnawan Antariksa in practice still encounters various obstacles so that it cannot be utilized optimally(Santoso, 2022). This was proven when the researchers carried out the initial data collection, both through observation and interviews with various sources, the following data were obtained:

1. Report preparation activities are done manually even using a computer.
2. There are no special officers assigned to each division in charge of data entry.
3. In the pharmaceutical installation section there are two different program applications, the first is an information system from SIMRS while the other is self-development, where the two are not yet integrated so there is duplication of data entry.
4. Warehousing activities are still carried out manually even though there is already an integrated computer.
5. Financial activities are still running manually. Cannot display the financial condition of the hospital, whether daily, monthly, income per room, per clinic, or billing information if the patient returning from care cannot be known directly, but must still be done manually.
6. Even though MIS has been implemented in almost all divisions, every planning, monitoring, control and decision-making activity still requires manual data provided by each section.
7. Information related to quality improvement and patient safety activities cannot be presented properly, even though the application module has been installed in the system.

The problems mentioned above make the hospital's performance less than optimal. Several things are the cause, among others, the presentation of reports is still not by the system, the availability of patient beds cannot be real time, causing problems when receiving patients who will check in, information on quality of service, doctors' practice schedules, hospital profiles not up to date. date, because not all members are capable and understand the use of SIMRS.

The information system is an integration between people, data, tools and procedures that work together to achieve a goal. So in the information system there are elements of people, data, tools and procedures or methods (Nugroho, 2016:17). In MIS, the role of information and communication technology only plays a role of 20% (hardware, software, network and database), while the

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remaining 80% are factors of Human Resources, Organization, Work Culture, System of Procedures, System/Legal Cover. It also mentioned leadership support, including: funds and continuity/integration between systems(Lipursari, 2013).

From various literatures it can be seen that knowledge, skills, abilities or individual personality characteristics directly affect a person's performance(Erri et al., 2021). Meanwhile, individual performance with institutional performance or corporate performance has a close relationship. In other words, if the performance of members is good, it is likely that the performance of the work organization will also be good. Starting from the importance of knowledge and ability of human resources in relation to organizational performance and information technology as mediation, this study aims to empirically determine the effect of knowledge and ability on organizational performance mediated by information technology at RSAU dr. Space Esnawan.

II. LITERATURE REVIEW

1. Performance

A. Definition of Performance

According to Afandi (2018) Performance is the result of work that can be achieved by a person or group of people in an agency in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals illegally, does not violate the law and does not conflict with morals and ethics. According to Kartika and Sugiarto (2016) employee performance is the ability of employees to do something specific expertise. Jufrizen and Sitorus (2021) Performance refers to achieving employee goals for the tasks assigned to them.

Rukmini et al. (2022) that performance is defined as the result of an evaluation of the work done by individuals compared to the criteria that have been set together. According to Mangkunegara (2008) The definition of performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out tasks that are in accordance with the responsibilities given to him. According to Sapitri and Pancasila (2022) Performance is the level of success of employees in completing their work. Member performance is one of the success factors in determining individual task attainment which can lead to determining organizational performance(Sugiono and Tobing, 2021).

According to Mangkunegara (2008) the term performance comes from the word job performance or actual performance (work achievement or actual achievement achieved by a person). The definition of performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him Mangkunegara (2008). Performance is the result of a process that refers to and is measured over a certain period of time based on predetermined conditions or agreements(Sapitri and Pancasasti, 2022). According to Mangkunegara (2008) that the term performance comes from the word job performance or actual performance (work achievement or actual achievement achieved by a person), namely the quality and quantity of work achieved by a member in carrying out his duties in accordance with the responsibilities given to him.

According to Sapitri and Pancasila (2022) performance is the result of a process that refers to and is measured over a certain period of time based on predetermined conditions or agreements. Bariqi (2018) also argues that the term performance comes from the word job performance or actual performance (work achievement or actual achievement), namely the actual work result. Muslims et al. (2019) explains that, performance is the result of work that has been achieved by a person from his work behavior in carrying out work activities. Performance itself refers to the level of achievement of tasks that make up a member's job. According to Muslims et al. (2019) performance is a person's success in carrying out tasks, work results that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities or about how a person is expected to function and behave in accordance with the tasks assigned to him as well as the quantity, quality and time spent on tasks.

According to Sapitri and Pancasila (2022) Performance is important for an organization because an organization is formed to achieve a certain goal. Organizational work results are obtained from a series of activities carried out by the organization. Organizational activities can be in the form of managing organizational resources or the process of implementing work needed to achieve organizational goals. Ferawati (2017) said Performance is the quantity and or quality of the work of individuals or groups within the organization in carrying out the main tasks and functions that are guided by the norms, standard operating procedures, criteria and measures that have been established or that apply in the organization.

B. Performance Indicators

Measuring the results of the work on the tasks that have been given to members, there must be an assessment of these members.

Melliana et al. (2013) are as follows :

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1. Quality of work. Demonstrate neatness, accuracy, relevance of work results without ignoring the volume of work. Good quality work can avoid error rates in completing work which can be beneficial for the progress of the agency. The indicators are neatness, ability, and success.
2. Working quantity. Shows the large number of types of work carried out at one time so that efficiency and effectiveness can be carried out in accordance with agency goals. The indicators are speed and satisfaction.
3. Responsibility. Shows how big the members are in receiving and carrying out their work, being accountable for work results and the facilities and infrastructure used and their work behavior every day. The indicators are work results, decision making, facilities and infrastructure.
4. Cooperation. Willingness of members to participate with other members vertically and horizontally both inside and outside of work so that work results will be better. The indicators are cohesiveness and good relations with colleagues and superiors.
5. Initiative from within members of the agency to carry out work and nature of work without waiting for orders from superiors or showing responsibility in work that is already the responsibility of a member. The indicator is independence.

2. Knowledge

A. Definition of Knowledge

According to Puspasari and Puspita (2022), a person's knowledge of objects has different intensities, and explains that there are six levels of knowledge, namely as follows:

1. Knowledge, namely; Know is interpreted only as recall (memory). One is required to know facts without being able to use them.
2. Understanding (comprehension), namely; Understanding an object is not just knowing, not just being able to mention, but must be able to interpret correctly about the known object.
3. Application (application), namely; Application is defined when people who have understood the object can use and apply the known principles to other situations.
4. Analysis (Analysis) is the ability of a person to describe and separate, then look for relationships between the components contained in an object.
5. Synthesis is an ability to develop new formulations from existing formulations. Synthesis shows a person's ability to summarize or put in a logical relationship from the components of knowledge possessed.
6. Evaluation, namely; a person's ability to make an assessment of a particular object based on a criterion or norms that apply in society.

3. Ability

A. Definition of Ability

According to Saleh and Utomo (2018) ability is one of the elements in maturity related to knowledge or skills that can be obtained from education, training and an experience. While the ability according to Susie (2016) Ability is the capacity of an individual to perform various tasks in a job. Susi further stated that ability is an up-to-date assessment of what a person can do. Work ability is a dynamic aspect, a determination to build, as well as an individual characteristic that has been systematically and negatively correlated with age, and also systematically positively correlated with quality of work life, quality of life, productivity and general well-being (Haryanto et al., 2018).

B. How to Improve Ability

According to Haryanto et al. (2018) quoting again the statement from Soeroto (1992), to improve the ability of employees there are three components which include:

1. Efforts to develop and maintain spiritual and physical growth as well as efforts to maintain health. If a person has strong physical and psychological growth, he will have great potential and opportunities to grow and develop his work abilities.
2. Efforts are not only limited to the ratio and physical ability to solve the problems encountered in the short term, will still include resilience, physical and mental tenacity in overcoming various difficulties and pressures in work so that it is completed and achieves results.
3. The effort to make someone who has the ability to work is to hire him to make every organization that has the ability to be used to provide welfare to society.

Through this increase in work ability, it is expected that all employees can work as much as possible in accordance with the capabilities that exist within them so that positive work is obtained that supports the creation of organizational goals.

C. Workability Indicators

According to Susie (2016) Ability is an individual's capacity to carry out various tasks in a particular job. The indicators used are as follows;

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1. Technical skills
2. Human skills (human skills)
3. Conceptual skills

According to Susie (2016) that ability consists of 2 factors, namely:

Intellectual ability is the ability needed to carry out various mental activities-thinking, reasoning, and solving problems. With indicators including number intelligence, verbal comprehension, speed of perception, inductive reasoning, deductive reasoning, specialization visualization, and memory. the ability needed to perform various mental activities-thinking, reasoning and solving problems. Dimensions of intellectual ability in table 1:

Table 1. Dimensions of intellectual ability

Dimensi ons	Description	Sample work
Aptitude Number	Ability to perform fast and accurate arithmetic calculations	Accountant : calculates the sales tax in a set of items
Verbal Comprehension	The ability to understand what is read or heard and relate to each other.	Factory manager: follows agency policy in carrying out work
Perception speed <i>(Perceptual Speed)</i>	Ability to identify visual similarities and differences quickly and accurately	<i>fire investigator</i> :identify clues to support the case arson accusation.
Inductive reasoning <i>(Inductive Reasoning)</i>	The ability to identify problems and then look for solutions to the problem	<i>market research</i> :forecast market demand for the next period.
deductive reasoning <i>(Deductive Reasoning)</i>	Ability to use logic and assess the implications of argument.	<i>Supervisors</i> :choosesome different suggestions from employees.
Spatial Visualization (Spatial Vizualitation)	The ability to imagine how an object would look if its position in a room changed.	<i>Interiorsdecorators</i> : redecorate the office
<i>Memory (Memory)</i>	Ability to Retaining and remembering past experiences	<i>sales person</i> :remember customer names

4. Information Technology

A. Definition of Information Technology

According to Kustina et al. (2022) defines: Information System is a collection of elements or sub-systems that are put together that are interrelated or related to managing data so that it becomes meaningful to the recipient and is useful for decision making at this time or in the future.

Definition of information technology according to Widiyanto (2021)are as follows: Information technology is a technology that is used to process data, including processing, obtaining, compiling, storing, manipulating data in various ways to produce quality

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information, namely information that is relevant, accurate and timely, for personal use, business, and government and is strategic information for decision making. Definition of information technology according to Taufik et al. (2022) are as follows: Information technology is the study of the use of electronic equipment, especially computers, to store, analyze, and distribute any kind of information, including words, numbers, and pictures.

According to Siddh (2013) that information is concluded as a data processing process in the form of data (information) using a computer device or other electronic device that functions to process including storing and producing accurate and reliable information. Based on the opinions described above, it can be concluded that information is data that is processed into form that is more useful and more meaningful for those who receive it. Information describes events (events) and real entities (facts and entities) and is used for decision making. Information can be used to explain circumstances and reduce an event's uncertainty. Apart from the understanding of the information (Leod; Sidh, 2013) revealed that a quality information must have the following characteristics:

1. Accurate, meaning that the information reflects the actual situation. Tests for this are usually carried out through tests carried out by two or more different people and if the results of these tests produce the same results, then the data is considered accurate.
2. Timely, meaning that the information must be available or exist when the information is needed.
3. Relevant, meaning that the information provided must be in accordance with what is needed.
4. Complete, meaning that the information presented and provided must be complete.

B. The Role and Importance of Information Technology

The role of information technology in human activities at this time is indeed so great. (Taufik et al., 2022) stated that information technology broadly has the following roles:

1. Information technology replaces the role of humans. In this case, information technology automates a task or process.
2. Information technology strengthens the role of humans, namely by presenting information on a task or process.
3. Information technology plays a role in restructuring the role of humans. In this case, technology plays a role in making changes to a set of tasks or processes.

Many agencies have the courage to make very high investments in the field of information technology. The most common reasons are the need to maintain and improve competitive position, reduce costs, increase flexibility and also responsiveness. There are many agencies that have implemented information technology to support various agency operational activities or activities.

III. RESEARCH METHODS

A. Research Design

The research design is quantitative research, namely research that has a hypothesis, which requires statistical tools to prove the hypothesis. This type of research is causal comparative using three independent variables and one dependent variable. The results of the influence between the variables studied will be explained in more depth so that this type of research is explanatory / explanation.

According to Haryanto et al. (2018) explanatory research is research that aims to find out and explain the relationship between two or more variables, looking for the effect of a causal relationship between the independent variables (variables that influence) and the dependent variable (variables that are influenced) through hypotheses.

B. Research variables

1. Variable Classification

In this study there are independent variables and dependent variables. As for these variables:

- a. Dependent Variable: Organizational Performance (Y)
- b. Independent Variable: Knowledge (X1)
Ability (X2)
Information Technology (X3)

2. Conceptual Variables

- a. Organizational performance (Y)

Anwar Prabu Mangkunegara (2008), that the performance of member organizations greatly determines the achievement of agency goals through existing human resources. With organizational performance indicators of quality of work, quantity of work,

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responsibility, cooperation and initiative of each member, these indicators also measure the organizational performance of the agency.

b. Knowledge (X1)

According to Notoatmodjo (2007) a person's knowledge of an object has different intensities or levels.

c. Workability (X2)

According to Haryanto et al. (2018) Ability is an individual's capacity to carry out various tasks in a particular job.

d. Information technology (X3)

Definition of information according to Nani and Wijaya (2020) revealed that a quality information must have the following characteristics:

1. Accurate, meaning that the information reflects the actual situation. Tests for this are usually carried out through tests carried out by two or more different people and if the results of these tests produce the same results, then the data is considered accurate.
2. Timely, meaning that the information must be available or exist when the information is needed.
3. Relevant, meaning that the information provided must be in accordance with what is needed.
4. Complete, meaning that the information presented and provided must be complete. in a multinational phenomenon.

C. Research Instruments and Research Instrument Tests

1. Research Instruments

The instrument used in this study was a questionnaire, which was arranged in the form of a statement sentence. Respondents are kindly asked to fill in the list of statements with the answers provided by marking (v) in the box provided. Respondent's choice explained that when choosing:

- a. Score 5 for SS answer choices (strongly agree)
- b. Score 4 for answer choice S (agree)
- c. Score 3 for answer choice N (neutral)
- d. Score 2 for TS answer choices (disagree)
- e. Score 1 for the STS answer choice (strongly disagree)

Table 2. Variables, Indicators and Question Items

No	Variable	Indicator	Question Items
1	Knowledge (X1)	1. educate	1. The education that members have, teaches how to treat patients properly. 2. In my opinion, education makes members able to serve patients well.
		2. Work	1. Members have a good understanding of the job 2. Members have the expertise required by RSAU dr. Space Esnawan
		3. Age	1. With productive age members feel proud of the work that is assigned. 2. With productive age members can master excellent skills in carrying out their work.
		4. Environmental factor	1. The cleanliness of the patient room is very supportive of the patient's psychiatric condition. 2. The air temperature in the patient's room is very supportive of the patient's recovery

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No	Variable	Indicator	Question Items
		5. Socio-cultural	<ol style="list-style-type: none"> 1. Collaboration between members at RSAU dr. Esnawan Space is well established. 2. Working members feel safe with their jobs
2	Work ability (X2)	Technical skills (technical skills)	<ol style="list-style-type: none"> 1. Hospitals provide easy access to health services 2. Doctors and hospital members are disciplined in carrying out working hours
		Human capabilities (human skills)	<ol style="list-style-type: none"> 1. The rapid response of medical personnel and members in responding to patient complaints 2. The willingness of medical personnel and members to help patients is good
		Conceptual skills (conceptual skills)	<ol style="list-style-type: none"> 1. The hospital provides guarantees if there is an error in the performance results of both medical staff and members 2. Medical staff and members are honest, polite and friendly to patients
3	Information technology (X3)	1. Accurate.	<ol style="list-style-type: none"> 1. Members understand the system in the hospital organization. 2. Members understand computer technology
		2. On time.	<ol style="list-style-type: none"> 1. SIMRS assists in the decision-making process 2. SIMRS saves time in presenting information.
		3. Relevant.	<ol style="list-style-type: none"> 1. SIMRS can make employees interact flexibly 2. SIMRS supports tasks in building individual performance
		4. Complete	<ol style="list-style-type: none"> 1. SIMRS provides a reliable security system. 2. SIMRS presents updated data
4	Organizational performance (Y)	Work quality	<ol style="list-style-type: none"> 1. Members are able to maximize their ability to work in RSAU 2. Members are able to complete work according to work standards
		Working quantity	<ol style="list-style-type: none"> 1. Members are able to work according to the procedures set by the hospital 2. Members are able to achieve the work targets given by the hospital

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No	Variable	Indicator	Question Items
		Responsibility	1. It has become a responsibility answer me for finish the job 2. Members are responsible for trying to reduce errors in working in the hospital
		Cooperation	1. Members have a good working relationship with colleagues in the hospital 2. Communication between members and hospital superiors is always well established.
		initiative	1. Members are always working independently and automatically without supervision 2. Without being ordered by members to help colleagues in completing work so that they can achieve the desired goals

2. Test Research Instruments

a. Validity test

The instrument is said to be valid if the instrument is able to measure what is desired and can capture data from the variables that are written correctly. The level of instrument validity indicates the extent to which the collected data does not deviate from the description of what is meant (Arikunto, 2010). In this study, the validity test was carried out using the Pearson's product moment correlation approach, namely correlating the item scores of $\alpha = 0.05$ (5%), meaning that the questionnaire has high validity or validity, namely the questions in the questionnaire can measure the measuring function as desired by Ghozali (2011).

To measure the validity using product moment correlation analysis (pearson correlation). The validity of research questions can be tested by looking for the significance of the correlation coefficient (r) of each question item to the total questions as a whole compared to the degree of confidence at the level $\alpha = 0.05$

$$r = \frac{n(\sum XY) - (\sum X)(\sum Y)}{\sqrt{n(\sum x^2) - (\sum x)^2} \sqrt{n(\sum Y^2) - (\sum y)^2}}$$

Where:

r = correlation coefficient *product moment*

X= Item score

Y = Total score

n = Number of respondents

If the sig. (2-tailed) $r < 0.05$ or r count \geq r table means that the research question items are able to measure company problems/valid. The r table value with an error rate of 5% and the number of observations of 45 units of analysis is 0.288

b. Reliability Test

The reliability test is used to test the extent to which the instrument can give relatively similar results and can be re-measured on the same subject. A good measuring tool does not vary in measurement, meaning that even if this tool is used many times it will give almost the same results (Arikunto, 2010). In this study, the reliability test was carried out using the Alpha Cronbach approach. The criterion is if Cronbach's Alpha value > 0.60 it is said that the questionnaire has high reliability Ghozali (2011).

A measuring instrument is called reliable if the respondent is consistent in filling out the measuring instrument or the list of questions asked. Reliability indicates the extent to which measurement results remain consistent. Furthermore, to measure or test whether the questionnaire used to retrieve research data can be trusted or reliable, a reliability test is used using the Cronbach Alpha reliability coefficient.

$$r = \frac{k}{k-1} \left(\frac{1-\sum \sigma_i^2}{\sigma^2} \right)$$

r = reliability coefficient

K = Number of questions

σ_i^2 = Variant of the number of item scores

σ^2 = Variants of total item scores

If Cronbach's Alpha value is ≥ 0.6 , then the research question items are still reliable.

3. Classical Assumptions

The regression coefficient in the regression model will be estimated using the Ordinary Least Square (OLS) method. The best estimate will be obtained if the average value of the estimation results will be the same as the actual value, that is, the estimation results are unbiased. Gujarati (2005) states that the best estimation results will be obtained if they are BLUE (Best Linear Unbiased Estimation). Examination or testing whether the results of the estimated regression coefficient have obtained the best results is carried out by examining and testing some of the classical assumptions required in the OLS. In this study, the classical assumption test will be measured based on multicollinearity, heteroscedasticity, autocorrelation, and normality tests (Ghozali, 2011). The description of each test is as follows:

a. Multicollinearity Test

Multicollinearity test according to Ghozali (2011) was conducted to test whether the regression model found a correlation between independent variables. A good model should not have a correlation between the independent variables. To find out whether there is multicollinearity is to look at the VIF (Variance Inflation Factor) value. If the value is <10.0 , it means that there is no multicollinearity (Ghozali, 2011).

b. Heteroscedasticity Test

The heteroscedasticity test according to Ghozali (2011) was carried out to test whether in the regression model there is an inequality of variance from the residuals of one observation to another. A good model should not have heteroscedasticity, that is, the variance from one residual observation to another is different. To determine whether there is heteroscedasticity, the scatterplot method is used (Ghozali, 2011). If the plot graph shows irregularity, then there is no heteroscedasticity.

c. Autocorrelation Test

The autocorrelation test according to Ghozali (2011) was carried out to find out whether there is a correlation between the confounding errors in the t period and the interfering errors in the $t-1$ period. To detect it, the Durbin Watson method is used, where if the value is between $+2$ and -2 , there is no autocorrelation.

d. Normality test

The normality test according to Ghozali (2011) aims to test whether in the regression model, the confounding or residual variables have a normal distribution. A good regression model is having normal or close to normal data distribution. One way to test whether the data distribution is normal or not is by looking at the normal probability plot which compares the cumulative distributive of the actual data with the cumulative distribution of the normal distribution. If the data distribution is normal, then the data that describes the actual data will follow the diagonal line. (Ghozali, 2011).

IV. RESEARCH RESULTS AND DISCUSSION

1. Evaluation of the Validity and Reliability of Research Instruments

The statement items that have been answered by the respondent need to be tested, with the intention to find out whether it is true that the respondent understands the item asked by the researcher. To determine the level of understanding / validity of the respondent on the questionnaire items, a validity test is carried out. In addition, researchers also want to know the level of consistency of respondents' answers to what has been asked. To find out the consistency of the respondents in answering the questionnaire items, a reliability test was carried out. Below are the results of testing the validity and reliability using the SPSS 25.0 program, summarized in the following table:

a. Validity Test Results

The results of the validity test on the 34 statement items that measure the variables of knowledge, abilities, information technology and organizational performance are as follows:

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Table 3. Validity Test Results

Variable	Items	Correlation coefficient	r. Table	Sig.	Information
Knowledge (X1)	X1.1	.778**	0.223	.000	VALID
	X1.2	.811**	0.223	.000	VALID
	X1.3	.774**	0.223	.000	VALID
	X1.4	.774**	0.223	.000	VALID
	X1.5	.774**	0.223	.000	VALID
Ability (X2)	X2.1	.470**	0.223	.000	VALID
	X2.2	.510**	0.223	.000	VALID
	X2.3	.709**	0.223	.000	VALID
Information Technology (X3)	X3.1	.795**	0.223	.000	VALID
	X3.2	.807**	0.223	.000	VALID
	X3.3	.322**	0.223	.000	VALID
	X3.4	.624**	0.223	.000	VALID
Performance (Y)	Y1.1	.812**	0.223	.000	VALID
	Y1.2	.414**	0.223	.000	VALID
	Y1.3	.577**	0.223	.000	VALID
	Y1.4	.387**	0.223	.000	VALID
	Y1.5	.806**	0.223	.000	VALID

Source: data processed in 2021

The test results above show that the r count for the 17 statement items obtains values below the r table provisions (0.233) or the probability value (sig. 2-tailed) for the 17 questionnaire items produces a probability value below 0.05. The comparison shows that the respondents understand the 17 items in the questionnaire submitted by the researcher. Thus all the questionnaire items in this study were declared valid.

b. Reliability Test Results

In addition to the validity test, each item of the research questionnaire/instrument for each variable is expected to be answered consistently/reliably. A variable is said to be reliable if the Cronbach's Alpha value obtained from the calculation results exceeds or is greater than the specified cut-off of 0.6

Table 4. Reliability Test Results

Variable	Alpha Cronbach	R table	information
Knowledge (X1)	0.820	0.6	Reliable
Ability (X2)	0.724	0.6	Reliable
Information technology (X3)	0.736	0.6	Reliable
Organizational performance (Y)	0.737	0.6	Reliable

Source: data processed in 2021

The test results above show that Cronbach's Alpha values for the four variables studied which represent the 17 items in the research questionnaire produce values that are still below the cut-off number (0.6). This comparison shows that the respondents

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were consistent in answering the 17 questionnaire items proposed by the researcher. Thus all the items in the questionnaire in this study were declared reliable.

2. Analysis of Research Results

a. Multicollinearity Test Results

Multicollinearity is a condition where in a regression equation there is a very high correlation between independent variables. To find out the symptoms of multicollinearity, it can be seen from the VIF value. The VIF value must be less than 10 to be said to be free of multicollinearity symptoms

Table 5. Variance Inflation Factor Value

Free/Independent Variable		Collinearity Statistics	
		tolerance	VIF
1	X1- Knowledge	.272	3,670
2	X2 – Ability	.236	4,229
3	X3 – Information technology	.733	1,365

Source: data processed in 2021

Based on the VIF calculation above, it can be seen that all independent variables, namely knowledge, abilities and information technology, have a value below 10 so that there are no symptoms of multicollinearity.

b. Autocorrelation Test Results

Autocorrelation in a regression model can be determined by serial correlation test models using the Durbin Watson (DW) method. A regression model equation can be said to have no autocorrelation symptoms if the Durbin Watson value is between -2 and 2 or $-2 < DW < 2$. Based on the calculation results it can be seen that the Durbin Watson value is 1.709 so that it is greater than -2 and smaller of 2. It means that it can be concluded that there is no autocorrelation in the regression model.

c. Heteroscedasticity Test Results

The heteroscedasticity test can be shown by looking at the results of the scatterplot, if the distribution of the scatterplot is spread out, it means that the regression equation is free of heteroscedasticity.

3. DISCUSSION OF RESEARCH RESULTS

According to Notoatmodjo (2007) a person's knowledge of an object has different intensities or levels. According to respondents' perceptions, it was found that employee knowledge can influence performance. The results of the analysis of the description of knowledge found that the knowledge of members at RSAU dr. Esnawan Antariksa affects organizational performance, so knowledge completion is needed with other fellow employees. The results of this study are similar to that of Binhe's (2018) study, Influence Of Cognitive Ability On Task Performance Of Dynamic Decision Making In Military Vehicles Under Different Task Complexity. Research results The results of the study show that cognitive abilities have an effect on performance. According to Haryanto et al. (2018) Ability is an individual's capacity to carry out various tasks in a particular job. This research is measured by technical skills, human skills and conceptual skills. According to the respondents' perceptions, it was found that employee abilities can affect performance. The results of the study show that ability affects performance.

Nani and Wijaya (2020) revealed that a quality information technology must have the following characteristics: accurate, timely, relevant and complete as measured by accurate, timely, relevant and complete. The results of the analysis of descriptions of information technology found that information technology members of RSAU dr. Esnawan Antariksa influences the performance of being information technology at work. Some explanations about the results of this study compared with the results of previous studies can be concluded that employees who have roles and functions carry out service work, especially serving the community, require quality, quantity, responsibility and employee initiative in carrying out their duties. If all are fulfilled then the opportunity to achieve good performance is realized.

CONCLUSIONS

This study explains the effect of knowledge, skills and information technology on the performance of RSAU dr. Esnawan Antariksa, where the results of the research conclusions are presented below:

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1. Knowledge, that is, members have education, teach how to treat patients properly, get a good perception by RSAU staff, dr. Esnawan Antariksa responded positively by respondents. The ability of hospital members found that hospitals provide easy access to health services. Information technology members can be found that members understand computer technology. The performance of hospital employees found that the quality of work and quantity of work were able to complete the work on time according to the targets and conditions imposed.
2. The results of the study show that knowledge, work ability, and information technology affect the performance of dr. Space Esnawan. Knowledge, ability to serve and information technology in responding quickly to instructions have a positive impact on employee performance to complete work on time.
3. Knowledge of members is the most dominant measured symptom and has the most influence on employee performance. Thus increasing employee performance at RSAU dr. Esnawan Antarik is greatly influenced by information technology and capabilities.

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