

The Influence of Job Promotion, Human Resource Development and Information Technology on Performance



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ABSTRACT: The study in this research aims to examine the influence of human resource development, information technology and job promotions on employee performance in information technology division of bank BTN. The population in this study is all employee information technology division of bank BTN. The sample in this study is a saturated sample with a sample size of 60 respondents. Based on testing using simultaneous F test analysis, the research results show that simultaneously human resource development variables, information technology variable, and job promotion variables have a significant effect on employee performance in information technology division of Bank BTN. Partial t test, the results of the research show that the human resource development variable has a significant effect on employee performance in information technology division of Bank BTN. Partially, the information technology variable has a significant effect on employee performance in information technology division of Bank BTN. Partially, the job promotion variable has a significant effect on employee performance in information technology division of Bank BTN.

KEYWORDS: human resource development, information technology, job promotion, employee performance

INTRODUCTION

Human resources are key factor that must be maintained in relation to the demands that companies continually face to answer every existing challenge. Every efforts to find and maintain quality human resources is the main step in an organization or company. Good human resource management will result in good company performance effective and efficient is the key to success for a company which greatly influences performance, integrity, transparency for employee. Because that, method of company for overcome this problem one of them with strive performance improvement employee.

A company is said to be advanced and successful not only by looking at the large profits it makes by company, however there is a number of factor supporter other the only one that is quality performance human resources owned by the company. Employee performance is important for the organization because organizational performance is influenced by the good and bad quality of employee performance (Boxall and Purcell, 2016) becomes the basis for assessing employees or organizations, employees will work optimally and strive to improve their performance if the employee's needs are met fulfilled.

The quality of employee performance cannot be separated from the abilities possessed by the employee, so organization need for always to develop human resource in increase employee abilities. (Li Xi Yuan et.al, 2021). Human resource development program are needed for every employee both when they first enter a company and when they first enter a company continuously following job demands. There will be human resource development improve skills and knowledge, so employees will be more productive at work (Ciobanu et.al, 2019). In line with research by Thaller et.al, (2023) which states with the implementation of human resource development employees will become tougher in work and try reach level performance which tall.

Research conducted by Els and Meyer (2023) explains human resources development have a significant effect on employee performance. In line with research conducted by Ato Forson et.al (2021) who found highly significant results or there is a high significant positive influence between human resource development on performance employee, tall low human resource development influence tall low performance employee.

Mastery of information technology has a positive value on employee performance so the greater mastery of information technology will further improve employee performance (Rahmit, 2019). In increase performance employee, use technology information very important and means for level efficiency time employee in do his job. Study which done Alloush and Al-Hadad (2022) found the results of a significant positive influence of information technology on employee performance shows that information technology support produces better and higher performance in finishing series work.

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Another strategy chosen by the company to improve employee performance is through job promotions. Employee work output can increase by being given the opportunity to earn money promotion to a higher position and in accordance with the operational procedure system. With job promotions, employees have hopes of opportunities for better positions with efforts to improve performance them (Alies Riak et.al , 202 2).Job promotion is considered very important for every employee,because with promotions employees feel there is trust and recognition regarding their abilities and abilities the employee's ability to occupy a higher position. System job promotion which based loyalty and performance it works possible employee have passion work and deliver best (Shkoles and Kimura, 2020). Study which conducted by Lee and Raschke (2016) found that there was an influence of job promotion on performance employees and have strong positive relationships. With promotion opportunities, employees will feel more appreciated, cared for, needed and recognized for their work abilities so they can create mark positive in environment work which result enhancement performance employee.

The company Bank Tabungan Negara Tbk or abbreviated as Bank BTN has a company vision : To become the best mortgage bank in Southeast Asia by 2025, and the company's mission is : to actively support the government in advancing the welfare of the Indonesian people through ownership home; realizing the life that millions of Indonesian's dream by providing a good home; becoming the home of Indonesia's best talent; increasing shareholder value; focusing on sustainable profitability growth becoming a financial partner for internal stakeholder housing ecosystem. Bank BTN's products are optimizing digital banking services, such as mobile banking, internet banking and authomatic teller machine (ATM). Types of Bank BTN products include fund products, consumer credit, commercial credit, E-Channel, banking services and services, BTN spekta.

Human resource development program have held in various types. However, employee development through education and training is still not optimal and is still not optimal pay attention to management aspects, so that it can be described in terms of post-implementation conditions education and training which so far still shows its weaknesses, namely measurements and criteria employee which follow education and training still not yet clear. Employee which follow education and training yet placed on position which it should be .

From the problems above, the implementation of education and training has still not met its targets (objects).Actually, ie concerning participation in education and training , for example position or task which carried. Objective every organization, good organization public nor private can achieved with good if employee can operate his duties in a way effective and efficient. Effectiveness and efficiency work can be obtained through employee development to improve their work abilities. Apart from that, the use of computerized information technology which is of course more modern is frequent time happen various constraint technical, matter this because lack of awareness employee for follow existing instructions through the implementation of education and training . Apart from that, there is an employee promotion system implemented by this company, it is hoped that employee performance will increase, so that quality service has also improved. The development of professional career paths that have been developed is still on going not enough notice demands and need profession.

THEORETICAL BASIS

Performance Employee

According to Katsuthosi Fushimi (2022) employee performance is a result that has been achieved by somebody in operate tasks has given to her. Sahem Nawatleh (2020) interpret performance is something results from work achieved good individual or group in the something company according to authority and bear it answer given in reach vision, mission and objective company.

Based on opinion the, performance employee can interpreted as achievement work employee on that assignment has held good both in quality and quantity based on authority and not quite enough answer which given company to her.

Human Resource Development

According to Greenan (2023) human resource development can be understood as a process enhancement ability and quality man. Rutledge and Al-Khabi (2023) explain that human resources development is an effort to improve abilities and skills individual employees to be able and ready to carry out different or higher responsibilities in organization.Human resource development is process for increase ability human source in help achieved objective organization (Hinrichs , 2023).

Based on opinion in on, can interpreted development source human power is effort improving a person's abilities both in terms of knowledge, skills and morals through procedure which systematic and organized so that employee can contribute optimal in in company.

Technology Information

According to Yabanci (2023) information technology is a technology that is used for processing data, including processing,

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obtaining, compiling, storing, manipulating data in various ways to produce quality information, namely relevant, accurate and precise information time, where it is used for needs personal, business, and government and is strategic information for decision making. according to Adamu and Binti Mohammad (2023) information technology is a result human engineering of the process of conveying information from sender to recipient so that it is more fast, more wide distribution, more long the storage.

From the opinion above, it can be concluded that information technology is a technology that combines computing and functions in processing, storing and developing data to become information which quality and delivered in a way broad, fast, and appropriate.

Job Promotion

According to Garba (2021) job promotion is change position or position work from lower level to higher level. Meanwhile, Otto (2021) define promotion position is displacement enlarge authority and not quite enough answer to more tall in in something organization followed with obligations, rights, status, and greater income. Job promotion is also interpreted as a reward for success employees show high work performance in carrying out the tasks delegated by them.

From these definitions it can be concluded that promotion is a transfer position a employee which based on its performance which good to position which more good with not quite enough answer and authority which more big from previous

STUDY METHOD

Design Study

Study this approach uses quantitative. The primary data for this research is in the form of opinions respondents in questionnaire and interview. Writer choose use method quantitative for know the quantity influence and significance between variables Human Resource Development, Information Technology and Job Promotion for Employee Performance of the information and technology division of Bank BTN.

Variable Study

Employee performance is the dependent variable and the independent variable is human resource development, technology information and job promotion.

Population and Sampling

The population of this research is all employees who work in the technology and information division of Bank BTN. In this research uses saturated sampling (method census) that is with take whole population made sample, with total 60 respondents.

Technique Collection Data

Data collection techniques used in this research is an interview, questionnaire and studies literature.

Technique Analysis Data

This research is based analysis of regression test data multiple linear, instrument test, assumption test classic and test hypothesis

RESULT ANALYSIS AND DISCUSSION

Test Normality

Table 1. Normality Test Results

<i>Kolmogorov-Smirnov Z</i>	<i>Asymp. Sig. (2-tailed)</i>	Limit	Information
0.688	0.732	0.05	Normal

Kolmogorov-Smirnov test above, it shows that the significance value for regression model is greater than 0.05. This shows that the regression equation for the inner model study this own distribution data which normal.

Test Multicollinearity

Table 2. Results Multicollinearity Test

<i>Model</i>	<i>Collinearity Statistics</i>		Information
	<i>Tolerance</i>	<i>VIF</i>	
Development HR	0.972	1,029	Free Multicollinearity
Information Technology	0.961	1,041	Free Multicollinearity
Promotion Position	0.976	1,024	Free Multicollinearity

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From table on can is known that all variable free have mark tolerance > 0.1 And mark VIF < 10, so that No happen symptom multicollinearity.

Test Heteroscedasticity

Table 3. Results Test Heteroscedasticity

Variable	Sig. (P value)	Conclusion
Development HR	0.058	No happen heteroscedasticity
Information Technology	0.299	No happen heteroscedasticity
<u>Job Promotion</u>	<u>0.237</u>	<u>No happen heteroscedasticity</u>

Based on the results shown in the table above, it can be seen that all variables are independent own mark *Sig.* more big from 0.05 so that can concluded that all variable free the No there is problem heteroscedasticity.

Test Regression Linear Multiple

Table 4. Analysis Regression Linear Multiple

Variable	Unstandardized Coefficients	
	B	Std. Error
(Constant)	2,580	4,277
Development HR	0.498	0.151
Technology Information	0.300	0.104
<u>Job Promotion</u>	<u>0.224</u>	<u>0.079</u>

Based on results in on can formulated model regression linear multiple in study this is:

$$Y = 2,580 + 0.498X_1 + 0.300X_2 + 0.224X_3 + e$$

Where: the constant value (α) is 2.580, which means that the resource development variable human, information technology, and job promotion value is 0 (zero), then the performance variable employee is at on number 2,580.

Coefficient variable human resource development (β_1) from calculation regression linear multiple *coefficients* value (β) = 0.498. This shows that the variable human resource development associate positive to performance employees in the information and technology division of Bank BTN .

Coefficient variable technology information (β_2) from calculation regression linear multiple mark *coefficients* (β) = 0.300. This shows that information technology has a positive association with performance employees in the technology and information division of Bank BTN .

The coefficient of the job promotion variable (β_3) from the multiple linear regression calculation of the *coefficients value* (β) = 0.224. Matter this show if job promotion associate positive to performance employees of the technology and information division of Bank BTN .

From the results of the multiple linear regression analysis above, it can be seen that the development variable human resource have influence most dominant to performance employee, because the regression coefficient have mark the biggest between variable other that is, as big as 0.498.

Test Simultaneous (F)

Table 5. Test results F

Model	F	Sig.	Information
Regression	10,536	,000 ^b	H ₀ rejected, H _a accepted
Residual			
<u>Total</u>			

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Based on results output table above is known that mark F_{count} as big as 10,536 whereas F_{table} as big as 2,859 and significance 0,000 < 0.05 so H_0 rejected. And can concluded H_a accepted, that it means there is influence simultaneous between variable human resource development (X_1), information technology (X_2), and job promotion (X_3) to performance employee (Y).

Test Partial (t)

Table 6. Test results t

<u>Model</u>	<u>t</u>	<u>t table</u>	<u>Sig.</u>
Development HR	3,286	2,028	0.002
Technology information	2,879	2,028	0.007
<u>Job promotion</u>	<u>2,832</u>	<u>2,028</u>	<u>0.008</u>

Based on table on can explained as following:

The human resource development variable shows $t_{count} > t_{table}$ ($3.286 > 2.028$) and the significance value ($0.002 < 0.05$), then H_0 is rejected. It can be concluded that the human resource development variable (X_1) in a way partial influential positive and significant to performance employee (Y).

On variable information technology show $t_{count} > t_{table}$ ($2.879 > 2.028$) and mark significance ($0.007 < 0.05$), then H_0 is rejected. It can be concluded that the information technology variable (X_2) is partial influential positive and significant to performance employee (Y).

The job promotion variable shows $t_{count} > t_{table}$ ($2.832 > 2.028$) and significance value ($0.008 < 0.05$), so H_0 rejected. Can concluded that variable job promotion (X_3) in a way partial influential positive and significant to performance employee (Y).

Coefficient Determination (R^2)

Table 7. Results Coefficient Determination

<u>R</u>	<u>R Square</u>	<u>Adjusted R Square</u>
0.684 ^a	0.468	0.423

Based on regression testing, it can be seen that the coefficient of determination (R^2) is obtained of 0.423. This means that 42.3% of the variation in employee performance variables can be explained by variables human resource development, information technology, and job promotion, while the rest 57.7% is explained by other variables not proposed in this research. For example, discipline, environment work, culture organization, experience and etc.

Influence Human Resource Development (X), to wards Employee Performance Work (Y)

Based on the SPSS version 21 calculation results, it is known that $t_{count} > t_{table}$ ($3.286 > 2.028$) with a significance value of ($0.002 < 0.05$) means that H_0 is rejected and H_a is accepted, so partial human resource development positive influence and significant to employees performance of the technology and information division of Bank BTN.

So hypothesis 1 in this research states that "It is suspected that human resource development have a proven effect on the performance of employees in the information technology division of PT Telkom Seluler. This is supported by research Nakajubi et al.,(2022).

Influence Technology Information (X) to wards Employee Performance Work (Y)

Based on the SPSS version 21 calculation results, it is known that $t_{count} > t_{table}$ ($2.879 > 2.028$) with a significance value of ($0.007 < 0.05$) means that H_0 is rejected and H_a is accepted, so partial information technology has a positive and significant effect on the performance of Bank BTN's information technology division employees.

So hypothesis 2 in this research states that "It is suspected that information technology proven effect on the employee performance of Bank BTN's information technology division employees the truth matter this supported by study Mitic et al.,(2021).

Influence Job Promotion (X) to wards Employee Performance Work (Y)

Based on the SPSS version 21 calculation results, it is known that $t_{count} > t_{table}$ ($2.832 > 2.028$) with a significance value of ($0.008 < 0.05$) means that H_0 is rejected and H_a is accepted, so job promotion has a positive and significant effect on employee performance in the information technology division of Bank BTN.

So hypothesis 3 in this research states that "Job promotion is suspected proven effect on the employee performance of PT

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Telkom Seluler's information technology division employees the truth. This is supported by research Duru et al.,(2023).

CONCLUSION

Based on results study which has done and analysis which obtained so with drawn conclusion among them as following:
Human resource development influential positive and significant to performance employees in the information technology division of Bank BTN ;
Information technology influential positive and significant to performance employees in the information technology division of Bank BTN ; and
Job promotion influential positive and significant to performance employees in the information technology division of Bank BTN .

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