

The Role of Work Experience, Work Discipline, Information Technology, and Training on The Performance of Police Members

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Abstract

This research aims to determine the influence simultaneously (simultaneously) and partially of the variables of work experience, work discipline, information technology, and training on the performance of members of the Binkar SSDM Bureau of the South Jakarta Police. This research method uses a quantitative research design. The population of all employees/members working at the Binkar SSDM Bureau of the South Jakarta Police is 220 people. The sampling technique used in this research was a purposive sampling technique with a sample size of 55 respondents. Data collection using questionnaires. The data analysis techniques used for statistical analysis are multiple linear regression test, F test, t test, and coefficient of determination. The research results show that work experience, work discipline, information technology and training partially and significantly influence the performance of members of the South Jakarta Police Binkar SSDM Bureau. Suggestions from this research, the South Jakarta Police SSDM Binkar Bureau continues to improve work experience, work discipline, information technology and existing training, so that the performance of members will increase and be better than before.

Keywords: Member Performance; Work Experience; Work Discipline; Information Technology; Training

INTRODUCTION

The organization or agency engaged in the field of state security is the Indonesian National Police, the Indonesian National Police is under the President and led by the Chief of Police who in carrying out his duties is responsible to the President in accordance with laws and regulations. The Indonesian National Police has an important role in society because its main tasks can create national stability, namely as a guide, protector, and public servant. This is stated in Article 13 of Law Number 2 of 2002 concerning the Indonesian National Police which is contained in the State Gazette Number 2 of 2002.

The Indonesian National Police in carrying out its duties and functions divides the territory of the Republic of Indonesia into several jurisdictions. The regional level of the Indonesian National Police organization includes: the Indonesian National Police Headquarters (MABES POLRI) at the central level, Regional Police of the Republic of Indonesia (Polda) at the provincial level, Republic of Indonesia National Police Resort (Police) at the district or city level, and Republic of Indonesia National Police Sector (Polsek) at the sub-district level. The regional office was created so that the public can more easily obtain services provided by the Police.

Human resources are essentially one of the capital and play a very important role in the success of the organization, good human resource management is the key to the success of achieving organizational goals, to assess the quality of existing human resources can be measured from employee performance. Employee work results are the results of work in terms of quality and quantity achieved by an employee in carrying out tasks according to the responsibilities given.

In an organization, it often produces different work qualities for each individual employee. Employee performance, which is the result of an employee's thoughts and energy on the work they do, can be tangible, seen, and counted, but in many cases the results of thoughts and energy cannot be counted and seen, such as ideas for solving a problem, new innovations for a product or service, it can

also be a discovery of a more efficient work procedure (Jabbar, 2019). Several work indicators such as the quality of work results, quantity of work results and the timeliness of completing the task itself really need to be considered by the organization. However, besides that, there is one important thing that organizations must pay attention to in improving the performance of their employees, namely work experience, work discipline, information technology, and training. because through work experience, work discipline, information technology, and training employees will be motivated to obey and be responsible in carrying out their duties, therefore work experience, work discipline, information technology, and training have an important role in improving the performance of their employees in achieving organizational goals.

Performance refers to doing work and the results obtained from that work. Performance is about what is done and how it is done. Performance is the result of work that has a strong relationship with the strategic goals of the organization, customer satisfaction and contributing to the economy. (Azzahrah et al., 2020). Worker performance is the result of work in terms of quality and quantity achieved by a worker in carrying out his duties in accordance with the responsibilities given to him. Performance is the result or output of a process. Performance is the result of the achievement of a person or group of people in completing the tasks and responsibilities given. (Syaflan et al., 2022).

Working in an agency requires good work experience in order to achieve high performance. Work experience is the level of mastery of knowledge and skills of a person in his work which can be measured from the length of service and from the level of knowledge and skills he has. (Hasan et al., 2021). Work experience is a measure of how far someone has mastered the work tasks they do. Generally, work experience can be measured by looking at the length of time they have worked on a particular work task. Employees who have more experience will have higher skills, so their productivity and performance are higher compared to workers who only have a little experience. (Mangkat et al., 2019).

Work discipline is another very important factor to improve a person's performance. In everyday work, a person's discipline is still an obstacle to organizational performance. Discipline is behavior towards behavior and actions that are in line with the rules of the organization, not only those that are written but also those that are not written. Maximum discipline is the manifestation of a person's level of responsibility for a number of their tasks. This condition is a driver of work motivation and achievement of organizational targets. Rules are very important in creating order and work ethic in increasing employee efficiency and effectiveness. Employee awareness to display discipline will have a positive impact on organizational performance. (Abdullah & Latief, 2023). Work discipline is the awareness and readiness of employees to obey all organizational regulations and applicable social norms. Work discipline is a tool used by leaders to communicate with employees so that they are willing to change their behavior to follow the established rules. Discipline must be enforced in an organization. Without the support of good employee work discipline, it is difficult for the agency or company to realize its goals. (Agenginardi et al., 2023).

Information technology is an information system that uses technology to obtain information using hardware and software networks using a set of computers with a high-speed network including a series of equipment that functions as a tool for processing databases in the distribution of information. (Azzahrah et al., 2020). Information technology is the study or use of electronic equipment, especially computers, to store, analyze and distribute any information. Information technology produces an information system in which employees play an important role in the operation of information technology, both directly and indirectly in its implementation. (Rukhviyanti, 2018).

In addition to work experience, work discipline, information technology, one of the related aspects that can affect performance is also training. Training is one method that supports employees towards a more professional direction according to the company's wishes. This training aims to improve employee performance in achieving specific work results. Training consists of educational institutions provided for employees, where employees can learn skills, abilities, knowledge, and attitudes or specific behaviors related to work. Training is useful for identifying and evaluating performance through learning to improve the performance of company employees (Erwin & Suhardi, 2020). Training is any effort to improve the performance of workers in a particular job that is currently their responsibility, or a job that is related to their work. When a company or business that has workers will provide training for its employees (Yusuf et al., 2023).

This research was conducted at the South Jakarta Police SSDM Binkar Bureau Office located at the TNCC Building, National Police Headquarters, 10th Floor, Jl. Trunojoyo 3 Kebayoran Baru, South Jakarta.

RESEARCH METHODS

This study uses a quantitative approach. The author chose to use a quantitative descriptive method to determine the magnitude of the influence and significance between the variables of work experience, work discipline, information technology, and training on member performance. This study was conducted at the Binkar SSDM Polri Office in South Jakarta, located at the TNCC Building, Police Headquarters, 10th Floor, Jl. Trunojoyo 3 Kebayoran Baru, South Jakarta. The research period was 6 (six) months.

The population in all employees / members working in the Binkar SSDM Polri South Jakarta Bureau totaling 220 people. The sample taken in this study was 55 respondents.

The researcher used purposive sampling technique. The reason for using Purposive Sampling technique is because not all samples have criteria that match the phenomenon being studied. Therefore, the author chose Purposive Sampling technique which establishes certain considerations or criteria that must be met by the samples used in this study. The researcher used the criteria of employees/members who have worked for more than 5 years.

The variables used in this study consist of 2 variables, namely independent variables and dependent variables. Independent variables consist of work experience, work discipline, information technology, and training and the dependent variable is member performance.

Multiple linear regression test is used to find out the pattern of dependent variables that can be predicted through independent variables. Multiple linear regression aims to estimate the magnitude of the regression coefficient and show the magnitude of the influence of several independent variables on the dependent variable (Ghozali, 2018: 86). The regression equation model used is as follows:

$$Y = a + b1X1 + b2X2 + b3X3 + b4X4 + e$$

Information :

- Y : Member Performance Variable
- X1 : Work Experience Variable
- X2 : Work Discipline Variable
- X3 : Information Technology Variables
- X4 : Training Variables
- a : constant
- b1, b2, b3, b4 : correlation coefficient
- e : error term disturbing error

RESULT AND DISCUSSION

Multiple Linear Regression Test

Table 1. Multiple Linear Regression Results

No	Variables	Unstandardized B	Information
1	(Constant)	0.447	Significant
2	Work experience	0.223	Significant
3	Work Discipline	0.173	Significant
4	Information Technology	0.493	Significant
5	Training	0.140	Significant

Source: Primary Data processed 2024

Based on the table above, it can be seen that the regression equation formed is:

$$Y = 0.447 + 0.223 X1 + 0.173 X2 + 0.493 X3 + 0.140 X4$$

From this equation it can be explained that:

1. Constant (a) = 0.447
 This means that if the constant value (a) = 0.447 while the variables of work experience, work discipline, information technology, and training are considered constant or equal to zero, then the member performance variable is 0.447 and shows positive results.
2. Work Experience Coefficient (b1) = 0.223

This means that if the coefficient value of the work experience variable increases, while the work discipline, information technology, and training variables are assumed to have constant values from the regression model, then the member performance value will increase by 0.223 and show positive results.

3. Work Discipline Coefficient (b2) = 0.173

This means that if the coefficient value of the work discipline variable increases, while the variables of work experience, information technology, and training are assumed to have constant values from the regression model, then the member performance value will increase by 0.173 and show positive results.

4. Information Technology Coefficient (b3) = 0.493

This means that if the coefficient value of the information technology variable increases, while the variables of work experience, work discipline, and training are assumed to have constant values in the regression model, then the member performance value will increase by 0.493 and show positive results.

5. Training Coefficient (b4) = 0.140

This means that if the coefficient value of the training variable increases, while the variables of work experience, work discipline and information technology, are assumed to have a fixed value from the regression model, then the member performance value will increase by 0.140 and show positive results.

Hypothesis Testing

F Test

Table 2. F Test Results

Model	Fcount	Ftable	Sig.	Standard	Information
Regression	30,409	2.56	0,000	0.05	Eligible Model

Source: Primary Data processed 2024

The results of the data analysis that have been obtained, it can be seen that the F count value is 30.409, because $F_{count} > F_{table}$ $30.409 > 2.56$ and significance $0.000 < 0.05$ then H_0 is rejected. It can be concluded that H_a is accepted, meaning that there is an influence between work experience, work discipline, information technology, and training simultaneously and significantly on the performance of members of the Binkar SSDM Polri South Jakarta Bureau.

t-test

Table 3. t-Test Results

Hypothesis	count	table	Sig.	Standard	Information
H1	2,666	>2,008	0.010	0.05	Ho Rejected
H2	2,143	>2,008	0.037	0.05	Ho Rejected
H3	4,984	>2,008	0,000	0.05	Ho Rejected
H4	2,115	>2,008	0.039	0.05	Ho Rejected

Source: Primary Data processed 2024

The testing steps are as follows:

1. Test the influence of work experience on member performance
 The calculated t value > t table ($2.666 > 2.008$) and the significance value of $0.010 < 0.05$ then H_0 is rejected and H_a is accepted. It can be concluded that there is a positive and significant influence of work experience on the performance of members of the Binkar SSDM Polri South Jakarta Bureau.
2. Test the influence of work discipline on member performance
 The calculated t value > t table ($2.143 > 2.008$) and the significance value is $0.037 < 0.05$, so H_0 is rejected and H_a is accepted. It can be concluded that there is a positive and significant influence of work discipline on the performance of members of the Binkar SSDM Polri South Jakarta Bureau.
3. Test the influence of information technology on member performance
 The calculated t value > t table ($4.984 > 2.008$) and the significance value of $0.000 < 0.05$ then H_0 is rejected and H_a is accepted. It can be concluded that there is a positive and significant influence of information technology on the performance of members of the Binkar SSDM Polri South Jakarta Bureau.

4. Test of the influence of training on member performance The calculated t value $> t$ table ($2.115 > 2.008$) and the significance value of $0.039 < 0.05$ then H_0 is rejected and H_a is accepted. It can be concluded that there is a positive and significant influence of training on the performance of members of the Binkar SSDM Polri South Jakarta Bureau.

Coefficient of Determination Test (R^2)

Table 4. Determination Coefficient Results

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.842	0.709	0.685	1.24192

Source: Primary Data processed 2024

Based on the calculation results, the adjusted R square value is 0.685. This means that the variables of work experience, work discipline, information technology, and training contribute to member performance by 68.5% while the remaining 31.5% is explained by other variables not proposed in this study such as: work ability, work environment, education and others.

Discussion

The influence of work experience on the performance of members of the South Jakarta Police SSDM Binkar Bureau

Based on the results of the SPSS calculation in Table IV.10, $t_{count} > t_{table}$ ($2.666 > 2.008$) and significance of $0.010 < 0.05$ were obtained. This means that work experience has a positive and significant effect on member performance. This study is in line with previous research conducted by Irzan et al. (2023); Mangkat et al. (2019); Hasan et al. (2021) work experience has a positive and significant influence on member performance.

Work experience is an important point for member performance. Work experience provides an opportunity to hone skills needed in the world of work. Work experience helps understand the dynamics of the world of work, such as hierarchy, police culture, and usual tasks. Work experience allows for interaction with experienced professionals and building professional networks.

The influence of work discipline on the performance of members of the South Jakarta Police SSDM Binkar Bureau

Based on the results of the SPSS calculation in Table IV.10, $t_{count} > t_{table}$ ($2.143 > 2.008$) and significance of $0.037 < 0.05$ were obtained. This means that work discipline has a positive and significant effect on member performance. This study is in line with previous research conducted by Dames et al. (2023); Agenginardi et al. (2023); Abdullah & Latief (2023) Work discipline has a positive and significant influence on member performance.

Discipline in the police is certainly very important to support performance. Disciplined members can manage their time well, so that no time is wasted. Disciplined members can make the right decisions. Discipline can also improve self-skills and can produce a consistent personality.

The influence of information technology on the performance of members of the South Jakarta Police SSDM Binkar Bureau

Based on the results of the SPSS calculation in Table IV.10, $t_{count} > t_{table}$ ($4.984 > 2.008$) and significance $0.000 < 0.05$. This means that information technology has a positive and significant effect on member performance. This research is in line with previous research conducted by The Untamed (2018); Musfira et al. (2020); Handayani et al. (2018) Information technology has a positive and significant influence on member performance.

Information technology in today's era is very necessary to improve performance. The development of information and communication technology (ICT) makes it easier for police members to access information anytime and anywhere. Information technology plays an important role in the

modern world of work, because it allows for increased efficiency, productivity, innovation, communication, collaboration, and public service.

The influence of training on the performance of members of the South Jakarta Police SSDM Binkar Bureau

Based on the results of the SPPS calculation in Table IV.10, $t_{count} > t_{table}$ ($2.115 > 2.008$) and significance of $0.039 < 0.05$ were obtained. This means that training has a positive and significant effect on member performance. This research is in line with previous research conducted by Syaflan et al. (2022); Yusuf et al. (2023); Erwin & Suhardi (2020) training has a positive and significant effect on member performance.

Training must be needed to improve the performance of police officers. Training can help officers improve their skills, knowledge, and abilities in carrying out job duties. Training can increase the confidence of police officers. Training can help improve the decision-making process faster and more accurately.

CONCLUSION

Based on the results of the hypothesis testing and discussion that has been carried out, it can be concluded that Work experience, work discipline, information technology, and training have a positive and significant effect on the performance of members of the Binkar SSDM Polri South Jakarta Bureau. Based on the research and discussion carried out, the results obtained were an Adjusted R Square (R^2) value of 0.685 or 68.5%. Determination or contribution of variables work experience, work discipline, information technology, and training to performance of members of the South Jakarta Police SSDM Binkar Bureau by 68.5%. The remaining contribution of other variables is only 31.5% such as work skills, work environment, education and others.

It is hoped that further research will develop this research by using other independent variables besides work experience, work discipline, information technology, and training which can influence member performance, considering that there is still an influence of 31.5% outside of this research variable, such as work ability, work discipline, education and others. It is expected South Jakarta Police SSDM Binkar Bureau in the future, we will continue to maintain and improve quality work experience, work discipline, information technology, and training that exist. High quality work experience, work discipline, information technology, and training in South Jakarta Police SSDM Binkar Bureau making member performance also increase and become better than before.

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