



Point of View Research

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# The Influence of Information Technology and Competence on Improving Employee Performance at the Department of Tourism and Culture of Sinjai Regency Kabupaten Sinjai

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	Abstract
<p><b>Keywords:</b> Information Systems; Human Resource Competence; Public Sector Performance; Tourism and Culture Department; Sinjai Regency</p> <p><b>Conflict of Interest Statement:</b> The authors declare no conflict of interest regarding the publication of this paper, depending on the submission guidelines of your target journal. Would you like me to refine it further in that direction.</p> <p>Copyright © 2023 POVREMA. All rights reserved.</p>	<p><b>Purpose:</b> this study aims to analyze both partially and simultaneously the influence of information technology and competence on employee performance at the Department of Tourism and Culture of Sinjai Regency.</p> <p><b>Research Design and Methodology:</b> a quantitative approach was employed, with data collected through observation, documentation, and questionnaires. Primary data were obtained from 50 respondents using questionnaires. Data analysis was conducted using multiple linear regression with SPSS version 27.</p> <p><b>Findings and Discussion:</b> the results show that information technology has a positive and significant effect on employee performance. Competence also exerts a positive and significant influence. Furthermore, when considered together, information technology and competence jointly have a positive and significant impact on employee performance.</p> <p><b>Implications:</b> these findings highlight the importance of strengthening technological infrastructure and enhancing employee competence to improve organizational performance. The study provides practical insights for policy and management in public institutions, particularly in tourism and cultural sectors, and suggests that future research may explore broader samples or additional variables to deepen understanding of performance drivers.</p>

## Introduction

Tourism and culture are widely recognized as strategic sectors that contribute significantly to regional economic development while simultaneously preserving local identity and cultural heritage. In Indonesia, local governments play a crucial role in managing and developing these sectors to ensure sustainable growth and community welfare. The Department of Tourism and Culture of Sinjai Regency, as a public institution, is mandated to enhance service quality, institutional effectiveness, and human resource performance in response to increasing public demands and global competition. However, achieving these objectives remains challenging due to rapid technological changes and varying levels of employee capability in adapting to digital systems.

Information technology (IT) has become a transformative force in public administration, enabling organizations to streamline work processes, improve decision-making accuracy, and enhance accountability. The effective utilization of IT is expected to improve employee performance by facilitating access to timely and accurate information. Nevertheless, the benefits of technology cannot be fully realized without competent human resources who possess the necessary knowledge, skills, and abilities to operate and leverage these technologies effectively (Purba & Tampubolon, 2022; Telaumbanua et al., 2025).

Recent empirical studies have demonstrated that information technology plays a significant role in improving employee performance within public sector organizations. Anggraini (2022) found that the use of information technology positively affects employee performance, particularly when supported by strong work motivation. Similarly, Telaumbanua et al. (2025) reported that effective IT utilization enhances efficiency and productivity among government employees, contributing to improved organizational outcomes.

In addition to technology, employee competence has been identified as a critical factor influencing performance. Ridwan et al. (2024) emphasized that competence including technical skills, knowledge, and work attitudes has a dominant effect on employee performance in government institutions. Furthermore, Ingsih et al. (2024) highlighted the importance of digital competence in the public sector, noting that employees with higher digital skills are better equipped to deliver quality services and adapt to technological changes. These studies collectively suggest that both IT and competence are essential drivers of performance improvement in public organizations.

Although previous studies have extensively examined the individual effects of information technology and employee competence on performance, most of them focus on general public sector institutions or administrative agencies. Limited attention has been given to organizations operating within the tourism and cultural sector, particularly at the regional level. Moreover, existing research tends to analyze IT and competence as separate variables, without sufficiently exploring their combined influence on employee performance in a specific institutional and cultural context.

In the case of the Department of Tourism and Culture of Sinjai Regency, empirical evidence regarding how information technology and employee competence interact to influence performance remains scarce. This gap indicates the need for a contextualized study that integrates both variables to provide a more comprehensive understanding of performance determinants in tourism and cultural public institutions. Based on the identified research gap, this study seeks to address the following research question *How do information technology and employee competence influence employee performance at the Department of Tourism and Culture of Sinjai Regency?* Accordingly, the objective of this research is to analyze both the partial and simultaneous effects of information technology and employee competence on employee performance. The novelty of this study lies in its integrated approach to examining the synergy between information technology and employee competence within a regional tourism and cultural institution. By focusing on a specific governmental context, this research provides empirical insights that extend existing literature and offer practical implications for improving human resource management and digital transformation strategies in public sector organizations.

## **Literature Review**

### ***Information Technology and Employee Performance***

Information technology (IT) is widely recognized as a critical enabler of organizational efficiency and innovation. In the public sector, IT adoption enhances transparency, accelerates service delivery, and improves employee productivity by enabling access to timely and accurate information. Empirical evidence from Indonesian public institutions confirms that the effective implementation of information technology significantly improves employee performance and administrative accountability (Fitriani et al., 2025; Maryadi et al., 2024).

Further studies demonstrate that IT utilization positively influences work efficiency, decision-making quality, and service effectiveness in government organizations. Ridwan et al. (2024) found that the integration of information technology systems strengthens employee performance by supporting accuracy, speed, and reliability in public service delivery. These findings indicate that IT plays a strategic role in enhancing employee performance, particularly when aligned with organizational needs and public service objectives

#### *Competence as a Determinant of Performanc*

Competence refers to the combination of knowledge, skills, and abilities required to perform tasks effectively and achieve organizational objectives. In public institutions, competence is essential for enabling employees to adapt to technological changes and respond to increasing service demands (Ingsih et al., 2024). Employees with higher levels of competence are better equipped to utilize organizational resources efficiently and contribute to improved performance outcomes. Previous empirical studies consistently show that employee competence has a strong and positive relationship with performance. Ingsih et al. (2024) emphasize that digital and professional competencies significantly enhance employee performance and service quality in the public sector. Competence is commonly categorized into technical, interpersonal, and cognitive dimensions, all of which play a vital role in effective task execution, problem-solving, and organizational success.

#### *Synergy Between IT and Competence*

While information technology provides tools to improve efficiency and effectiveness, employee competence determines the extent to which these tools can be utilized optimally. Research indicates that IT adoption alone does not guarantee performance improvement unless accompanied by adequate employee competence. Pratama (2025) confirms that employee competence strengthens the positive impact of information technology on performance, particularly in public sector organizations.

Similarly, Praditya et al. (2023) highlight that information technology and competence jointly exert a significant influence on government employee performance. Their findings suggest that the relationship between IT and performance is interdependent with employee competence, meaning that technological investments must be supported by continuous competency development. This synergy is especially important in tourism and cultural institutions, where digital platforms are increasingly used for cultural preservation, promotion, and service innovation.

#### *Relevance to Sinjai Regency*

The Department of Tourism and Culture of Sinjai Regency faces the dual challenge of preserving local cultural heritage while promoting tourism in an increasingly competitive digital environment. Integrating information technology into organizational operations enables more effective promotion, documentation, and management of cultural assets. At the same time, enhancing employee competence ensures that these technologies are applied strategically and sustainably. competitiveness. Therefore, examining the combined influence of information technology and employee competence is crucial for understanding how regional public institutions can optimize human resources, improve employee performance, and support tourism and cultural development. This approach provides valuable insights for strengthening institutional capacity and enhancing regional competitiveness in the digital era.

## **Research Design and Methodology**

### *Research design*

This study employed a quantitative explanatory research design to examine the effect of information technology utilization and employee competence on employee performance at the Department of Tourism and Culture of Sinjai Regency. The quantitative approach was selected to measure relationships among variables using numerical data and statistical analysis. The population comprised all employees of the department, totaling 50 employees. Due to the limited population size, a purposive sampling technique was applied, in which all eligible employees were included as respondents, resulting in a sample size of 50 respondents.

### *Methodology*

The study was conducted at the Department of Tourism and Culture of Sinjai Regency, South Sulawesi Province, from April to May 2025. Data were primarily collected through a structured questionnaire designed to measure information technology, employee competence, and employee performance using a five-point Likert scale (1 = strongly disagree to 5 = strongly agree). To support the quantitative data, observations and structured interviews were also conducted using observation sheets and interview guidelines. Information technology was measured using indicators of speed, consistency, accuracy, and reliability.

Employee competence was assessed through knowledge, understanding, skills, attitudes, and interests, while employee performance was measured based on quality, quantity, timeliness, effectiveness, and independence. Data analysis was performed using multiple linear regression to examine the influence of the independent variables on employee performance. Prior to hypothesis testing, validity and reliability tests were conducted to ensure measurement accuracy. Hypotheses were tested using t-tests for partial effects and an F-test for simultaneous effects, ensuring the robustness and replicability of the findings.

## Findings and Discussion

### Findings

The study involved 50 respondents with varying demographic characteristics. The distribution of respondents by gender, age, and education level is presented in Table 1. The distribution shows a relatively balanced gender ratio, with slightly more male respondents. The majority of respondents fall into the productive age group (31–50 years) and possess higher education, predominantly at the bachelor level. The validity and reliability of the instruments used in this study were tested using Pearson correlation and Cronbach's Alpha. All items in the study were found to be valid and reliable, as shown in Table 2.

**Table 2. Respondent Characteristics**

Variable	Measurement	n	%
Gender	Man	27	54
	Woman	23	46
Age (Years)	17-30	2	46
	31-50	6	48
	51-60	8	12
Education Level	Magister	6	12
	Bachelor	27	54
	Diploma	4	8
	Senior High School	8	26

Source: Personal data processing with SPSS 2025

**Table 3. Descriptive Statistics of Research Variables**

Variable	Instrument	r-calculated	Cronbach Alpha	Result	
X	Technology	X1.1	0.484	0.720	Valid dan reliable
		X2.2	0.532		Valid dan reliable
		X1.3	0.555		Valid dan reliable
		X1.4	0.606		Valid dan reliable
	Competency	X2.1	0,575		Valid dan reliable
		X2.2	0,446		Valid dan reliable
		X2.3	0,470		Valid dan reliable
		X2.4	0,605		Valid dan reliable
		X2.5	0.527		Valid dan reliable
Y	Employee performance	Y1.1	0.502	0.713	Valid dan reliable
		Y1.2	0.789		Valid dan reliable
		Y1.3	0.789		Valid dan reliable
		Y1.4	0.582		Valid dan reliable
		Y1.5	0.545		Valid dan reliable

Source: Personal data processing with SPSS 2025.

The descriptive analysis provides an overview of respondents' perceptions of the research variables, namely Technology (X1), Competency (X2), and Employee Performance (Y). The analysis was conducted using processed data from 50 respondents and is presented in terms of minimum values, maximum values, mean scores, and standard deviations. The results show that the Technology variable (X1) has mean values ranging from 3.58 to 3.90 across its indicators. These values indicate that respondents generally perceive the application of technology in the organization as good. The highest mean score is found in indicator X1.4, suggesting that this aspect of technology is considered the most supportive in improving work effectiveness. The relatively low standard deviation values indicate consistent responses among respondents, reflecting a shared perception of technology utilization.

For the Competency variable (X2), the mean values range from 2.98 to 3.76, indicating perceptions from moderate to good. Indicator X2.4 shows the highest mean value, reflecting a strong assessment of respondents' competencies in that aspect, while indicator X2.5 records the lowest mean, suggesting that certain competency areas still require improvement. The variation in standard deviation values implies differences in respondents' perceptions, which may be influenced by individual experience and skill levels. The Employee Performance variable (Y) shows mean values ranging from 2.62 to 3.18. These results suggest that employee performance is perceived at a moderate level overall. Indicator Y1.1 has the highest mean score, indicating relatively better performance in that aspect, whereas indicator Y1.4 has the lowest mean score, reflecting weaker performance perceptions. This condition implies that employee performance has not yet reached an optimal level and still varies across performance dimensions.

Validity testing was conducted using Pearson's product-moment correlation by comparing the calculated correlation coefficient ( $r$ -calculated) with the  $r$ -table value of 0.279 at a 5% significance level ( $N = 50$ ). The results indicate that all items across the Technology, Competency, and Employee Performance variables have  $r$ -calculated values greater than the  $r$ -table value. Therefore, all questionnaire items are declared valid and capable of measuring the intended constructs. Reliability testing was carried out using Cronbach's Alpha coefficient. The results show that the Technology variable has a Cronbach's Alpha value of 0.720, the Competency variable has a value of 0.754, and the Employee Performance variable has a value of 0.713. All values exceed the minimum reliability threshold of 0.60, indicating that the instruments are reliable and demonstrate internal consistency. Thus, the data collected are considered dependable for further analysis.

Multiple linear regression analysis was employed to examine the influence of Technology (X1) and Competency (X2) on Employee Performance (Y). The regression equation obtained from the analysis is:  $Y = 15.553 + 0.892X1 + 0.747X2 + e$ . The constant value of 15.553 indicates that when Technology and Competency are assumed to be zero, Employee Performance remains at a baseline level of 15.553. The regression coefficient for Technology (0.892) is positive, indicating that an increase in technology utilization is associated with an increase in employee performance. Similarly, the regression coefficient for Competency (0.747) is also positive, suggesting that higher employee competency contributes to improved performance.

The results of the simultaneous test (F-test) show that Technology and Competency jointly have a significant effect on Employee Performance. The calculated F-value of 13.553 is greater than the F-table value, and the significance level is 0.000, which is lower than the threshold of 0.05. These results indicate that the regression model is statistically significant, and both independent variables together explain variations in employee performance. The partial test results reveal that Technology (X1) has a significant positive effect on Employee Performance, as indicated by a  $t$ -value of 3.016 and a significance level of 0.004, which is below 0.05. This finding suggests that improved technological support and utilization contribute significantly to enhancing employee performance.

Similarly, Competency (X2) also has a significant positive effect on Employee Performance, with a  $t$ -value of 4.623 and a significance level of 0.000. This result indicates that employee competency plays a crucial role in determining performance outcomes and has a stronger influence compared to technology, as reflected by its higher standardized coefficient.

The coefficient of determination ( $R^2$ ) obtained from the regression analysis is 0.412. This value indicates that 41.2% of the variation in Employee Performance can be explained by Technology and Competency, while the remaining 58.8% is influenced by other factors not included in this research model. These findings suggest that although Technology and Competency are important determinants of employee performance, additional variables should be considered in future studies to provide a more comprehensive explanation.

### *Discussion*

Based on the results of hypothesis testing regarding the influence of Information Technology and Competency on Employee Performance at the Department of Tourism and Culture of Sinjai Regency, several important discussion points can be elaborated as follows. The results of the first hypothesis test indicate that technology has a positive and significant effect on employee performance; therefore, H1 is accepted. This finding is supported by a significance value of 0.004, which is lower than the 0.05 threshold. This result confirms that the implementation of information technology contributes to improvements in the quality and timeliness of employees' task completion. This aligns with the findings of Indrawati et al. (2024), who reported that information technology has a significant positive impact on employee performance in organizational settings (Indrawati, Kornelius & Santi, 2024).

The analysis demonstrates that increased utilization of information technology positively influences employee performance within the institution. In this context, the availability and use of computer-based facilities play a crucial role in supporting the implementation of information technology. Adequate technological infrastructure enables employees to access data more efficiently, thereby facilitating the completion of individual tasks. The application of information technology within an organization is expected to enhance the output of human resources, as employees who effectively use technological systems are more likely to perform their duties efficiently and accurately. Similar results were found by Maryadi et al. (2024), who showed that both information technology and competency have a positive and significant effect on employee performance (Maryadi, Narimawati & Syafei, 2024).

Technology can serve as a highly effective tool for improving employee performance, provided that it is accompanied by adequate training, ethical usage standards, and sound organizational policies. Management must ensure that technology functions as a support system for employees rather than replacing human roles entirely. The use of technology improves operational efficiency by accelerating administrative processes, data processing, and reporting activities, resulting in greater accuracy. Furthermore, technological tools facilitate access to information and collaboration, enabling employees to work together in real time despite geographical limitations. These outcomes align with Anggraini (2022), who found that the use of information technology positively influences employee performance when supported by other organizational factors (Anggraini, 2022).

In the context of rapid digital transformation and dynamic work environments, technology and competency are two critical factors that determine employee performance. Organizations that effectively utilize technology while maintaining high levels of employee competency are better positioned to adapt to change, increase productivity, and achieve organizational objectives efficiently. This is consistent with findings by Sari & Suwandi (2024), where the use of information technology and competency were both shown to significantly influence employee performance in organizational environments (Sari & Suwandi, 2024).

A strategic effort to improve the operational capacity of the Department of Tourism and Culture of Sinjai Regency involves managing human resources as a key organizational asset. Organizational success largely depends on individual employee contributions; therefore, continuous efforts to enhance employee performance are essential to achieving institutional goals. Information technology and competency function as interconnected factors influencing employee performance. While technology provides tools that support efficiency and productivity, competency determines the extent to which these tools can be utilized effectively. In government institutions, including the Department of Tourism

and Culture of Sinjai Regency, efficient administrative systems supported by information technology are essential to delivering optimal public services. In conclusion, technology and competency are essential elements in improving employee performance. Technology acts as a modern support system that enhances efficiency, while competency ensures that technological tools are used optimally. Therefore, organizations should invest in appropriate technological systems and continuously develop employee competencies through structured training and development programs.

## **Conclusion**

This study examined the influence of information technology and employee competency on employee performance at the Department of Tourism and Culture of Sinjai Regency. The findings indicate that both information technology and competency are positively associated with employee performance, both individually and simultaneously. Technology contributes to improved work efficiency and task completion, while competency supports employees' ability to perform their duties effectively. When combined, these two factors explain a substantial portion of variations in employee performance, demonstrating their importance in organizational performance management.

From a scientific and practical perspective, this research contributes to the understanding of human resource performance in public sector organizations by highlighting the complementary roles of technology and competency. The study offers empirical evidence that performance improvement is not solely driven by technological advancement but also depends on employees' ability to utilize such technology effectively. Practically, the findings provide useful insights for policymakers and organizational leaders, particularly in government institutions, to prioritize balanced investments in technological infrastructure and competency development programs as part of performance enhancement strategies. The originality of this study lies in its contextual focus on a regional government institution, providing localized evidence that can inform similar public sector organizations.

Despite its contributions, this study has several limitations. The research was conducted using a relatively small sample size and was limited to a single government institution, which may restrict the generalizability of the findings. In addition, the study only examined technology and competency as determinants of employee performance, while other potential influencing factors were not included. Future research is encouraged to involve broader samples, incorporate additional variables such as leadership, organizational culture, and motivation, and apply mixed-method or longitudinal approaches to gain deeper insights into employee performance dynamics over time.

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