USE AND EASY OF THE SYSTEM IN USING THE ONLINE PARTICIPANTS REPORTING INFORMATION SYSTEM (SIPP)

by Muhadjir Anwar

USE AND EASY OF THE SYSTEM IN USING THE ONLINE PARTICIPANTS REPORTING INFORMATION SYSTEM (SIPP)

Study at BPJS Ketenagakerjaan Surabaya Darmo

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Abstract

Online Participant Reporting Information System (SIPP) is an online participant reporting website that was developed as a company tool for managing membership data in the form of company data, labor data, wage data and contribution calculation quickly and accurately. However, the performance of SIPP services online for the number of participants who use SIPP online is relatively smaller or very low than the total number of participating companies registered.This study aims to analyze the factors that influence the acceptance of Surabaya Darmo Branch Employee BPJS Darmo to SIPP online. Respondents in this study are company officers who have not used the online SIPP application registered at Surabaya Darmo Branch BPJS Surabaya as many as 150 using Structural Equation Modeling Partial Least Square (SEM-PLS) analysis.The results showed (1)Individual Perception has a Non Significant effect on Application Use, (2)Individual Perception has a Significantly Positive effect on Usefulness System, (3)Image of Non Significant effect on Usefulness System, (4)Self Capability has a Significant Effect on Ease of Use, (5)Anxiety Effect has a Significant Negative Effect on the Ease of Use,(6)Ease of Use has a Significant Positive Effect on Usefulness System,(7)Ease of Use has a Significant Positive Effect on Application Use, (8)The Usefulness System has a Significant Effect on the Use of the Application, and also an indirect effect is obtained, namely the effect of Individual Perception and Ease of Use on the Use of Applications through the Use of the System.

1. INTRODUCTION

Employees are an important company component to pay attention to, and can even be considered as company assets that need to be properly maintained. Employees who feel proud and happy to work in a company are certainly based on the good treatment given by the company. The satisfaction felt by employees will be reflected in how they carry out and complete their work. This will certainly be good for the company. Through employees with good performance, a company can achieve its goals or goals.

Therefore, it is important for companies to identify things that can affect employee job satisfaction. This study examined companies engaged in beauty clinics in Sidoarjo. Delgado (2018) states that the factor that supports employee performance is employee work motivation. This is because motivation is a positive response from employees in order to encourage themselves to try to work so that goals are achieved. The company has a reward system, which is a form of appreciation for certain achievements given in material form. Work motivation is a process that directs and maintains performance. Motivation drives employees internally towards actions that help them to achieve the specific goals or tasks assigned to them. Employee work effectiveness can inspire them to their job and can bring more work motivation and more commitment from their work. It can be defined as motivation to do an activity for that, in order to experience pleasure and satisfaction in the activity (Sholihin, *et al*, 2014: 3).

Furthermore, in addition to work motivation, organizational commitment (including commitment) is also needed to improve the performance of a company. Mathis and Jackson state that organizational commitment is the degree to which employees believe and are willing to accept organizational goals. The commitment will remain or will not leave the organization (Sopiah, 2008). In a study by Ping et al., (2012) committed employees tend to be more responsible in providing services. Various research studies show that people who are relatively satisfied with their work are more committed to the organization (Mathis and Jackson, 2006). Mowday, Porter and Streers (2003) state that organizational commitment is the nature of an individual's relationship with the organization by showing the characteristics of accepting organizational values and goals, having a desire to act for the organization, and having a strong desire to remain with the organization. In addition to work motivation and commitment, job satisfaction is very important for employees because getting job satisfaction at work is one of the goals of an employee at work. Job satisfaction can be viewed from two sides, namely from the employee side and the company side. Job satisfaction from the

employee side will bring out a feeling of pleasure at work, while from the company side, job satisfaction will increase productivity, improve attitudes and behavior of employees in providing excellent service (Suwatno and Priansa, 2011). Job satisfaction is a pleasant emotional attitude and loves his job. This attitude is reflected in work morale, discipline, and work performance (Hasibuan, 2008). According to Judge et al., (2001), job satisfaction must be maintained in order to improve organizational performance. A fairly strong correlation can also be shown in previous research between job satisfaction and commitment.

Meyer et al. (2002) proved that there is a strong correlation between job satisfaction and commitment. In addition, further evidence is also supported by research conducted by Newstorm (2007) in the concept of Performance-Satisfaction-Effort Loop which states that the emergence of employee satisfaction will lead to increased commitment to the organization where the employee works (Han et al., 2012). Research on the relationship between work motivation, commitment, and job satisfaction conducted by Wardhani, Winda K. et al. (2015) conducted a study entitled "The Effect of Employee Motivation on Organizational Commitment and Job Satisfaction as an intervening variable at PT.ABC Malang". The results of these studies indicate that hygienic factors and motivating factors influence organizational commitment through job satisfaction. So it can be concluded that high work motivation will affect the increase in job satisfaction. When job satisfaction is high, job satisfaction becomes an indirect influence between satisfaction and organizational commitment ".

Based on the description related to this organizational commitment, the researchers conducted further observations of 15 employees through interviews conducted in March 2019. Interviews were conducted to find out more about the employees' reasons for staying at the company. From the results of the interview, it shows that the employees' desire to stay in the company is due to the lack of other alternatives that they can take when leaving the company, namely 55% of respondents, while 45% of other respondents answered that they felt they were part of the company because they already worked at the company. since the company started operating. This shows the high emotional attachment between employees and the organization and the low awareness in employees that commitment to the organization is something that should be done. Information technology is currently growing rapidly along with the times. It is undeniable that with sophisticated technology, everything becomes easy and fast. The development and advancement of information technology allows various information seeking activities that play an important role in human life no longer carried out conventionally. Humans simply use information technology in the form of the internet to be able to access a variety of information needed from various sources that are not limited by time and distance as the obstacles

commonly encountered when still using conventional methods (Hong et.al., 2002; Ayele and Sreenivasarao, 2013).

The use of internet media has a beneficial impact on companies and customers, for example, web services for customers make it easier for companies to communicate in carrying out various offerings of their services and products. According to Duncan (2002), the use of the internet at the external level of the company allows companies to communicate more quickly to their audiences without being restricted by bureaucracy.

Based on the description above, it can be concluded that the online SIPP service has many advantages and is very beneficial for participating companies. However, if it is seen from the statistics on its usage at the Darmo Surabaya Branch Office, where this research will be conducted, that the performance of online SIPP services for the number of participants using online SIPP is relatively smaller or very low than the total number of registered participating companies. The comparison of the number of participating companies registered in BPJS Ketenagakerjaan Darmo Surabaya branch with participating companies using or utilizing online SIPP has decreased, this can be seen in table 1.1

Tabel 1.1 Pengguna SIPP *Online* Januari s/d September 2018

NO	BULAN TAHUN	PERUSAHAAN AKTIF	PENGGUNA SIPP ONLINE	PERSENTASE PENGGUNA
1	Jan-18	2,934	1,780	60.67%
2	Mar-18	3,017	1,816	60.19%
3	Jun-18	3,620	1,597	44.12%
4	Sep-18	4,049	1,630	40.26%

Sumber : Monitoring Kerja *Relationship Officer* 2018

2. METHOD

This research is a quantitative research with a confirmatory type of research. This type of research is used to test the hypothesis statistically (Kountur, 2007: 106). The analysis technique used in this research is factor analysis. This analysis technique is used to determine the effect of independent variables on the dependent variable (Hasan, 1999: 74). Processing and calculation of data using the Partial Least Square (PLS) program.

The population is all objects or phenomena to be studied that have certain qualities and characteristics that are determined by the researcher to study and then draw conclusions (Sugiyono, 2012). The population in this study were officers of participating companies registered at BPJS Ketenagakerjaan Darmo

Surabaya branch in 2018 - 2019.

The sample is part of the total characteristics possessed by the population (Sugiyono, 2012). Determination of the number of samples to use the formula for the number of indicators x 5 to 10 (Ferdinand, 2005). Because the number of indicators used in this study was 22, the minimum sample for this study was 110. Furthermore, Hair, et al in Ferdinand (2005) found that the appropriate sample size was between 100-200 samples. The number of participating company officers registered at BPJS Ketenagakerjaan Darmo Surabaya branch in 2018 - 2019 is 456, as many as 306 participating company officers have used SIPP online. Respondents taken in this study were 150 participating company officers who had never used online SIPP.

The sampling technique is purposive sampling, which is a technique for determining research samples with certain considerations in order to make the data obtained more representative (Sugiyono, 2012). According to Nursalam (2008) purposive sampling is a method of determining the sample by selecting certain samples which are judged in accordance with the objectives or research problems in a population. In this study, the samples were taken to 150 participating company officers who had never used online SIPP.
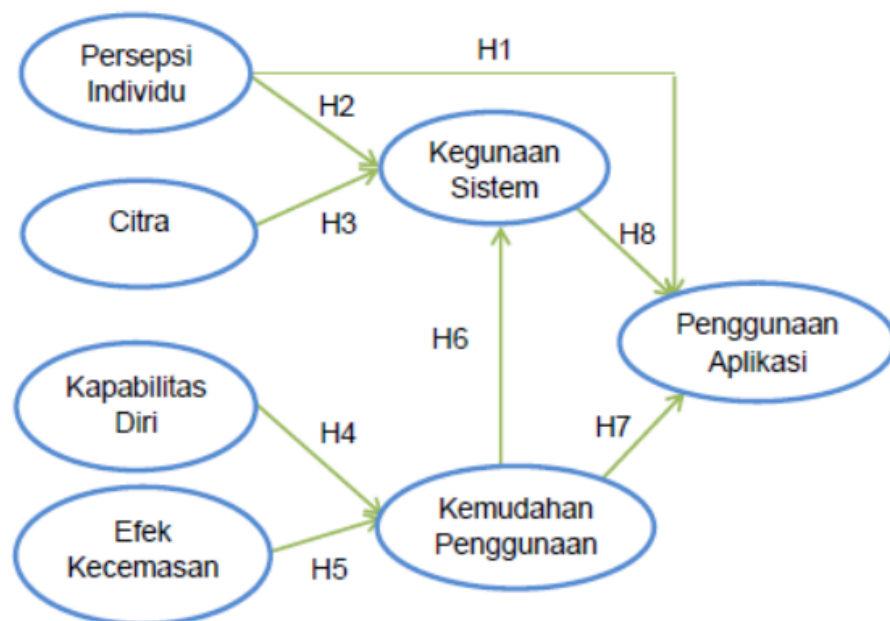
Gambar 2.4. Kerangka Konseptual

## 3. RESULTS, DISCUSSION, AND IMPACT

Tabel 4.11 *Outer Loadings*

Outer Loading	Persepsi Individu	Citra	Kapabilitas Diri	Efek Kecemasan	Kegunaan Sistem	Kemudahan Penggunaan	Penggunaan Aplikasi	Type (a	SE	P value
PI1	**0,883**	-0,017	-0,005	0,087	0,240	-0,028	-0,128	Reflect	0,067	<0,001
PI2	**0,782**	-0,111	-0,009	0,121	-0,023	-0,019	0,055	Reflect	0,069	<0,001
PI3	**0,905**	0,038	-0,039	-0,109	-0,184	-0,035	0,103	Reflect	0,067	<0,001
PI4	**0,903**	0,074	0,051	-0,081	-0,031	0,078	-0,025	Reflect	0,067	<0,001
IM1	-0,064	**0,931**	-0,021	-0,038	0,068	-0,073	0,029	Reflect	0,066	<0,001
IM2	-0,016	**0,937**	0,026	-0,008	0,125	-0,118	-0,029	Reflect	0,066	<0,001
IM3	0,087	**0,860**	-0,005	0,050	-0,210	0,208	0,000	Reflect	0,067	<0,001
KD1	0,065	-0,077	**0,928**	-0,030	-0,025	-0,034	0,067	Reflect	0,066	<0,001
KD2	0,015	-0,015	**0,961**	0,029	0,007	-0,030	0,027	Reflect	0,066	<0,001
KD3	-0,087	0,100	**0,859**	0,000	0,020	0,010	-0,102	Reflect	0,067	<0,001
EK1	0,006	0,020	0,000	**0,964**	0,042	-0,001	-0,067	Reflect	0,066	<0,001
EK2	0,009	-0,012	0,023	**0,976**	0,036	-0,034	0,045	Reflect	0,066	<0,001
EK3	-0,015	-0,030	-0,024	**0,955**	-0,080	0,036	0,021	Reflect	0,066	<0,001
KS1	0,069	-0,067	0,000	-0,008	**0,947**	0,032	0,067	Reflect	0,066	<0,001
KS2	-0,038	-0,006	0,007	0,009	**0,961**	-0,036	0,001	Reflect	0,066	<0,001
KS3	-0,030	0,074	-0,006	-0,001	**0,939**	0,005	-0,069	Reflect	0,066	<0,001
KP1	0,039	-0,022	-0,002	0,049	0,023	**0,967**	-0,008	Reflect	0,066	<0,001
KP2	-0,060	0,003	-0,003	-0,021	0,096	**0,959**	-0,065	Reflect	0,066	<0,001
KP3	0,021	0,019	0,005	-0,029	-0,119	**0,957**	0,073	Reflect	0,066	<0,001
PA1	0,022	0,029	0,045	0,005	-0,036	0,031	**0,941**	Reflect	0,066	<0,001
PA2	0,091	0,028	-0,071	-0,067	-0,055	0,001	**0,956**	Reflect	0,066	<0,001
PA3	-0,118	-0,059	0,027	0,065	0,095	-0,033	**0,912**	Reflect	0,067	<0,001

Sumber : Hasil olah data

Based on the outer loading table above, Factor Loading (for example for the Individual Perception variable, the PI1 indicator = 0.883; PI2 = 0.782; PI3 = 0.905; PI4 = 0.903 and also indicators on other variables)> 0.5 then it fulfills convergent validity. The results of the analysis in the table above show that all indicators in the variables of Individual Perception, Image, Personal Capability, Anxiety Effects, System Usability, Ease of Use and Application Use have a loading factor of> 0.5, so these indicators meet convergent validity.

Based on the outer loading table above, the p-value on the Loading Factor for the indicator on the Individual Perception variable for PI1 = <0.001; PI2 = <0.001; PI3 = <0.001; PI4 = <0.001 and also indicators on other variables) with <0.05, this means that it is significant. Thus it fulfills convergent validity. The results of the analysis show that all indicators in the variables of Individual Perception, Image, Self-Capability, Anxiety Effects, System Usefulness, Ease of Use and Application Use are significant because the p-value <0.05 means that these indicators meet the convergent validity.

Sumber : Hasil olah data
Gambar 4.2 Model Analisis *Partial Least Square*
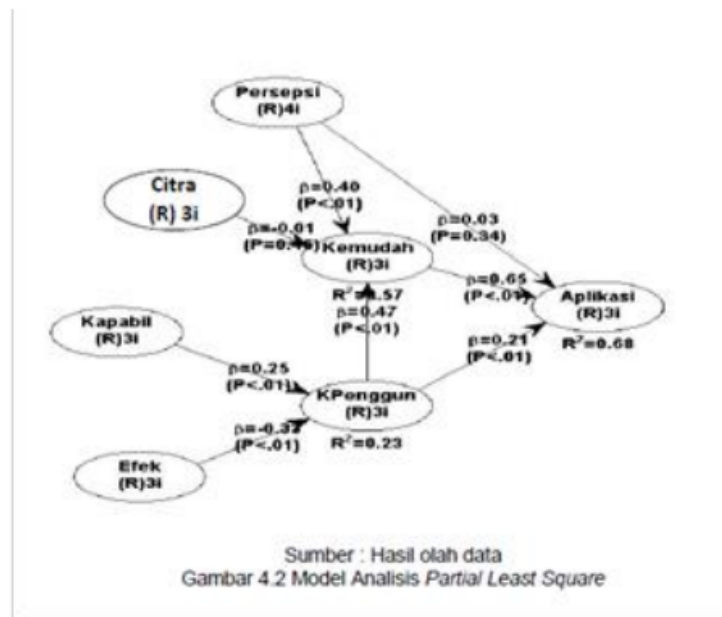
3.1. The Influence of Individual Perceptions on Application Use

Based on the results of data processing carried out, it can be concluded that individual perceptions have a non-significant effect on application use. The results of this study are not in line with Park's (2009) research which states that subjective norms affect both behavioral intentions and attitudes towards e-learning, but it is in line with Jimantoro and Tjondro's (2014) research which states that subjective norms have no significant effect. significant towards taxpayers' intention to use e-filling (intention to use e-filing).

3.2. The Influence of Individual Perception on System Usefulness

The results of this study are consistent with the research by Park (2009) which states that subjective norms can affect the usefulness of e-learning for users. Fang Xu's research (2015) also states that subjective norms have a positive influence on the usefulness of MOOC (Massive Open Online Courses). Based on the results of data processing carried out, it can be concluded that individual perceptions have a significant positive effect on the usefulness of the system.

3.3. Image Influence on System Usability

Based on the results of data processing carried out in this study, it can be concluded that the image has a non-significant effect on the usefulness of the system. The results of this study are not in line with Fang Xu's (2015) research which states that image has a positive influence on the usefulness of MOOC (Massive Open Online Courses), but is in line with Ying Wu's (2011) research

regarding user acceptance of Web 2.0 websites which states that images are not positive effect on perceived usefulness.

3.4. The Effect of Self Capability on Ease of Use

Based on the results of hypothesis testing that has been carried out, the results show that Self Capability has a Positive Significant effect on Ease of Use. This is in line with the research of Fang Xu (2015) which states that computer self-efficacy has a positive influence on the ease of use of MOOC (Massive Open Online Courses).

3.5. Effect of Anxiety Effects on Ease of Use

Based on the results of data processing carried out, it can be obtained that the effect of anxiety has a significant negative effect on ease of use. This study is in line with the research of Saade and Kira (2009) which states that computer / system anxiety has a significant effect on perceived ease of use from the use of LMS (Learning Management System) technology. Celik's (2011) research regarding consumer acceptance of online retail shopping states that anxiety has a negative effect on perceived ease of use.

3.6. Effect of Ease of Use on system usability

Based on the results of data processing carried out, it can be concluded that the Ease of Use has a Positive Significant effect on the Usability of the System. This research is in line with the research of Venkatesh and Davis (2000) which states that perceived ease of use can affect perceived usefulness because the easier a technology is used, the more useful the technology is. Igbaria (2000) explained in his research that perception has an impact on individual behavior. This is explained in more detail that the greater the individual has a perception of the ease of using a new system, it will lead to an increase in the use of information technology.

3.7. Effect of Ease of Use on the usability of the Application

Based on the results of data processing carried out, it can be obtained that the Ease of Use has a Positive Significant effect on Application Use. This research is in line with Park's (2009) research that perceived ease of use has a significant direct effect on intention and behavior using e-learning, as well as Cheng's (2014) research which states that perceived ease will encourage the use of e-resources.

3.8. Effect of System Usability on Application Usage

Based on the results of data processing carried out, it can be concluded that the Usability of the System has a Positive Significant effect on the Use of the Application. This study is in line with Park's (2009) research that perceived usefulness has a significant direct effect on intention and behavior using e-learning. Cheng's research (2014) states that someone who has the perception that using e-resources will benefit them, of course, will affect the intention to use them. TAM states that the perceived usefulness factor of users is believed to be the basis for determining the acceptance and use of various information technologies (Handayani et al, 2013).

4. CONCLUSION

Based on the research results that have been described in the previous chapter, conclusions can be drawn:

1) Individual perceptions of not being able to contribute to application use. Because even though the supervisor or the company supports the use of online SIPP, the use of the application still depends on the willingness and desire of company officers in changing habits.

2) Individual perceptions are able to contribute to the usefulness of the system. This means that assistance from superiors and support from the company in general can increase the trust of company officers in using online SIPP.

3) Image is not able to contribute to the usefulness of the system. Because although company officers who have used online SIPPs are considered smarter than those who have not used them, this image is not able to increase the trust of company officers in using online SIPPs.

4) Self-capability is able to contribute to ease of use. This means that company officers will have more confidence in their ability to use SIPP online if someone else shows them how to use it, so that the online SIPP application is believed to be easy to use.

5) The effects of anxiety are not able to contribute to ease of use. Because company officers are neither nervous nor afraid to use the new technology offered by BPJS Ketenagakerjaan, namely online SIPPs, company officers believe online SIPPs are easy to use.

6) Ease of use is able to contribute to the usability of the system. The ease of using the online SIPP and obtaining the necessary information regarding membership in the Employment BPJS provides benefits to company officers in accordance with the use of the online SIPP system so as to save time and increase work effectiveness.

7) Ease of use is able to contribute to the use of the application. When the online

SIPP service makes it easy for users to access and search for the information needed, the participants' intention to use the online SIPP will also increase.

8) Usability of the system is able to contribute to the use of applications. The online SIPP feature makes company officers feel very helpful to increase work productivity and effectiveness, so that perceptions of the usefulness and usefulness of online SIPPs become a factor that influences participants' intention to use online SIPPs.

9) The effect of individual perceptions through the use of the system on application usage. Individual perceptions as indicated by the support from superiors and companies to company officers in using online SIPPs can increase company officers' confidence that using online SIPPs can save time and increase work effectiveness, so that company officers are pleased to use online SIPPs in the future.

10) Effect of Ease of Use through System Usability on Application Use. The ease of using the online SIPP and obtaining the necessary information regarding participation in the BPJS Ketenagakerjaan provides benefits to company officers in accordance with the use of the online SIPP system so as to save time and increase work effectiveness, this can increase the desire of company officers to use online SIPPs in the future.

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USE AND EASY OF THE SYSTEM IN USING THE ONLINE PARTICIPANTS REPORTING INFORMATION SYSTEM (SIPP)

FINAL GRADE

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GENERAL COMMENTS

Instructor