



Analysis of Information Technology-Based Knowledge at the Palu City Women's Empowerment and Child Protection Service

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ABSTRACT

This research aims to describe information technology-based knowledge at the Palu City Women's Empowerment and Child Protection Service. This research is a quantitative descriptive study with a research population of 58 people and a sample of 37 people using the Slovin formula with an error rate of 10%. The data analysis technique uses quantitative descriptive analysis with the frequency table method. As for the results obtained from Variable utilize information technology well, the indicator score value is 4.33 with interpretation (Very Good), while the results from variable Y are accepted with an average score value for the state civil servant variable of 4.36, so it can be seen that the existing resources The Palu City Women's and Children's Empowerment Service is excellent and can be used for agency development because the responsibilities and performance produced by employees are practical and efficient, with the indicator score obtained being 4.36 with an interpretation of (Very Good), with research results showing that information technology-based knowledge has been implemented at the Palu City Women's Empowerment and Child Protection Service.

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1. INTRODUCTION

Human knowledge begins when humans become acquainted with information, in the sense that after humans become acquainted with information by reading and studying various sources of information, both data from library literature and input from electronic media (the internet), humans are said to have had the knowledge to pass on the news. Obtained from other people through communication. This happens between humans and humans, both directly and indirectly. Then, this knowledge and information moves dynamically through the organization in various ways, depending on how the organization views the importance of the existence of knowledge and information in supporting its work. In welcoming the implementation of a free market economy where competition and globalization are the main characteristics, the demand for the availability of highly competitive human resources (HR) becomes necessary. The reason is, in the era of the free market economy, every human resource is required to be able to master information technology-based knowledge because the age of the free market economy, the basis of competitive advantage has changed from a conventional approach to contemporary practice, namely knowledge-based assets intellectual capital, as well as creativity, innovation, organizational learning, and strategic capabilities.

Knowledge has become something that determines HR (1). Therefore, its acquisition and utilization need to be managed well in the context of improving organizational performance. This step is considered strategic in facing global competition, so ignoring it would be a disaster for the organization. A way is needed to integrate knowledge within the framework of human resource development in the organization, namely by using knowledge management. Through knowledge management, all knowledge possessed by human resources in the organization can be identified and utilized to improve performance and produce various innovations. Even though the learning belongs to the individual, it can be used by the organization while still providing autonomy

for its development to the individual, who will later use this knowledge. Belong to the organization.

Effective knowledge management requires a multidimensional perspective: a combination of people, technology, and processes. This means that the effectiveness of implementing knowledge management is strongly supported by the presence of people with good quality human resources, whereby having quality human resources, people can use and master technology well to create quality work processes, which will positively impact the quality of output (2). Technological advances greatly influence many aspects of management, structure and organizational task activities (3). The development and influence of information technology on organizations encourages organizations to apply this technology, aiming to improve performance, resilience, and organizational response. The use of information technology requires adequate planning that ensures strategic goals and demands organizational changes that enable system integration (4).

The primary role of Information Technology (IT) is to be a facilitator in various activities and processes in the organization. This role will become increasingly important as time passes in human civilization from the traditional era to the modern era (5). Information Technology is constantly experiencing rapid change and development. This development is a massive driving force for the increasing interest of organizations in knowledge management. The advancement of IT can spur organizational efficiency and effectiveness because it has many benefits for organizations, so efforts to maximize IT continue to develop. Information Technology has become an inseparable part and is an essential infrastructure for organizations or provides added value or competitive advantage (6).

The role of human resources (HR) is considered very necessary to adopt all changes that occur (7). Organizations play an important role and can influence organizations' innovation power and ability to absorb knowledge. Organizations can innovate better because the organization has sophisticated research and development divisions or institutions (8). The most important and absolute thing an organization must have is the success of creating innovation (9). An organization that can compete is an organization that can learn and be creative in the sense of developing human resources within the organization to learn and be creative in adapting to the changing demands of the environment outside the organization (10). This is only possible if all human resources in the organization have knowledge based on information technology and interaction in the form of various knowledge-sharing activities within the organization is carried out well.

As a regional government bureaucratic organization that provides public services to the community, every employee at the Palu City Women's Empowerment and Child Protection Service is required to have information technology-based knowledge to support the implementation of their respective main tasks and functions (tupoksi) so that the agency's goals in providing public services is achieved well. This means that with the ability of employees to master information technology-based knowledge, the public services offered to the community can be satisfactory because they run efficiently, effectively, and optimally according to the expectations of the community service.

Information technology-based knowledge in the Palu City Women's Empowerment and Child Protection Service has become required, as regulated in the Minister of Communication and Information Technology Regulation Number 41/PER/MEN.KOMINFO/11/2007 concerning General Guidelines for National Information and Communication Technology Governance. The Minister of Communication and Information Technology Regulation above explains that government administration in the context of public services requires good governance, which will guarantee transparency, accountability, efficiency, and effectiveness of government administration. Government institutions' use of information and communication technology has increased, so to ensure that the use of information and communication technology truly supports the goals of government administration, attention must be paid to the efficient use of resources and risk management. Then, to keep the objectives of government administration, a more harmonious information and communication technology plan is needed, better control, increased efficiency and effectiveness of information and communication technology spending, and an approach that improves the achievement of value from implementing national information and communication technology.

Furthermore, article 4 paragraph (1) Palu Mayor Number 32 of 2017 explains that the use of Information and Communication Technology (ICT) in government administration includes (a) the Development of Information and Communication Technology, (b) Information and Communication Technology Management, and (c) Control, Monitoring and Evaluation of Information and Communication Technology. Paragraph (2) explains that every PD that utilizes Information and Communication Technology (ICT) must obtain a recommendation from the Communications, Informatics, and Statistics Service.

With information technology-based knowledge, every employee element in the Palu City Women's Empowerment and Child Protection Service can establish good interactions between functional officials, service staff, structural officials, and functional officials with users or other stakeholders. The interactions that occur can produce performance that is very useful for the Palu City Women's Empowerment and Child Protection Department to compete. The excellent performance of the Palu City Women's Empowerment and Child Protection Department will undoubtedly achieve its expectations in providing public services as a supporting element for the Palu City regional government and have an impact on the high quality of employees, leading to professionalism.

In connection with the performance of the Palu City Women's Empowerment and Child Protection Service in providing public services through the use of information technology-based knowledge, to be able to distinguish between real cases and hoaxes of violence against women and children on social media, which are handled by the City Women's Empowerment and Child Protection Service Palu, according to the Palu City DP3A, actual cases of violence against women and children are taken, the source of information is directly from the Head of the DP3A Department or the field of women and child protection. Then, the public obtained information via official Instagram from the Palu City DP3A. In that case, the data can be published to the public because the case is handled by the Palu City DP3A, not hoax news. However, the public is advised to remain wise in viewing information from other social media to anticipate hoax news.

The Palu City Women's Empowerment and Child Protection Service has authority in women's empowerment in the Palu City area. The duties and responsibilities of the Palu City DP3A include 1) Activities in the field of program formulation and implementation and coordinating activities based on women's empowerment in the City of Palu. This includes coordinating activities based on the Gender Priority Management (PUG) to accelerate women's empowerment activities. 2) Activities in the social, political, and legal fields by formulating policies related to the role and position of women in politics and public office. 3) Activities to assist the Gender Responsive Planning and Budgeting process, especially in the Regional Apparatus Organization (OPD) of the Palu City Government.

Suppose all employees and functional and structural officials in the Palu City Women's Empowerment and Child Protection Service have information technology-based knowledge in carrying out their duties by their primary responsibilities and functions. In that case, all forms of women's empowerment and child protection activities in Palu City can grow, develop, and coordinate as well as possible. By having knowledge based on information technology, it is hoped that the implementation of the duties of Palu City DP3A employees can be more empowered and successful in providing public services to the people of Palu City in the field of women's empowerment and child protection (PPPA).

To apply information technology-based knowledge in an organization, the first components that must be considered are skills and formal education. The results of the researcher's initial observations, accompanied by interviews with 2 ASNs at the Palu City DP3A on March 25-26, 2021, obtained information and phenomena related to information technology-based knowledge of employees at the Palu City DP3A, showing that there are still employees who have low-quality human resources and are therefore considered less capable of adapting to the development and mastery of knowledge and technology in carrying out its main tasks and functions in the field of women's empowerment and child protection in the City of Palu.

The above phenomenon must be immediately responded to responsively by the leadership of the Palu City Women's Empowerment and Child Protection Service because one of the elements supporting employee success in carrying out their duties is very dependent on each employee's ability to develop skills and knowledge in mastering information technology. Having information technology-based knowledge in carrying out tasks has become a necessity in an organization considering the shift in the basis of competitive advantage in organizations from a conventional approach to a contemporary policy, namely knowledge-based, which is seen as more vital as an essential resource that is a condition for creating competitive advantage for individuals, and organization.

Therefore, this research aims to describe information technology-based knowledge at the Palu City Women's Empowerment and Child Protection Service.

2. METHOD

This research is a quantitative descriptive study with a research population of 58 people and a sample of 37 people using the Slovin formula with an error rate of 10%. The data analysis technique uses quantitative descriptive analysis with the frequency table method.

3. RESULTS

3.1. Respondent Characteristics

This research determined 37 Palu City Women's Empowerment and Child Protection Service employees as research respondents using census sampling techniques. The characteristics of the respondents in this study describe the age, education, field of work, length of service, and position of the respondents who were used as sources of research data.

These respondent characteristics are nominal data obtained directly from the research results included in the research questionnaire. It is hoped that disclosing the characteristics of respondents can describe the characteristics of employees at the Palu City Women's Empowerment and Child Protection Service as a sample, which is the object of this research.

Table 1. Characteristics of Respondents Based on Age

Number	Age	Amount	Percentage (%)
1.	20 year – 30 year	10	27,0
2.	31 year – 40 year	14	37,8
3.	41 year – 50 year	8	21,6
4.	> 50 year	5	13,5
Total		37	100,00

Source: Primary Data, reprocessed 2021

Table 1 above explains the characteristics of research respondents based on age, which shows that the majority of employees at the Palu City Women's Empowerment and Child Protection Service have an age range of 31 years - 40 years, 14 respondents (37.8%) and a minority of respondents have an age range of 31 years - 40 years. Age > 50 years was five respondents (13.5%).

This indicates that employees at the Palu City Women's Empowerment and Child Protection Service, in terms of age, are considered to have maturity in working because they have served as employees at the Palu City Women's Empowerment and Child Protection Service for quite a long time and are still relatively young so they are considered to be in their prime. A period of productive working age, working full of innovative, creative ideas because they have psychological (intellectual) and physical maturity at work.

Based on the overall results of research on the analysis of state civil servants at the Palu City Women's Empowerment and Child Protection Service using data analysis techniques using the frequency table above, a conclusion can be made regarding the average score value of each indicator of the knowledge variable and the apparatus variable. State civil servants at the Palu City Women's Empowerment and Child Protection Service, as seen in Table 2 below:

Table 2. Average Score of Information Technology Based Knowledge at the Empowerment Service Women and Child Protection, Palu City

No.	Variable	Indicator	Average Score
(1)	(2)	(3)	(4)
1.	Information Technology Based Knowledge	Knowledge of Information Technology must be known by all employee staff.	4,32
		Knowledge of Information Technology is mandatory for employees who hold structural positions.	4,40
		Employees have an adequate level of knowledge in utilizing Information Technology.	4,54
		Employees have high knowledge of data processing in their field of work.	4,18
		Employees have knowledge in providing public services through the use of Information Technology.	4,48
		The level of employee understanding in using Information Technology is still low.	3,70
		Information technology that supports employee tasks is easy to use because of the support of knowledge.	4,51
		Employees are able to complete tasks better after using Information Technology.	4,45
		The use of Information Technology combined with knowledge makes it easier for employees to complete tasks on time.	4,37
		Employees have received training/courses in operating Information Technology.	4,18
		Average	4,33
No.	Variable	Indicator	Average Score
(1)	(2)	(3)	(4)
2.	State Civil Service	As an employee, I can complete my tasks and responsibilities on time.	4,45
		As an employee, I can complete my work by utilizing existing facilities and	4,51

infrastructure.	
I can communicate well with co-workers and superiors	4,43
As an employee, I am able to work optimally throughout working hours.	4,27
As an employee, I am able to work together with my coworkers to complete work	3,97
As an employee I can make decisions related to completing tasks	4,10
As an employee, I am reliable and able to do different things from time to time independently	4,35
As an employee, I can be relied on because I am able to resolve problems that arise from work quickly	4,24
In the work environment I have initiative and can organize work groups and manage available resources	4,62
At work I have skills and experience that I can apply to my work	4,51
As an employee I have expertise and play an active role in work	4,45
Rata-Rata	4,36

Source: Primary Data after reprocessing, 2021

Based on Table 2 above, it can be seen that information technology-based knowledge at the Palu City Women's Empowerment and Child Protection (DP3A) Office based on the information technology-based knowledge variable which plays a vital role is "Employees have an adequate level of knowledge in utilizing Information Technology." with an average value of 4.54. Meanwhile, the State Civil Apparatus at the Department of Women's Empowerment and Child Protection, Palu City, based on the information technology variable which plays a vital role, is "In the work environment, I have initiative and can organize work groups and manage available resources" with an average value of 4.62.

Meanwhile, the average score for each variable in the information technology-based knowledge analysis at the Palu City Women's Empowerment and Child Protection (DP3A) Service can be seen in Table 3 below:

Table 3. Recapitulation of Information Technology Based Knowledge at the Empowerment Service Women and Child Protection, Palu City

No.	Variable	Average
1.	Information Technology Based Knowledge	4,33
2.	State Civil Apparatus	4,36

Source: Primary Data after reprocessing, 2021

Table 3 above shows that the information technology-based knowledge variable in the Palu City Women's Empowerment and Child Protection (DP3A) Service uses Information Technology (IT) Knowledge. This can be seen from the average value of 4.33 and civil servants countries with an average value of 4.36.

4. DISCUSSION

In measuring and analyzing information technology-based knowledge at the Palu City Women's Empowerment and Child Protection Service (DP3A), it can be seen from 2 (variables): information technology-based knowledge and state civil servants. These two variables are a benchmark for assessing the good and bad of information technology-based knowledge at the Palu City Women's Empowerment and Child Protection (DP3A) Service.

According to the research results, information technology-based knowledge at the Palu City Women's Empowerment and Child Protection Service (DP3A), in terms of the knowledge variable, has been implemented at the Palu City Women's Empowerment and Child Protection Service. This can be seen from the results of research respondents' responses, where the majority of respondents said they agreed and strongly agreed that: Knowledge of Information Technology must be known by all staff; Knowledge of Information Technology is mandatory for employees who hold structural positions; Employees have an adequate level of knowledge in utilizing Information Technology; Employees have high knowledge of data processing in their field of work; Employees have proficiency in providing public services through the use of Information

Technology; The level of employee understanding in using Information Technology is still low; Information technology that supports employee tasks is easy to use because of the support of knowledge; Employees are able to complete tasks better after using Information Technology; The use of Information Technology combined with expertise makes it easier for employees to complete tasks on time; and Employees have received training/courses in operating Information Technology.

Furthermore, according to the research results, it can be seen that information technology-based knowledge at the Palu City Women's Empowerment and Child Protection Service (DP3A), in terms of the information technology-based knowledge variable, has been implemented at the Palu City Women's Empowerment and Child Protection Service. This can be seen from the results of research respondents' responses, where the majority of respondents said they agreed and strongly agreed that all staff must know Knowledge of Information Technology; Knowledge of Information Technology is mandatory for employees who hold structural positions; Employees have an adequate level of knowledge in utilizing Information Technology; Employees have high knowledge of data processing in their field of work; Employees have proficiency in providing public services through the use of Information Technology; Information technology that supports employee tasks is easy to use because of the support of knowledge; Employees can complete tasks better after using Information Technology; The use of Information Technology combined with expertise makes it easier for employees to complete tasks on time. Employees have received training/courses in operating Information Technology.

The types of technology employees use to support their performance include PCs/computers, printers, mobile phone scans, and cell phones.

The discussion in this research provides the conclusion that the research hypothesis, which assumes that information technology-based knowledge has been implemented at the Palu City Women's Empowerment and Child Protection Service, is by the results of research in the field which has been empirically proven or in other words the results of this research in the area found the results that knowledge information technology-based services have been implemented at the Palu City Women's Empowerment and Child Protection Service. Information Technology at the Palu City Women's Empowerment and Child Protection Service is a set of tools that assist employee work processes with information and carry out employee tasks related to information processing. The information technology component is not only limited to computer technology (hardware and software) used to process and transmit information but also includes communications technology (IT) to transmit information. Meanwhile, Knowledge in the Palu City Women's Empowerment and Child Protection Service is a process that helps organizations identify, select, organize, disseminate, transfer, and apply critical information and expertise that is part of the organization's memory and generally resides within the organization in an unstructured way.

5. CONCLUSION

This research concludes that judging from the average score value of the knowledge variable of 4.33, it can be seen that the information technology-based knowledge indicators are adequate and employees can understand and utilize information technology well, while the indicator score value is 4.33 with interpretation (Very Good), is an indicator of the information technology-based knowledge variable at the Palu City Women's Empowerment and Child Protection Service.

Judging from the average score of the state civil apparatus variable of 4.36, it can be seen that the resources available at the Palu City Women's and Children's Empowerment Service are excellent and can be utilized for agency development because of the responsibilities and performance produced by The employees are practical and efficient, with an indicator score of 4.36 with an interpretation of (Very Good), which is the highest indicator in the state civil servant variable at the Palu City Women's Empowerment and Child Protection Service.

According to research results, empirical evidence was found that information technology-based knowledge has been implemented at the Palu City Women's Empowerment and Child Protection Service.

6. REKOMENDASI

It is hoped that the leadership at the Palu City Women's Empowerment and Child Protection Service will further increase the level of understanding of employees in using Information Technology because, according to research results, it was still found that there were employees who had a low level of knowledge of the use of Information Technology.

It is hoped that the leadership at the Palu City Women's Empowerment and Child Protection Service will increase the speed of access to Information Technology facilities in terms of time to increase employee work efficiency.

It is recommended that the leadership at the Department of Women's Empowerment and Child Protection of Palu City must more optimally provide opportunities for every employee to carry out education and training related to information technology (IT). At least 50% of the total workforce must be included in the movement for employees and interns so that every employee or worker at the Palu City Women's Empowerment and Child

Protection Service has equal abilities in using information technology facilities to support the implementation of their duties in the office according to their respective areas of responsibility.

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