



THE RELATIONSHIP BETWEEN THE USE OF INFORMATION TECHNOLOGY, USER PARTICIPATION AND MANAGEMENT PARTICIPATION ON EMPLOYEE PERFORMANCE AT THE WEST SUMATRA PROVINCE INDUSTRY AND TRADE OFFICE

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ABSTRACTS

This research aims to determine the relationship between the use of information technology, user participation and management participation on the performance of employees at the West Sumatra Province Department of Industry and Trade. Respondents in this study were 92 people using total sampling techniques. The type of data used in this research is quantitative. The data analysis used is multiple linear regression. The test results show that the use of information technology, user participation and management participation have a positive and significant influence on employee performance.

Key words: *use of information technology, user participation, management participation, employee performance*

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Introduction

In the era of globalization, human civilization is developing rapidly and covers the entire world. Employee performance reflects the employee's ability to complete all tasks assigned to him. When managers carry out their duties well, the organization can achieve its goals. An organization needs an effective leader who has the ability to influence the behavior of its employees. Apart from that, employees must have high motivation and discipline to achieve success, as well as the desire to achieve optimal results (Amirudin & Ariyanto, 2020). Maulana & Rachman, (2016) that "performance" is defined as the ability of an entity to achieve the desired goals. "

According to Febsri Susanti (2021), employee performance is about doing work and the results achieved from that work, and how to do it. Nurjaya, (2021) stated performance refers to the extent to which the best results are achieved by performing a particular task. Company performance refers to the results achieved to achieve company goals. Putri & Juliarsa, (2023) states that performance is the result of the performance of a person or group within an organization over a certain period of time, which reflects how well a person or group fulfills the requirements of the company's mission.

The West Sumatra Province Department of Industry and Trade is the agency responsible for the development of industry and trade in the region. The performance of employees in this service is an important factor in achieving organizational goals and providing quality services to the community. However, to achieve optimal performance,

management participation in the use of information technology also has a crucial role. In this service there is an inaccuracy in the definition of duties and responsibilities. Employees do not understand their duties and responsibilities, if this happens employees are not defined clearly and specifically, it can cause confusion in carrying out their work. This lack of clarity can hinder productivity and effectiveness at work. This can be seen from the delays made by employees, arriving on time is a form of responsibility for this office. Every month an employee's performance will be summarized based on attendance data which will see whether the employee is effective or not in the service. To complete these tasks, employees have utilized technology. The performance of employees in this department has decreased due to factors such as the quality of the work of the employees being poor and cooperation not being maintained. This is due to a lack of communication between subordinate employees and their superiors, so that a lot of knowledge and unknowns are left unchecked and performance is reduced.

Good use of information technology is the right choice for companies and their employees. The use of information technology, especially the use of computers supported by internet networks, must always be improved to make work easier and reduce possible weaknesses. Competition in the business world, information technology can provide accurate, and relevant information according to needs. In addition, technological developments can also improve performance and allow various activities to be carried out quickly, precisely and accurately so that in the end it can increase productivity (Bhaktiar and Yuliani, 2022) The results of this research are in line with previous research conducted by Tarjo with the title "The Influence of Resource Competence Human Resources and the Use of Information Technology on the Performance of Village Apparatus" which shows the results that partial use of information technology has a significant effect on the performance of village apparatus employees. (Tarjo, 2020).

H1: information technology has a positive effect on the performance of employees at the West Sumatra Province Department of Industry and Trade

Apart from the use of information technology that can influence employee performance, namely user or user participation. Research by Utami et al., (2016) shows that the effect of user involvement is as follows: "Users who join more often improve the performance of accounting information systems because of the positive relationship between user participation in the information system development process and information system performance." Based on the results of a literature review Based on previous theory and research, it is possible to test that system user involvement is important for information system performance. According to this research, user participation has a positive and significant effect on performance. There is a relationship that Positive between user involvement in the process of developing and implementing information systems against the performance of information systems. More frequent user involvement or participation in the process of developing and implementing information systems then the information produced will be the better Therefore, it can be concluded that there is a relationship between system user involvement and information system performance.

H2: User participation has a positive effect on employee performance at the Department of Industry and Trade of West Sumatra Province

Management participation is the manager's ability to use resources effectively to achieve goals by involving various relevant elements. Managerial involvement is a manager's ability to use resources effectively to achieve goals that involve various



important elements. Management involvement improves performance and good behavior for employees. Management control is a process where managers can influence each member to set a strategy, process management control is the interaction behavior of subordinates with superiors (Lesmana, 2019). Management involvement and participation is an important aspect in every organization. Management involvement and participation can be done optimally if job satisfaction has been met. Vice versa, job satisfaction will be obtained when on the one hand the Company sees good performance in employees and on the one hand employees also feel involved in making decisions and Company policies. The involvement and participation of management work can provide . This research states that management participation has a positive and significant effect on employee performance.

H₃: Management participation has a positive effect on employee performance at the West Sumatra Province Industry and Trade Service.

There are indicators for all employee rights and performance which can be seen in the following table:

Table 1
Employee Performance Data at the Department of Industry and Trade
West Sumatra Province June 2023

No	Part	Member	Weight Reached	Achievements (%)
1	Head of Division	Head of Trade	98.84	98.84%
		Head of Agro Industry Division	98.50	98.5%
		Head of Non-Agro Industry Division	98.89	98.89%
		Head of Consumer Protection and Business Order	99.00	99%
2	Head of Uptd	Head of Uptd Services and Development of Essential Oils	98.98	98.98%
		Uptd Metal Head	99.00	99%
		Head of Uptd Goods Quality Testing and Certification Center	98.06	98.6%

No	Part	Member	Weight Reached	Achievements (%)
3	Section Chief	Head of Calibration Section	99.00	99%
		Head of Industrial Human Resources Technical Competency Development Section	99.00	99%
		Head of Metal Machine Engineering Section	98.96	98.96%
		Head of Technical Services Development Section	98.99	98.99%
		Head of Business Development and Product Quality Section	99.00	99%
		Head of Inspection and Testing Section	98.61	98.61%
4	Head of Sub	Head of Finance Sub Division	99.00	
		Head of Administration Sub-Division	98.64	99%
		Head of Administration Sub-Division	99.00	99%
		Head of General and Civil Service Sub-Division	98.99	98.99%
		Head of Administration Sub-Division	99.00	99%
5	Examiner	Goods Quality Tester	98.16	98.16%

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No	Part	Member	Weight Reached	Achievements (%)
		Goods Quality Tester	99.00	99%
		Goods Quality Tester	98.76	98.76%
		Goods Quality Tester	93.51	93.5%
		Goods Quality Tester	98.97	98.97%
		Goods Quality Tester	98.28	98.3%
6	Counselor	Industry and Trade Extension Officer	99.00	99%
		Industry and Trade Extension Officer	98.99	98.99%
		Industry and Trade Extension Officer	98.99	98.99%
		Industry and Trade Extension Officer	98.91	98.91%
		Industry and Trade Extension Officer	98.86	98.86%
		Industry and Trade Extension Officer	98.98	98.98%
		Industry and Trade Extension Officer	98.92	98.92%
		Industry and Trade Extension Officer	98.98	98.98%
		Industry and Trade Extension Officer	99.00	99%
		Industry and Trade Extension Officer	99.00	99%
		Industry and Trade Extension Officer	98.90	98.9%



No	Part	Member	Weight Reached	Achievements (%)
13	Treasurer	Treasurer	99.00	99%
14	Apparatus Human Resources Analyst	Apparatus Human Resources Analyst	99.00	99%
15	Financial Verifier	Financial Verifier	98.98	98.98%
16	General Administration	General Administration	76.90	76.9%
		General Administration	99.00	99%
		General Administration	98.62	98.62%
		General Administration	98.99	98.99%
		General Administration	99.00	99%
		General Administration	98.85	98.85%
		General Administration	99.00	99%
		General Administration	98.99	98.99%
		General Administration	98.96	98.96%
17	Product Quality Monitoring Analyst	Product Quality Monitoring Analyst	98.88	98.88%
18	Mail Admin	Mail Admin	99.00	99%
19	Machine operator	Machine operator	99.00	99%
20	Facilities and Infrastructure Administration	Facilities and Infrastructure Administration	99.00	99%
		Course and Training Facilities Manager	98.95	98.95%
21	Personnel Administration	Personnel Administration	98.40	98.40%
		Financial Verifier	98.98	98.98%
		Financial Administrator	99.00	99%

No	Part	Member	Weight Reached	Achievements (%)
22	Course and Training Facilities Manager	Financial Administrator	98.91	98.9%
		Course and Training Facilities Manager	98.95	98.95%

Source: West Sumatra Province Department of Industry and Trade, 2023

Based on table 1 of the data above, it can be seen that not all employee performance at the Department of Industry and Trade of West Sumatra Province has achieved performance that reaches the target, namely 100%. The highest weight and achievement is at 99% and the lowest achievement is at 76.90%. The performance of employees in this department has decreased and some have reached targets. The performance calculations are processed using a system and utilize technology to complete the task.

Research methods

This type of research is quantitative research. The object of this research focuses on the performance of employees at the West Sumatra Province Department of Industry and Trade. The total population in this study were all employees of the Department of Industry and Trade of West Sumatra Province, totaling 92 people.

Table 2
Operational Definition of Variables

No	Variable	Definition	Indicator	Source
1	Performance (Y)	Performance is the result of good quality work and the amount of work done by employees, in carrying out their duties consistently	1. Quality of work 2. Number of jobs 3. cooperation	According to Bernardine And Russell (in Wahyuni, 2020)
2	Utilization of information technology (X1)	The use of information technology is the benefits expected by information system users in carrying out their duties or behavior in using technology when doing work.	1. Data management 2. Equipment	According to Jurnal and Supomo (2017)
3	User participation	User participation is their behavior or	1. Connection 2. Time	According to



No	Variable	Definition	Indicator	Source
	(X2)	actions in using the information system from planning to implementation.	3. User request	Azhar Susanto (2013)
4	Management participation (X3)	Management participation is a leader's ability to use resources effectively to achieve targets by involving various related elements	1. System usage 2. Problem solving system	According to Sonia (2018)

In this study there are 2 variables, namely dependent and independent, where the dependent variable is employee performance (Y) while the independent variables are use of information technology (X1), user participation (X2), and management participation (X3). Data analysis techniques use instrument testing (validity test and reliability test), classic assumption tests (normality test, multicollinearity and heteroscedasticity tests), multiple linear regression calculations and hypothesis testing (t test).

RESULTS AND DISCUSSION

Test results of research instruments to see the relationship between the use of information technology, user participation, management participation and employee performance at the West Sumatra Province Department of Industry and Trade.

1. Validity test

This test aims to determine whether a research is declared valid or not. This test is declared valid if the r -calculated value is greater than the r -table value.

Table 3
Employee Performance Research Validity Test Results

Item-Total Statistics				
Statement Items	r count	r table	Condition	Conclusion
Y.1	,395	0.205	$r \text{ count} > r \text{ table}$	Vallid
Y.2	,577	0.205	$r \text{ count} > r \text{ table}$	Vallid
Y.3	,386	0.205	$r \text{ count} > r \text{ table}$	Vallid
Y.4	,399	0.205	$r \text{ count} > r \text{ table}$	Vallid
Y.5	,606	0.205	$r \text{ count} > r \text{ table}$	Valid
Y.6	,449	0.205	$r \text{ count} > r \text{ table}$	Valid

Source: Primary Daltal processed using SPSS 2023

The table 3 data points can be seen from the data processing data, the data from the 6 signal items have a corrected item total value of the signal correlation of 0.386 to 0.606, with the 6 signal traffic items used in measuring employee performance values have a calculated value. greater than the value of r table, namely 0.205.

Table 4
Validity Test Results Valrialbel Research on the Use of Information Technology

Item-Total Statistics				
Statement Items	r count	r table	Condition	conclusion
X1.1	,505	0.205	r count > r table	Vallid
X1.2	,601	0.205	r count > r table	Vallid
X1.3	,553	0.205	r count > r table	Vallid
X1.4	,623	0.205	r count > r table	Vallid

Source: Primary Daltal processed using SPSS 2023

The table 4 data data can be seen from the data processing data, the results from the 4 signal traffic items have a corrected item total value for the signal correlation of 0.505 to 0.623, with the 4 signal traffic items used to measure the value of technology utilization have a higher calculated value. r dalri nilali r table, namely 0.205.

Table 5
Validity Test Results Valrialbel Research User Participation

Item-Total Statistics				
Statement items	r count	r table	Condition	conclusion
X2.1	,513	0.205	r count > r table	Vallid
X2.2	,494	0.205	r count > r table	Vallid
X2.3	,537	0.205	r count > r table	Vallid
X2.4	,513	0.205	r count > r table	Vallid
X2.5	,622	0.205	r count > r table	Valid
X2.6	,490	0.205	r count > r table	Valid
X2.7	,576	0.205	r count > r table	Valid
X2.8	,577	0.205	r count > r table	Valid

Source: Primary Daltal processed using SPSS 2023

The table 5 data points can be seen from the processing data, the information from the 8 signal items has a corrected item total correlation value of 0.490 to 0.622 with the 8 signal traffic items which are used to measure user participation value which has a calculated value of more. great value from Nilali R table, namely 0.20

Table 6

The Relationship...(nurfit, sophian)



Validity Test Results Valrialbel Research Management Participation

Item-Total Statistics				
Statement Items	r count	r table	Condition	conclusion
X3.1	,739	0.205	r count > r table	Vallid
X3.2	,862	0.205	r count > r table	Vallid
X3.3	,726	0.205	r count > r table	Vallid
X3.4	,896	0.205	r count > r table	Vallid
X3.5	,851	0.205	r count > r table	Valid
X3.6	,352	0.205	r count > r table	Valid

Source: Dalta Primer processed using SPSS 2023

The table 6 data points can be seen from the data processing data, the results from the 6 data points have a corrected item total correlation value of 0.352 to 0.896, the results of the 6 data points used in measuring the value of management participation have a value of r calculate greater than the value of r table, namely 0.205.

2. Reliability test

The Reliability Test is carried out using Cronbach's Alpha, which if the value is more than 0.600 then it shows the reliability of the instrument, and if the value is less than 0.600 then the instrument is declared less reliable.

Table 7
Reliability Testing Results

Item-Total Statistics			
Valrialble	Cronbalch' s allphal	Critical Value	Conclusion
Utilization of Information Technology (X1)	0,766	0.600	Reliablebel
User Participation (X2)	0,821	0.600	Reliablebel
Management Participation (X3)	0,903	0.600	Reliablebel
Employee Performance (Y)	0,729	0.600	Reliablebel

Source: Primary Daltal processed using SPSS 2023

Based on the data of 7, it was found that the cronbalc'h allphal value for the use of information technology, user participation, management participation in the performance of the data was > 0.600.

3. Normality test

In this test, it is carried out using the Kolmogorov-Smirnov test so that it can be a normal distribution. Data is said to be normally distributed if the result is ≥ 0.05 and if it is not normal if the result shows ≤ 0.05

Table 7
Normality Test Results

Statistical Tests	Asym.Sig.(2-Tailed)	Alpha	Conclusion
0.087	0.083	0.05	Normally Distributed

Source: Primary Daltal processed using SPSS 2023

Based on the results of the test results which showed that the data were distributed normally, the Alsimp Sig calculation was 0.083, which was greater than that of Allphal (0.05).

4. Multicollinearity Test

Testing the regression model found that there was a correlation between the independent variables.

Table 8
Multicholonealritals Test Results

Variable	Collinearity Statistics		Conclusion
	Tolerance	VIF	
Utilization of Information Technology (X1)	0.660	1,514	Not aldal multicholonealritals
User Participation (X2)	0.528	1,895	Not aldal multicholonealritals
Management Participation (X3)	0.497	2,013	Not aldal multicholonealritals

Source: Primary Daltal processed using SPSS 2023

Based on the results of the multicollinearity test of talbel 8, it is known that the tolerance value of information technology utilization, user participation and management participation is greater in the tolerance rate > 10% in the VIF value ratio and it is known that the VIF value is smaller than the VIF value < 10, it is concluded that the value of VIF is less than 10%. n Even though each of Valrialbel did not occur in multicolienal rituals, Malkal Dalpalt concluded that there was no occurrence of multicolienal rituals.



5. Heteroscedasticity Test

Heteroscedasticity test, namely testing for differences in variance from the residuals of one observation to another observation, where if this happens then it is concluded that there are symptoms of heteroscedasticity

Table 9
Results of Heteroskedalstisitals Test

Variable	Sig.	Alpha	conclusion
Utilization of Information Technology (X1)	0.121	0.05	Heteroscedalstitalism did not occur
User Participation (X2)	0.849	0.05	Heteroscedalstitalism did not occur
Management Participation (X3)	0.131	0.05	Heteroscedalstitalism did not occur

Source: data SPSS 2023

Based on the results of the heteroskedalstisitals test via SPSS, it was seen that the sig value for each independent value was 0.05, the results of this heteroscedalstisitals test were also concluded that there was no actual occurrence of heteroskedalsticitals.

6. Multiple Linear Regression Analysis

Multiple linear regression calculations between information technology utilization (X1), user participation (X2), management participation (X3) and employee performance (Y), the calculations of which are assisted by the SPSS program so that the following results are obtained in the table below:

Table 10
Summary of Haltal Analysis of Gallind Linear Regression

variable	Konstalntal in Valrialbel Bebals	Regression Coefficients
Employee Performance (Y)	Konstalntal (al) Utilization of Information Technology (X1)	4,991 0.343
	User Participation (X2)	0.270
	Management Participation (X3)	0.236

Source of data from SPSS 2023

Based on the paldal table 10 dalpalt, the following sebalgali regression model is obtained:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

$$Y = 4.991 + 0.343 X_1 + 0.270 X_2 + 0.236 X_3$$

where alrginal Regression analysis in altals shows the relationship between independent alntalral variables with dependent valrialnals in the global palrsiall, from this persalmaln a conclusion can be drawn as follows:

1. Konstaltal aldallalh value 4,991 alrtinal ifl paldal valrialbeluse of information technology, user participation and management participationincreased total employee performance increased by 4,991 total.
2. Coefficient use of information technology 0.343 alrsignal Regression coefficient use of information technology shows a positive result. This hall means if use of information technology increased total employee performance increased by 0.343 total, assuming the value of User Participation in management participation const.
3. The User Participation Coefficient of 0.270 means that the User Participation regression coefficient shows a positive result. This means that if User Participation increases substantially, employee performance also increases by 0.270 percent, with a positive assumption use of information technology in management participation const.
4. Coefficient management participation0.236 alrsignal Regression coefficient management participation shows a positive result. This means that if the work environment increases, employee performance will also increase by 0.236 percent, with a positive assumption use of information technology in consumer participation.

7. Hypothesis Test t

In this test, you can find out the test in determining the influence of independent variables and mediating variables on the dependent variable partially and used to measure the significance of the influence of the independent variable on the dependent variable.

Table 11
Results of Hypothesis Testing

Independent Variable	t Table	t count	Sig.	A	Conclusion
Utilization of Information Technology (X ₁)	1,987	3,109	0.003	0.05	H1 is accepted
User Participation (X ₂)	1,987	4,168	0,000	0.05	H2 is accepted



Independent Variable	t Table	t count	Sig.	A	Conclusion
Management Participation (X ₃)	1,987	2,957	0.004	0.05	H3 is accepted

Based on table 11 of the global data test, it is known that each independent value of information technology utilization, user participation and management participation has a t-count value that is greater than the t-talbel value, whereas the use of information technology has a t-count value of 3,109 > t-talbel 1,987 , user participation has a t-count of 4.168 > t-talbel 1.987 and management participation has a t-count of 2.957 > t-talbel 1.987 and it can be concluded that independent variable fraud has a positive and significant influence on employee performance (dependent variable).

DISCUSSION

The Influence of the Use of Information Technology (X1) on Employee Performance (Y)

Based on the tests that have been carried out, it has been concluded that the initial hypothesis that considers the validity of the use of information technology has a positive and significant influence on employee performance, it can be seen from the tests that have been carried out that the t-calculation value is greater than the t-talbel value in smaller significance values dalri value Allphal malkal for the dalpalt pertalmal hypothesis is acceptedl.

Information can be applied effectively if organizational members know how to use technology well. Good use of information technology can also increase operational efficiency. The use of information technology makes it easier for 4,444 civil servants to fulfill their public service obligations. With the help of information technology, services provided to the public become faster and more accurate. (Wijaya et al., 2020)

Information technology in the digital era certainly has a big influence and benefits in improving employee work performance. Ease of access and available tools increase employee productivity. Nurgawat's (2020) research shows that information technology simultaneously influences employee performance. The more effective the information system technology implemented, the more effective the employee performance will be. Other research conducted by Prakarsa et al., (2023), (Wijaya et al. 2020)also shows that the use of information technology has an effect on employee performance.

The Influence of User Participation (X2) on Employee Performance (Y)

Based on the tests that have been carried out, it is concluded that the second hypothesis regarding the value of user participation has a positive and significant influence on employee performance, it can be seen that the results of the tests that have been carried out have a t-count value that is greater than the t-tall value the significance value is smaller than that Allphal Malkal's value for Dalpalt's second hypothesis was accepted.

Research by Utami et al., (2016) shows that the effect of user involvement is as follows: "Users who join more often improve the performance of accounting information

systems because of the positive relationship between user participation in the information system development process and information system performance." Based on the results of a literature review Based on previous theory and research, it is possible to test that system user involvement is important for information system performance. According to this research, user participation has a positive and significant effect on performance. Therefore, it can be concluded that there is a relationship between system user involvement and information system performance.

This research is in line with research conducted by Anggarini et al., (2021) that information system participation has a significant positive effect on the functionality of the payroll information system. If information system user participation meets the characteristics of information system user participation, namely relationships, understanding, satisfaction and support, then information system user participation is more valuable and beneficial for users. system users improve the performance of accounting information systems. Thus, it can be seen that the participation of information system users has a significant positive effect on the functionality of the payroll information system.

The Influence of Management Participation (X3) on Employee Performance (Y)

Based on the tests that have been carried out, it can be concluded that the third hypothesis which states that the value of management participation has a positive and significant influence on employee performance, it appears that the results of the tests that have been carried out have a t-count value that is greater than the t-table value in n the significance value is smaller than that Allphal Malkal's value for Dalpalt's third hypothesis was accepted.

Management participation is expected to improve employee performance and good behavior. Management control is a process by which managers can influence other organizational members, including subordinates, to implement organizational strategies. Management involvement can influence users to develop positive behavior that increases system efficiency (Sasongko, 2020). Management also knows more about its information needs, so it can choose the system that best suits its needs. Thus, the system used is more efficient. The results of this research also support previous research conducted by (Dwi Marini & Alit Erlina Wati, 2021). The research results show that management involvement has a positive effect on the efficiency of using the accounting information system in BPR Badung Regency. Based on this statement, it can be concluded that management involvement influences efficiency and performance.

CONCLUSION

Based on the results of research data analysis and discussion processed using SPSS, several research conclusions can be conveyed as follows:

1. The use of information technology has a positive and significant effect on the performance of employees at the West Sumatra Province Industry and Trade Department.
2. User participation has a positive and significant effect on the performance of employees at the West Sumatra Province Department of Industry and Trade.
3. Management participation has a positive and significant effect on employee performance at the West Sumatra province industry and trade office.



SUGGESTION

1. It is hoped that the results of this research will contribute to West Sumatra Province Department of Industry. In an effort to improve employee performance and ability to advance further in the future, it is recommended to parties West Sumatra Province Department of Industry to continue to strive to pay attention to aspects of utilization of information technology, user participation and management participation in improving employee work results so that they can improve the future West Sumatra Province Department of Industry superior in the future.
2. Future researchers who wish to conduct similar research can develop the results of this research by raising research objectives on other companies engaged in different types of entrepreneurship. You can also add other independent variables besides those discussed in this article, because the researcher believes that there are still many indicators in this thesis that the author cannot explain and are still far from perfection. The author can explain and it is still far from perfection.

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