PUBLIK: Jurnal Manajemen Sumber Daya Manusia, Adminsitrasi dan PelayananPublik
Universitas Bina Taruna Gorontalo
Volume 10 Nomor 1, 2023

EVALUATION OF PERSONNEL INFORMATION SYSTEM HUMAN RESOURCES DEVELOPMENT AGENCY HUMAN RESOURCES TRANSPORTATION

Citra Handayani[1*], Prihandoko[2]
[1,2] Gunadarma University, Indonesia
citrahandy28@gmail.com

ABSTRAK

Penelitian ini bertujuan untuk mengetahui sejauh mana sistem informasi kepegawaian pada BPSDM Kementerian Perhubungan sudah berjalan. Hal ini dilakukan dengan pendekatan HOT FIT Model yang menguji beberapa hal pada variabel tersebut antara lain teknologi, Manusia, dan Organisasi. Alhasil, kontribusi pabrik sangat besar yakni 63,6%. Metode yang digunakan dalam penelitian ini adalah deskriptif dengan pendekatan kuantitatif. Berdasarkan hasil tersebut dapat disimpulkan bahwa unsur human factory memiliki peran yang cukup signifikan, hal yang dapat dilakukan adalah dengan memberikan pelatihan secara berkala dan terus meningkatkan kualitas Human factory tersebut.
Kata Kunci**: Model HOT Fit, Manusia, Organisasi, Teknologi, Manfaat Bersih**

ABSTRACT

This study aims to determine the extent to which the personnel information system at the BPSDM of the Ministry of Transportation is running. This is done with the HOT FIT Model approach which tests several things on these variables including technology, Human, and Organization. As a result, the factory has a very large contribution of 63.6%. The method used in this research is descriptive with a quantitative approach. This matter Based on these results, it can be concluded that the human factory element has a significant role, the thing that can be done is to provide regular training and continue to improve the quality of the Human factory.
Keywords: ***HOT Fit Model, Human, Organization, Technology, Net Benefit***

PENDAHULUAN

Under the direction of the Ministry of Transportation in the Republic of Indonesia, the Human Resources Development Agency for Transportation works toward its stated mission, "The Realization of Professional and ethical Human Resources and Transportation." It is one of BPSDMP's many responsibilities to manage professional transportation education, training, and extension in order to build the capacity and Quality of Transportation Human Resources, so that the program may accomplish its vision of providing safe, dependable transportation to everyone who need it. Establishing a solid foundation for stakeholder satisfaction via the cultivation of a highly capable workforce and dependable data infrastructure.

In this modern era, it is undeniable that information technology is one of the main resources in an organization that plays an important role in increasing competitiveness and optimal service, [(Mirabolghasemi et al., 2019). Therefore, every government organization tries to apply information technology to increase effectiveness and efficiency in service, [(García-Juan et al., 2018). This aims to be able to provide added value in the form of competitive advantage in the Human Resources Development Agency for Transportation, which information technology developments that occur in

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

this modern era are very instrumental in the administration of government organizations.

In the future, information technology and telecommunications are the most dominant sectors. Technology has many roles in the fields of education, health, especially in the field of government that serves the wider community. Information technology will easily remove the boundaries of space and time that have been an obstacle to growth in the world of government [(Dalimunthe & Azhari, 2019). In essence, information technology is a facility that serves as a means to improve the quality of information services that are easier for everyone, (Iswanaji, 2019). An information system that is part of information technology is a very important part of the use of information technology. Utilization of the personnel information system at The Human Resources Development Agency for Transportation can help provide convenience for the work units under its auspices in carrying out services.

Information system evaluation is simply a test of the control of the information system infrastructure. With this evaluation, the achievement of activities or activities on the implementation of an information system can be immediately identified and further actions can be planned to improve the performance of its implementation, (Sallehudin et al., 2019). Evaluation is also carried out to determine whether the information system is running well to support the process of improving service quality within the organization or not. Measurement of the success rate of personnel information system applications at the Transportation Human Resources Development Agency can use the Human Organization Technology Fit Model method. This model was chosen because it is considered capable of explaining evaluation comprehensively with the approach of the core components of the information system. The components of the HOT-Fit Model used in this scientific research are human (System Usage, User Satisfaction), organization (Organizational Structure), Technology (System Quality, Information Quality, Service Quality), and the suitability of these three factors affecting the benefits (Net benefits). Based on the above, it becomes the reason for the author to discuss how information technology uses the Human Organization Technology fit model of the personnel information system at the Transportation Human Resources Development Agency. From the background that has been described, this study aims to determine the extent to which the personnel information system at the BPSDM of the Ministry of Transportation is running.

METODE PENELITIAN

Evaluation

Several concepts regarding evaluation include the definition put forward by Brinkerhoff, explaining that evaluation is a process to determine the extent to which the goals that have been set can be achieved, by performing the following seven elements: focusing an evaluation and clarifying its purpose, designing an evaluation collecting

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

information, analyzing information, reporting: interpreting and using evaluation, findings managing evaluation activities, and evaluating evaluation efforts, (Brinkerhoff et al., 2012). The elements referred to in the Brinkerhoff evaluation concept mentioned above are: determining the focus to be evaluated; preparation of evaluation design; a collection of information; information analysis; report generation; information development; and evaluation of evaluation activities or processes.

Evaluation is a systematic process of determining the price, value, or meaning of an activity or a process. Evaluation is a systematic, planned activity, and the achievement of goals, involving the collection of data relating to organizations and programs (Neuman & Robson, 2014). Information is gathered through evaluation, compared to criteria, and then used to choose the best course of action. Evaluation's primary purpose is to help decision-makers make educated judgments about the course of action to adopt.

The concept of the evaluation was also put forward by Royse who stated as follows: evaluation is the process of systematically collecting and analyzing information to form value judgment based on firm evidence. These judgments are concerned with the extent to which particular targets are being achieved, (Royse et al., 2015). The concept of evaluation above explains that evaluation is a systematic process of collecting and analyzing information, to make the right decisions based on strong data and facts from an organization. The decision is intended to determine the level of achievement of the targets set. According to Molly, et. al, that, evaluation often occurs to compare success across competing programs for similar resources(Mamaril et al., 2018). Evaluation is carried out to assess the success of a program that has been implemented. In human life, evaluation is not new because it always accompanies one's life. Individuals who have done something will judge whether what he has done is under his original wishes. Evaluation is a systematic and continuous process to collect, describe, present, and interpret information about an evaluation object to be used as a basis for making decisions and formulating policies. Evaluation is an activity to assess the achievement of predetermined goals based on certain standards or criteria. This is under the main purpose of evaluation research, namely to assess the success of the program which is then compared with the goals that have been set.

Furthermore, Cummings and Worley explained that the following evaluation, evaluation is concerned with providing feedback to practitioners and organization members about the progress and impact of interventions, (Cummings & Worley, 2014). Evaluation begins when the program starts to be implemented. The factors that are assessed include the services of the program, the implementation of the services, the stakeholders served, the resources used, the implementation of the program compared to the plan, and the performance of the program implementation. There is a common

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

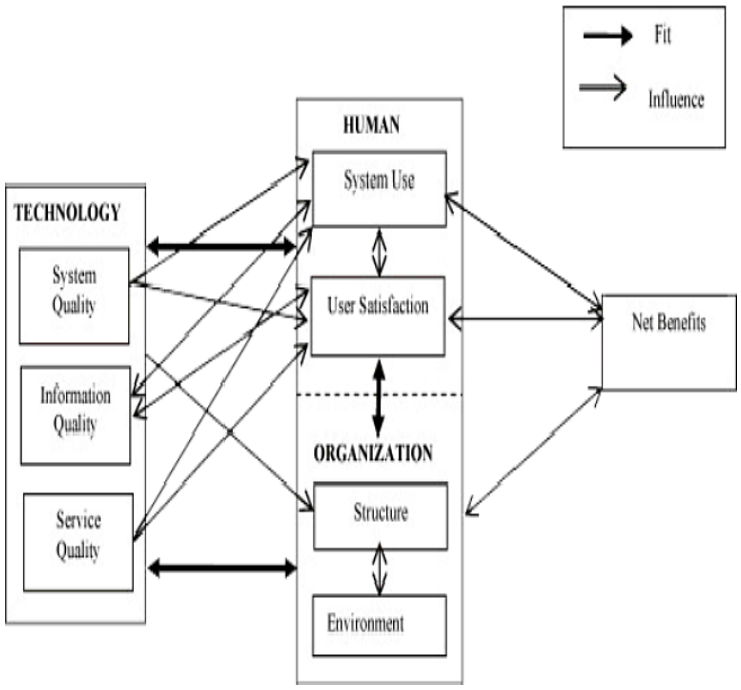
understanding of evaluation by several experts, namely a process of gathering information to assess a process so that a decision can be made regarding the results of the program being successful or not. Evaluation is more focused on making decisions, while assessment is more on assessing something, as well as a measurer who only gives numbers to the object of measurement.

Information System

An information system is a system created using computer devices, both software, and hardware that can be collected, stored, and processed to provide output to users so that they are useful for users. Understanding information systems can be analogized as a demand (demand) from the industrial community when the need for data processing and communication facilities that are fast and cheap (through space and time), (Tohari, 2014) The source of information is data. Data is a fact or reality that describes an event that has its meaning. Information is data that has been processed in such a way that it has a more useful meaning for its users. Thus it can be concluded, an information system is a combination of humans, technology, and procedures that make up the system to obtain useful and fast information for certain needs, (Tohari, 2014).

Human Organizational Technology FIT Model

In this study, the method used to evaluate the system is the Human Organization Technology Fit (HOT) method. The HOT Fit method is a model that can be used in evaluating the information system proposed. This model was chosen because it is complete in the aspects of the assessment carried out and most under the existing problems, where this model places three important parts, namely Human, Organization



Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

and Technology.

Figure 1. Human-Organization-Technology fit model

Human evaluation of IT in terms of how often and in what ways it is put to use, IT assessment, and IT investigation make up the three pillars of the FIT methodology. Who uses the system, how much they use it, what they know about it, what they expect, and how they feel about it all have a role in how well it is received or rejected. In addition, this section evaluates the system based on how happy its users are. The level of user satisfaction may be defined as an assessment of how happy a user is with the information system as a whole, including how useful the system is in meeting the user's needs. Personal qualities, such as how the user views the usefulness of information systems and how they feel about using them, can have an effect on user happiness. As a result, in the central human element, an evaluation criterion is established in terms of system use and user contentment.

Human Resources

Gary Dessler defines human resources as follows, Human resource management include recruiting new workers, providing them with appropriate education and development opportunities, evaluating their performance, and rewarding them fairly. Human resource management (HRM) is the process by which an organization plans for and implements strategies to attract, develop, evaluate, and reward its workforce in a way that maximizes the contribution of each individual to the organization's goals. whilst working. Machado and Davim explain more deeply about human resources, Human resource management is essentially a philosophy about how people should be managed. It is a comprehensive, coherent approach to employing and developing people, with a focus on both improving the effectiveness of an organization through people, but also treating people in a morally sound manner, (Torugsa et al., 2019). Human resource management is a philosophy carried out by leaders about what must be managed properly and correctly. Human resource management is a comprehensive and coherent approach to hiring and developing employees with a focus on increasing organizational effectiveness through existing human resources by treating employees fairly and as they should be treated. On the other hand, Noe said that human resources are as follows, human resources management is policies, practices, and systems that influence employee's behavior, attitudes, and performance. Human resource management is a policy issued by an institution or organization to regulate practice in the form of a system that can influence the behavior and attitudes of employees which can improve organizational performance.

Human resource management is a process carried out by leaders to meet the needs of all stakeholders in the process of running the organization both in terms of employees, customers, and the wider community. Ivancevich further explained that

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

human resource management is as follows, human resource management is the function performed in organizations that facilitates the most effective use of people (employees) to achieve organizations' and individuals' goals, (Mawarni & Dharminto, 2021). In human resource management, there is a function that leaders can use to facilitate employees to work more effectively in achieving organizational goals and individual goals.

Human resources are a company's employees. This word is meant to convey the idea that workers are more than simply individuals; they are invaluable assets to an enterprise. Organizational goals cannot be achieved with just money, tech, or internal procedures. To be used efficiently and effectively, these assets require human resources. Human resources are another factor that must be controlled. Human resources include a wide range of topics, including company values, management methods, employees' ability to have an impact, pay and benefits, career advancement opportunities, employee selection and retention, and more. In order to compete successfully in today's global market, businesses must have access to highly skilled employees who have mastered cutting-edge scientific and technological concepts.

HASIL PENELITIAN DAN PEMBAHASAN

There is some information obtained by researchers about respondents, including the following:

1. Based on data obtained from 62 respondents, based on age, the number of respondents aged 25-35 years 23 40 people is 37.1%, the number of respondents aged 36-50 years is 29 people, which is 46.8%, and the number of respondents with the age of more than 50 years is 10 people, which is 16.1%.
2. Based on the data obtained from 62 respondents, the characteristics of respondents based on gender, the number of respondents with male sex is 30 people, which is 48.4% and the number of respondents with female sex is 32 people, which is 51.6%.
3. Based on the data obtained from 62 respondents, the characteristics of respondents based on the rank of class III a are 10 people, which is 16.1%, the number of respondents with a class III b is 10 people, which is 16.1%, the total number of respondents is 16.1%. respondents with the rank III c as many as 20 people, which is 32.3%, the number of respondents with the rank III d as many as 24.2%, the number of respondents with the rank IV an as many as 5 people, which is 8.1%, and the number of respondents with the rank of IV b is 2 people, which is 3.2%.
4. Based on data obtained from 62 respondents, the characteristics of respondents based on their latest education are 30 respondents with S1 education, which is 48.4%, and 32 respondents with S2 education, which is 51.6%.

Testing Requirements Analysis

The normality test uses the SPSS program whose results can be seen in the Kolmogorov Smirnov column (Sig.).

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

Table 1 Normality test results

Tests of Normality

	Kolmogorov-Smirnov[a]			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Net Benefit (Y)	,106	62	,082	,973	62	,197
Human Factor ($X_{1)}$	,106	62	,083	,951	62	,015
Faktor Organisasi (X2)	,103	62	,167	,971	62	,142
Faktor Teknologi (X3)	,079	62	,200*	,981	62	,467

*. This is a lower bound of the true significance.
a. Lilliefors Significance Correction

Table 1 shows that the probability value (Sig.) of all variables is greater than the significant level (α) of 0.05, so all data are normally distributed. The overall results of the significance test and regression linearity are summarized in table 2 below.

Table 2. The results of the significance test and regression linearity test

Regression	Significance Test		Linearity Test	
	Sig.	α	Sig.	α
Y on X_1	0,000	0,05	0,428	0,05
Y on X_2	0,000	0,05	0,969	0,05
Y on X_3	0,000	0,05	0,094	0,05

Research Hypothesis Testing

Based on the calculation results obtained product-moment correlation coefficient between human factors and net benefits (r_{1y}) of 0.636 with a probability value of Sig. (0.000) < significant level (0.05).

Table 3 Simple correlation coefficient between X_1 and Y

Correlations

		Net Benefit (Y)	Human Factor (X_1)
Net Benefit (Y)	Pearson Correlation	1	,636**
	Sig. (2-tailed)		,000
	N	62	62
Human Factor (X_1)	Pearson Correlation	,636**	1
	Sig. (2-tailed)	,000	
	N	62	62

**. Correlation is significant at the 0.01 level (2-tailed).

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

Based on the results in table 3 it can be concluded that H_0 is rejected and H_1 is accepted. In other words, there is a significant positive influence between human factors on net benefits. The coefficient of determination $(r_{1y})2$ is 0.404, which means that 40.4% of the proportion of variance in net benefits can be explained by human factors.

Table 4. Coefficient of determination between X_1 and Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,636[a]	,404	,394	2,645

a. Predictors: (Constant), Human Factor (X_1)

The relationship between human factors and net benefits, if other variables are controlled, is carried out by partial correlation analysis. The partial correlation coefficient obtained and the test results are presented in Table 5 below.

Table 5 Partial correlation coefficient between X_1 and Y

dk	Partial Correlation Coefficient	Sig.	α
59	$r_{1y.2}$ = 0,482	0,000	0,05
59	$r_{1y.3}$ = 0,488	0,000	0,05

Based on the results from table 5, it can be concluded that the partial correlation coefficient between human factors and net benefits, if the organizational factors are controlled, is very significant (significant), so it can be interpreted that, if the organizational factors are still controlled, the human factors provide a stable significant contribution to the net benefits. The partial correlation coefficient between the human factor and the net benefit if the technological factor is controlled is very significant (significant), so it can be interpreted that, if the technological factor is still controlled, the human factor provides a stable significant contribution to the net benefit. Based on the calculation results, the product-moment correlation coefficient between organizational factors and net benefit (r_{2y}) is 0.619 with a probability value of Sig. (0.000) < significant level (0.05).

Table 6. The simple correlation coefficient between X_2 and Y

Correlations

		Net Benefit (Y)	Organizational Factor (X_2)
Net Benefit (Y)	Pearson Correlation	1	,619**

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

	Sig. (2-tailed)		,000
	N	62	62
Organizational Factor (X2)	Pearson Correlation	,619**	1
	Sig. (2-tailed)	,000	
	N	62	62

**. Correlation is significant at the 0.01 level (2-tailed).

Based on the results in table 6, it can be concluded that H_0 is rejected and H_1 is accepted. In other words, there is a significant positive influence between organizational factors on net benefits. the coefficient of determination $(r_{2y})^2$ is 0.383; which means that 38.3% of the proportion of net benefit variance can be explained by organizational factors.

Table 7. Coefficient of determination between X_2 and Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,619[a]	,383	,373	2,691

a. Predictors: (Constant), Organizational Factor (X_2)

The relationship between organizational factors and net benefits, if other variables are controlled, is carried out by partial correlation analysis. The partial correlation coefficient obtained and the test results are presented in Table 8 below.

Table 8. Partial correlation coefficient between X_2 and Y

dk	Partial Correlation Coefficient	Sig.	α
59	$r_{2y.1}$ = 0,453	0,000	0,05
59	$r_{2y.3}$ = 0,444	0,000	0,05

Based on the results from table 8, it can be concluded that the partial correlation coefficient between organizational factors and net benefits, if the human factor is controlled, is very significant (significant), so it can be interpreted that, if the human factor is controlled, the organizational factor provides a stable significant contribution to the net benefit. The partial correlation coefficient between organizational factors and net benefits if the technological factor is controlled is very significant (significant), so it can be interpreted that, if the technological factor is still controlled, the organizational factor

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

provides a stable significant contribution to the net benefit.Based on the calculation results, the product-moment correlation coefficient between technology factors and net benefit (r_{3y}) is 0.589 with a probability value of Sig. (0.000) < significant level (0.05).

Table 9. The simple correlation coefficient between X_3 and Y

Correlations

			Net Benefit (Y)	Technological Factor (X_3)
Net Benefit (Y)		Pearson Correlation	1	,589**
		Sig. (2-tailed)		,000
		N	62	62
Faktor Teknologi (X3)		Pearson Correlation	,589**	1
		Sig. (2-tailed)	,000	
		N	62	62

**. Correlation is significant at the 0.01 level (2-tailed).

Based on the results in table 9, it can be concluded that H0 is rejected and H1 is accepted. In other words, there is a significant positive effect between technology factors on net benefits. The coefficient of determination $(r_{3y})^2$ is 0.347; which means that 34.7% of the proportion of variance in net benefits can be explained by technological factors.

Table 10 Coefficient of determination between X_3 and Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,589[a]	,347	,336	2,769

a. Predictors: (Constant), Technological Factor (X_3)

The relationship between technological factors and net benefits, if other variables are controlled, is carried out by partial correlation analysis. The partial correlation coefficient obtained and the test results are presented in Table 11 below.

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

Table 11. The partial correlation coefficient between X_3 and Y

dk	Partial Correlation Coefficient	Sig.	α
59	$r_{3y.1}$ = 0,407	0,001	0,05
59	$r_{3y.2}$ = 0,387	0,002	0,05

Based on the results from table 11, it can be concluded that the partial correlation coefficient between the technological factor and the net benefit if the human factor is controlled is very significant (significant), so it can be interpreted that, if the human factor is still controlled, the technological factor provides a stable significant contribution to the net benefit. The partial correlation coefficient between technological factors and net benefits, if the organizational factors are controlled is very significant (significant), so it can be interpreted that, if the organizational factors are still controlled, the technological factors provide a stable significant contribution to the net benefits.The calculation results as in the attachment for hypothesis testing, note that the multiple regression equation is $\hat{Y}$ = -3,130 + 0,343X_1 + 0,273X_2 + 0,109X_3 which means that:

1. If there is an increase of one unit in the human factor variable and control is carried out on the organizational factor variable and technological factor, then the increase is followed by a 0.343 unit increase in the net benefit variable,
2. If there is an increase of one unit in the organizational factor variable and control is carried out on the human factor variable and technological factor, then the increase is followed by a 0.273 unit increase in the net benefit variable,
3. If there is an increase of one unit in the technological factor variable and control is carried out on the human factor variable and organizational factor, then the increase is followed by a 0.109 unit increase in the net benefit variable, and
4. The increase in the net benefit variable (points 1, 2, and 3) above occurs in the same direction with a constant (intercept) of -3.130.

Table 12. Multiple correlation coefficient

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

1	,751[a]	,564	,542	2,300

a. Predictors: (Constant), Interval X_3, Interval X_1, Interval X_2

The double correlation coefficient of the two independent variables on the net benefit ($R_{y.123}$) = 0.7581. The results of the significant test obtained F_{count} of 25,043 and the probability value of Sig. (0.000) < significant level (0.05). Based on these results, there is a positive influence between human factors, organizational factors, and technological factors together on the net benefit.

Table 13. Multiple regression significance test results

ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	397,551	3	132,517	25,043	,000[b]
	Residual	306,917	58	5,292		
	Total	704,468	61			

a. Dependent Variable: *Net Benefit* (Y)

b. Predictors: (Constant), Technological Factor (X_3), Human Factor (X_1), Organizational Factor (X_2)

The coefficient of determination $(R_{y.123})^2$ of 0.564 can be interpreted that 56.4% of the proportion of net benefit variance can be explained together with by human factors, organizational factors, and technological factors. Based on the results of further calculations, it can be seen that the contribution of the dependent variable to the human factor is 40.4%, the organizational factor is 38.3%, and the technology factor is 34.7%.The summary of the correlational analysis model can be seen in Figure 1 as follows:

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

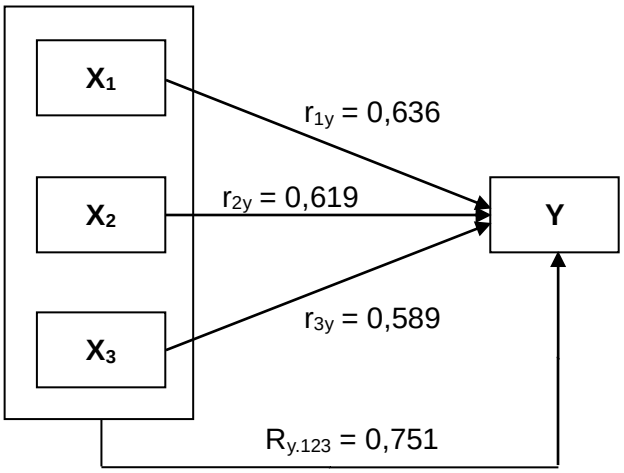


Figure 1. The empirical model between variables.

The Influence of Human Factors on Net Benefit

The results of testing the first hypothesis can be concluded that there is a positive influence of human factors on net benefits, where the correlation coefficient of 0.636 produces a probability of sig. (0.000) significant level (0.05). These results are in line with research conducted by Mawarni, A., & Dharmino, D. (2021) [19]. The results show that a greater emphasis on human factorgreater overall returns. Partial or product-moment correlation between human factors and net benefits demonstrates the relevance of this relationship. According to the findings of this study, the human element is one of the aspects that adds to the overall advantage. It may also be deduced from the data that the boost in human factors will contribute significantly to the net gain of 40.4%.

Based on the results of the calculation of each dimension in the human factor variable, the following values are obtained:

a. The first dimension is the system use of 0.701;

b. The second dimension is use satisfaction, which is 0.467.

So it can be found that the highest value is the first dimension, namely "system use".

The Influence of Organizational Factors on Net Benefit

The results of testing the second hypothesis can be concluded that there is a positive influence between organizational factors and net benefits, where the correlation coefficient of 0.619 produces a probability of Sig. (0.000) significant level (0.05). The final results show that the magnitude of the gain increases with the degree to which the organizational element is optimized. Both product-moment and partial correlation demonstrate the relevance of the relationship between organizational characteristics and net benefits. This research suggests that organizational considerations are a factor in the

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

overall positive outcome. Further inferences from the data suggest that the net gain of 38.3% will be significantly aided by an increase in organizational variables.

Based on the results of the calculation of each dimension in the formation of organizational factor variables, the following values are obtained:a. The first dimension is the organizational structure of 0.729;b. The second dimension is the organizational environment, which is 0.392.So it can be found that the highest value is the first dimension, namely "organization structure".

The Influence of Technological Factors on Net Benefit

The results of testing the third hypothesis can be concluded that there is a positive influence between technological factors and net benefits, where the correlation coefficient of 0.589 produces a probability of Sig. (0.000) significant level (0.05). The conclusion shows that the higher the technological factor, the higher the net benefit. The correlation between technological factors and net benefits shows its significance, either through product-moment correlation or partial correlation. The results of this analysis provide an indication that the technology factor is one of the variables that contributes to the net benefit. From the results, it can also be interpreted that the increase in technological factors will make a significant contribution to the net benefit of 34.7%.

Based on the results of the calculation of each dimension in the formation of the human factor variable, the following values are obtained:

a. The first dimension is system quality of 0.373;
b. The second dimension is information quality of 0.363;
c. The third dimension is service quality of 0.359;
d. The fourth dimension is system development of 0.233.

So it can be found that the highest value is the first dimension, namely "system quality".

The Effect of Human Factors, Organizational Factors, and Technological Factors Together on Net Benefit

The results of testing the fourth hypothesis can be concluded that human factors, organizational factors, and technological factors together have a positive influence on net benefits. The multiple correlation coefficient of 0.751 between the three independent variables and the dependent variable Ry.123 produces a probability of Sig. (0.000) at the significant level (0.05). The coefficient of determination (Ry.123)2 of 0.564 means that 56.4% of the proportion of variance in net benefits can be explained jointly by human factors, organizational factors, and technological factors.

CONCLUSION

This study was analyzed to determine the factors that affect the net benefit in the personnel information system program at the Transportation Human Resources Development Agency (BPSDMP). The analysis was carried out using the HOT Fit Model which found several things including Human Factors, obtained a correlation

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

coefficient of 0.636 which means 63.6% of human factors can affect the Net benefit model of the personnel information system at the Transportation Human Resources Development Agency (BPSDMP). Therefore, it is hoped that it can give more attention to all humans involved in this system to maximize the performance of the personnel system. Organizational factors obtained a correlation coefficient of 0.619 which means 61.9% of organizational factors such as organizational structure, leadership, teamwork, strategy, staffing, and staff turnover have a role in forming the Net benefit model of the personnel information system at the Transportation Human Resources Development Agency. (BPSDMP) Technological factors obtained a correlation coefficient of 0.589, which means 58.9% of technological factors have a role in the formation of the Net benefit model of the personnel information system at the Transportation Human Resources Development Agency (BPSDMP). Net benefit has a coefficient of determination of 0.564 which means 56.4% Net benefit can be influenced by humans, organizations, and technology and there are still 43.6% other factors that can affect the personnel information system at the Transportation Human Resources Development Agency (BPSDMP).

DAFTAR PUSTAKA

Brinkerhoff, R. O., Brethower, D. M., Nowakowski, J., & Hluchyj, T. (2012). *Program evaluation: A practitioner's guide for trainers and educators* (Vol. 2). Springer Science & Business Media.

Cummings, T. G., & Worley, C. G. (2014). *Organization development and change*. Cengage learning.

Dalimunthe, N., & Azhari, W. A. (2019). Analisa Sistem Informasi Perpustakaan Dengan Pendekatan Human Organization Technology (Hot) Fit Model (Studi Kasus: Perpustakaan UIN Suska Riau). *Seminar Nasional Teknologi Informasi Komunikasi Dan Industri*, 30–41.

García-Juan, B., Escrig-Tena, A. B., & Roca-Puig, V. (2018). The empowerment–organizational performance link in local governments. *Personnel Review*.

Iswanaji, C. (2019). Analysis of Accounting Information System Using Hot Fit Model Method in Indonesia Islamic Micro Financial Institutions. *Applied Finance and Accounting*, *5*(2), 1.

Mamaril, M. N., Cox, L. J., & Vaughan, M. (2018). Weaving evaluation into the Waipā ecosystem: Placing evaluation in an indigenous place-based educational program. *Studies in Educational Evaluation*, *56*, 42–51.

Mawarni, A., & Dharminto, D. (2021). Hubungan Faktor Manusia, Organisasi Dan Teknologi Terhadap Net-Benefit Dari Sikp Kabupaten Demak. *Jurnal Kesehatan Masyarakat (Undip)*, *9*(3), 402–406.

Mirabolghasemi, M., Choshaly, S. H., & Iahad, N. A. (2019). Using the HOT-fit model to predict the determinants of E-learning readiness in higher education: a developing Country's perspective. *Education and Information Technologies*, *24*(6), 3555–3576.

Neuman, W. L., & Robson, K. (2014). *Basics of social research*. Pearson Canada Toronto.

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)

Royse, D., Thyer, B. A., & Padgett, D. K. (2015). *Program evaluation: An introduction to an evidence-based approach*. Cengage Learning.

Sallehudin, H., Satar, N. S. M., Bakar, N. A. A., Baker, R., Yahya, F., & Fadzil, A. F. M. (2019). Modelling the enterprise architecture implementation in the public sector using HOT-Fit framework. *International Journal of Advanced Computer Science and Applications*, *10*(8), 191–198.

Tohari, H. (2014). Analisa Serta Perancangan System Informasi Melalui Pendekatan UML, Yogyakarta: CV. *Andi Offset*.

Torugsa, N. A., Yawised, K., & O'Donohue, W. (2019). Social customer relationship management in small and medium enterprises: Overcoming barriers to success. In *Management Science* (pp. 157–181). Springer.

Lembaga Penelitian dan Pengabdian pada Masyarakat ISSN: 2088-1894 (Offline)
Universitas Bina Taruna Gorontalo ISSN: 2715-9671 (Online)