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# Performance Analysis of Village Office Employees in Utilizing Information Technology for Community Administrative Services

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***Abstract:***

*This research aims to analyze the use of information technology in improving administrative service performance at the Hilihambawa Village Office, Gunungsitoli Idanoi District, Gunungsitoli City. The study employs a descriptive qualitative approach with data collection techniques including interviews, observations, and documentation. The findings indicate that the use of information technology at the Hilihambawa Village Office is not yet optimal. Although technological tools such as computers and the internet are available, their use is still limited due to a lack of training and understanding among employees, as well as infrastructure challenges such as unstable internet connections. Additionally, there is resistance to change among employees and insufficient outreach to the community regarding technology-based services. The study recommends enhancing digital literacy for village employees, improving technology infrastructure, and developing more targeted managerial strategies to support the optimal use of information technology in administrative services. The results are expected to serve as a reference for village governments and other researchers in developing more effective information technology implementation strategies in village administration.*

***Keywords****: Information technology, Employee performance, Administrative services, Village administration.*

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## 1. Introduction

Good performance is defined as performance that generates benefits for an organization or community, supported by continuously evolving technology and requires constructive community support. Performance is a crucial aspect in any institution or company, not only in achieving results but also in considering various other aspects to reach objectives effectively, efficiently, responsibly, and in accordance with expectations. Performance is described as the outcome of a process aimed at achieving set goals. According to (Holbeche, 2019), performance is the result achieved by individuals or groups in a company according to their authority and responsibilities, while (Roblek et al., 2021) defines performance as the achievements of an individual in carrying out assigned tasks.

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Mastery of technology greatly impacts performance, especially in management systems that change with the advent of technological applications (Chatterjee et al., 2021). The use of information and communication technology in village government management can support decision-making, development planning, and accountability of village officials, leading to a transparent and independent government and enhancing the local economy. Information technology also facilitates the work of employees, particularly in administrative services, one dimension of which is service speed. Service units are expected to meet public expectations, and one necessary effort is conducting user satisfaction surveys (Liu et al., 2023). Preliminary observations indicate that employees at the Hilihambawa Village Office have not yet fully utilized information and communication technology, as evidenced by minimal performance outcomes, suboptimal service, and dependence on village operators. This issue is reflected in the less-than-optimal execution of administrative tasks and lack of cooperation among village officials in completing work.

Based on this background, the study will focus on analyzing the performance of village office employees in utilizing information technology for administrative services to the community in Hilihambawa Village, Gunungsitoli Idanoi District, Gunungsitoli City. This study will specifically examine employee performance in using information technology, considering constraints of time, cost, and effort. The research problems include the use of information technology in administrative services, the impact of information technology utilization on administrative services, and the implementation system of information technology in services at the Hilihambawa Village Office. The aim of this research is to determine whether information technology has been used optimally, whether its use impacts administrative services, and how the information technology implementation system operates in providing services to the community at the Hilihambawa Village Office.

The benefits of this research are expected to enhance knowledge about the performance of village employees in utilizing technology for administrative services, provide considerations for improving employee performance, and serve as a reference or comparison for Universitas Nias and future researchers conducting relevant studies.

## 2. Theoretical Background

### Employee Performance

Employee performance is a crucial aspect in achieving organizational goals. Performance can be defined as the results achieved by individuals or groups within an organization based on their assigned tasks, responsibilities, and authority. According to (Katz et al., 2022), performance is the outcome or output generated from a work process conducted by individuals or groups aimed at achieving organizational objectives. Meanwhile, (Žitkienė & Deksnys, 2018) state that performance reflects how well an employee performs tasks in accordance with the given responsibilities.

Employee performance is evaluated not only by the final results but also by the process of achieving those results. Performance indicators include the quality of work,

quantity of work, timeliness, effectiveness in resource use, and the ability to work well with a team (Ren et al., 2023). In the context of village governance, the performance of village employees significantly determines the quality of public services provided to the community, especially in administrative matters.

**Information Technology in Public Services**

Information technology has become an integral part of various aspects of life, including public services. Information technology encompasses all forms of technology used to collect, store, process, and disseminate information. According to (Yue et al., 2023), information technology is a combination of hardware, software, and telecommunication networks used by individuals and organizations to manage data and information.

In the context of public services, information technology plays a crucial role in enhancing efficiency, effectiveness, and transparency. For example, the implementation of a village management information system (SIMDes) allows village governments to more easily manage population data, administrative tasks, and village finances (Zhen et al., 2021). This enables village governments to provide faster, more accurate, and precise services to the community. Additionally, the use of information technology can support better decision-making due to more comprehensive and accessible data.

**The Impact of Information Technology on Employee Performance**

The use of information technology has a significant impact on employee performance. Information technology can increase work efficiency, speed up administrative processes, and enable employees to work more effectively and productively. According to Davis (1989) in (Bhavin et al., 2021), the Technology Acceptance Model (TAM) explains that technology acceptance is influenced by perceptions of ease of use and perceived usefulness. Employees who find technology easy to use and beneficial are more likely to adopt it in their work.

Furthermore, research by DeLone and McLean (2003) in (Gergin et al., 2022) indicates that the success of technology implementation in organizations is highly influenced by the quality of the system, the quality of information, and the quality of service provided by the technology. In the context of village governance, the success of information technology implementation depends on the readiness of human resources, the availability of technology infrastructure, and support from relevant stakeholders (Wood et al., 2021). Therefore, improving the competencies and skills of employees in using information technology is a key factor in enhancing performance and the quality of administrative services to the community.

**Challenges in Utilizing Information Technology in Village Government**

Although information technology offers various benefits, its implementation in village governance often faces several challenges. One major challenge is the lack of human resource competencies in utilizing information technology. According to (Yue et al., 2023), many village employees lack the necessary skills and knowledge in using

information technology, which hinders its optimal use. Additionally, limitations in technology infrastructure, such as inadequate internet access, are also common challenges in rural areas (Patil & Suresh, 2019).

Another challenge is resistance to change. Employees accustomed to manual systems may be reluctant to switch to technology-based systems. To address this, intensive training and socialization are needed so that employees can understand the benefits of information technology and feel comfortable using it (Linton & Klinton, 2019). Village governments also need to ensure that the implemented information technology systems meet the needs and conditions of the village and are user-friendly for employees.

**Utilization of Information Technology in Administrative Services**
Administrative services in village governance involve various processes, such as issuing certificates, managing population data, and overseeing village finances. Utilizing information technology can streamline and expedite these processes, making services to the community more effective and efficient. According to (ERBAŞI, 2022), the implementation of e-government at the village level can enhance accessibility and transparency of services, as well as reduce bureaucratic complexity.

With the application of information technology, the community can access administrative services online, submit applications, and obtain the required information without having to visit the village office in person. This not only saves time and costs but also increases public satisfaction with the services provided by the village government (Hernaus et al., 2020). The use of information technology in administrative services also allows for more accurate data recording, more secure archiving, and more transparent reporting.

## 3. Methodology

This research was conducted in Hilihambawa Village, Gunungsitoli Idanoi District, Gunungsitoli City, after the researcher performed an initial observation to determine the appropriate location (Carvalho et al., 2019). The focus of this study is the analysis of the performance of village office staff in utilizing information technology for administrative services to the community. In this study, the observed variable is the use of information technology by village staff in administrative services. This research employs a descriptive qualitative approach, aiming to provide a detailed description of the facts found in the field. A qualitative method is chosen because this study aims to understand the phenomena experienced by the research subjects, such as behavior and perceptions, without using statistical calculations (Gergin et al., 2022).

Data sources in this study include primary data obtained directly from informants through interviews and observations. The informants consist of the village head as the main informant, the village secretary, the chairman of the Village Consultative Body (BPD), and other village staff as supporting informants. Data collection techniques include interviews, observations, and documentation. Interviews are conducted in-

depth and structured with informants who are knowledgeable about the use of information technology. Additionally, documentation is used to obtain data from relevant archives and documents, while observation is carried out by directly observing the activities of village staff in administrative services (Waqas et al., 2021).

The data analysis process in this study involves several steps, starting with data collection, data reduction, data presentation, and concluding. Collected data is summarized and focused on key aspects relevant to the research topic, then presented clearly and systematically to facilitate understanding. Conclusions are drawn by analyzing the presented data to find meanings and patterns that emerge and to ensure the validity of the research results (Gergin et al., 2022).

The stages of the research begin with defining the research objectives, which are to evaluate the use of information technology in administrative services at the village level. The research design is prepared to determine the appropriate data collection and analysis methods (Heller et al., 2023). After the research design is established, sampling is carried out to identify informants to be interviewed and observed. Data collection is conducted using interview, observation, and documentation techniques, then the data is analyzed to ensure alignment with the research objectives. Finally, the study produces conclusions and a report based on the data analysis conducted. This report is then submitted to relevant parties for feedback and validation.

## 4. Empirical Findings/Result

The results of this study indicate that the utilization of information technology in administrative services in Hilihambawa Village is not yet optimal. Based on interviews with key informants, including the Village Head and other key staff, it was found that although technological devices such as computers and the internet are available, their use in administrative processes remains limited. Most village staff still use manual methods for serving the community, such as recording population data, creating documents, and other administrative tasks (Yuan & Li, 2023).

Observations revealed that out of six observed village staff members, only two actively use computers for administrative work. The main obstacles identified are a lack of training and understanding of information technology among staff. Some employees reported feeling unconfident in using the technology, while others admitted they had not received adequate training. Additionally, the village's internet infrastructure frequently experiences disruptions, further hindering optimal use of information technology (Khan, 2020).

In terms of public service, it was found that the community still predominantly handles administrative tasks directly at the village office rather than utilizing the available information technology-based services. This is due to minimal socialization from the village about the available digital services, leaving the community not fully aware of its benefits.

The research highlights that the implementation of information technology in Hilihambawa Village faces various challenges, both technical and human resource-related. Interviews with the Village Head and other village staff revealed that limitations in training and technology skill development are major barriers. Most village staff are not accustomed to using technological devices like computers and administrative software, resulting in many administrative tasks still being performed manually.

Moreover, supporting infrastructure such as unstable internet connectivity also poses a serious problem. Although internet access is available, slow and frequently interrupted connections make technology-based administrative processes inefficient. This directly impacts the quality of public services, where the time required to complete an administrative process is longer compared to using manual methods.

In terms of human resources, the research found that the level of digital literacy among village staff is still low. Village staff admitted feeling burdened by the need to learn new technologies without adequate guidance. Some staff members expressed concerns about potential mistakes when using technology, leading them to prefer traditional methods they consider safer and more familiar.

The findings also show that despite efforts to introduce information technology in administrative services, these efforts have not been fully accepted by the community. Most of the Hilihambawa Village residents still prefer to visit the village office in person for administrative needs rather than using online or other technology-based services. This is due to a lack of socialization and education about the existence and benefits of these services (Frare et al., 2022).

From the community's perspective, most feel that information technology is complex and unnecessary for daily life. They are more comfortable with traditional methods, which they find easier and less confusing. The lack of knowledge on how to use digital services provided by the village also contributes to the community's tendency to ignore these services (Bhavin et al., 2021).

The study also found resistance to change among village staff. Some staff feel that transitioning to digital systems requires time and effort that does not correspond to the benefits they currently perceive. Additionally, more senior staff show skepticism towards new technology and prefer methods they have known for years (Walter, 2021).

From a managerial perspective, the research indicates that there is no strong policy from the village to encourage optimal use of information technology. Village leadership appears to be in the adjustment phase and does not yet have a clear strategy to integrate information technology into daily work processes. The lack of regulations and procedures governing the use of technology in administrative services is also a reason for the slow adoption of technology (Khan, 2020).

Overall, the study shows that although information technology has started to be introduced in Hilihambawa Village, its implementation is still far from optimal. The challenges faced, including infrastructure issues, human resource limitations, and resistance to change, need to be addressed promptly to enable information technology to genuinely improve the efficiency and quality of administrative services in the village.

## 5. Discussion

The discussion of this research suggests that the utilization of information technology in Hilihambawa Village is still at an early stage and not yet fully integrated into administrative service processes. One major reason for the suboptimal use of technology is the low level of digital literacy among village staff. Although technology is available, without adequate understanding and ongoing training, it cannot be effectively utilized (Özkan & Salepçioğlu, 2022).

Additionally, the lack of adequate infrastructure, such as stable internet access, also poses a significant challenge. Without good infrastructure support, efforts to integrate information technology into public services will struggle to succeed. These findings align with previous research showing that the adoption of information technology in rural public sectors is often hampered by infrastructure and human resource limitations (Khan, 2020).

Regarding public service, the research underscores the importance of socializing and educating the community about the benefits and use of technology-based services. The community needs clear understanding of how digital services can simplify administrative tasks so that they are encouraged to use the available technology.

In the context of utilizing information technology for administrative services in Hilihambawa Village, the research highlights several important issues. First, the digital literacy problem among village staff shows that low levels of education and technology skills contribute to the inability to use technology optimally. Most village staff, lacking a technology background, struggle to adapt to rapid technological changes. This indicates a need for structured training and educational programs to improve digital literacy among village staff (Troise et al., 2022).

Second, technical challenges such as inadequate infrastructure, especially related to internet connectivity, significantly affect the efficiency of information technology use. Hilihambawa Village, like many other rural areas, experiences unstable internet connections, which hinder access to digital services. These limitations are a major barrier to technology adoption, forcing village staff to rely on manual methods. This demonstrates that strong technological infrastructure is essential for effective implementation of digital services (Kramer & Heuvel, 2019).

Third, resistance to change among village staff is a significant challenge in the adoption of information technology. Some staff, particularly seniors, are reluctant to

switch to new systems because they are comfortable with traditional methods they have used for years. This resistance is not only due to fear of the new but also due to a lack of understanding of the long-term benefits of information technology in improving efficiency and accuracy. To address this resistance, an inclusive managerial approach is needed, involving all staff in the change process and providing the necessary support to adapt to new technology.

Fourth, the study also reveals that the village community has not fully embraced the use of information technology in administrative services. Although technology-based services have been provided, the community still prefers face-to-face methods because they feel more comfortable and confident with these traditional ways. This highlights the need for socialization and education about the benefits and use of digital services. Without a good understanding from the community, information technology cannot be optimized to enhance service quality.

Fifth, from a village management perspective, the lack of clear and structured policies for implementing information technology is also a hindering factor. Village leadership seems not to fully grasp the importance of technology in improving administrative efficiency and quality of public service. Without strong policies and support from leadership, efforts to integrate technology into administrative services will struggle to achieve desired results. This emphasizes the need for active involvement of village leaders in promoting technology adoption and ensuring that all staff receive adequate training (Schuh et al., 2019).

Sixth, the research also indicates an urgent need to improve coordination among various village staff in the use of information technology. Poor coordination can lead to inefficiencies in workflow and data handling, ultimately affecting the quality of services provided to the community. By improving coordination among village staff, the use of information technology is expected to be more directed and yield better results.

Seventh, cultural factors also play an important role in the adoption of information technology in the village. The established work culture, where village staff are accustomed to manual methods, acts as a barrier to transitioning to digitalization. To change this culture, a more holistic approach is needed, involving shifts in mindset and behavior, as well as creating a work environment that supports innovation and technological adaptation (Huang et al., 2022).

Eighth, the sustainability of technology use is also a concern in this research. The use of information technology should not be viewed as a temporary effort or short-term project but as part of a long-term strategy to enhance administrative services. Therefore, it is important for the village to ensure that the necessary resources, both financial and human, are available sustainably to support this technology. This also includes efforts to continually update technological infrastructure and strengthen staff capacity to cope with future technological developments.

Overall, this discussion indicates that while there has been progress in implementing information technology in Hilihambawa Village, many challenges remain. With the right approach, including improving digital literacy, enhancing infrastructure, developing supportive policies, and changing work culture, information technology has great potential to improve the efficiency and quality of administrative services in the village.

## 6. Conclusions

This study concludes that the use of information technology in administrative services at the Hilihambawa Village Office is still not optimal. Although technological devices such as computers and the internet are available, their use in administrative processes is limited due to insufficient training and low digital literacy among staff. Significant challenges include infrastructure issues, particularly unstable internet connectivity, which affects the effectiveness of information technology use. Additionally, resistance to change from staff and a lack of socialization to the public regarding digital services also hinder technology adoption. Overall, these challenges indicate that, although information technology has been introduced, its implementation requires attention and improvement to enhance administrative service performance in the village.

Based on the study's findings, several improvement measures are necessary to optimize the use of information technology. First, the village government should enhance training and digital literacy for staff. Regular training, including basic and advanced skills, along with ongoing technical support, will help staff master the use of information technology. Second, improving technological infrastructure, especially internet connectivity, should be prioritized. Investment in stable and reliable connections will support more effective technology use. Additionally, socialization and education for the public about the benefits and usage of digital services should be strengthened (Roblek et al., 2021). Educational programs such as workshops and outreach can help the community understand and utilize digital services more effectively. From a managerial perspective, village leaders need to develop clear policies regarding information technology use, including standard operating procedures and strategies to address resistance to change. Improving internal coordination among village staff is also crucial to reduce inefficiencies and ensure a more integrated workflow. Cultural shifts towards supporting innovation and technology adaptation should be encouraged by creating a work environment open to change and providing support during the digital transition. Finally, ensuring adequate financial and human resources to support the sustainable use of information technology is key. The village should plan for long-term funding for technology maintenance, development, and staff training. By addressing these challenges, it is expected that information technology can be optimized to improve the efficiency and quality of administrative services at the Hilihambawa Village Office.

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