

SMARTPHONE USE IN EMPLOYEE PERFORMANCE IMPROVEMENT

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Abstract

The main purpose of this study is to determine the influence of smartphones in supporting employee performance in the guest house and education room at the office of the education quality assurance agency (LPMP) South Sulawesi. This research uses a quantitative descriptive approach, namely conducting research by bringing clear problems that are formulated and answered by hypotheses. Based on the results of previous research and discussion, the author concludes that the use of smartphones has a positive and significant effect on employee performance in the guest house and education room at the office of the South Sulawesi Education Quality Assurance Agency (LPMP).

Keywords: *Smartphones; performance; employees.*

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INTRODUCTION

Government or private organizations in achieving goals must be through activities that are driven by a group of people in the organization. The success of an organization in carrying out its duties can be seen from the performance of its employees. Civil Servants who are able to play this role are employees who have competence indicated by high discipline, good performance and attitude and behavior full of loyalty and obedience to the state, moral and professional good mentality, aware of their responsibilities as public servants. Performance needs to be used as evaluation material for the organization. Performance is the result of work produced by employees or real behavior displayed in accordance with their role in the organization. Employee performance is very important in the organization's efforts to achieve its goals, so various activities must be carried out by the organization to improve it.

Employee performance is very important in the organization's efforts to achieve its goals, so various activities must be carried out by the organization to improve it. Employee performance is very necessary, because with this performance it will be known how far the employee's ability to carry out the duties assigned to him. For this reason, it is necessary to determine clear and measurable criteria and set together which are used as a reference (Fatma, Hardiyono, et al., 2020).

Employee performance is the result of work produced by employees or real behavior displayed from a number of efforts made at their work in accordance with their role in the organization (Latiep, 2023). Employee performance strives to improve one's work ability and work performance which can be done in various ways (Putri et al., 2022). Employee performance strives to improve one's work ability and work performance which can be done in various ways (Fatma, Finatry, et al., 2020).

Performance is a description of the level of achievement of the implementation of an activity / program / policy in realizing an organization's goals, objectives, mission and vision as stated in an organization's planning strategy. According to Hasibuan (2017), that employee performance is a result of work achieved by a person in carrying out the tasks assigned to him based on ability, experience, and sincerity and time.

One factor that can determine employee performance is the use of smartphones. Smartphones are communication tools both near and long distance. With smartphones, social interactions that ideally had to be face-to-face now don't have to be face-to-face. Interaction between humans is now slowly replaced by human interaction with smartphones. Whenever and wherever people are always dependent on smartphones. Smartphones have a wide variety of social networking applications that can be used to exchange information and communicate with people. Social networking is a form of site that allows widespread social connections in cyberspace, such as BBM, Line, Twitter, Facebook, Instagram, Wechat, Skype, Path and others (Rachman et al., 2023).

This tool is an oral or written communication that can store messages and is very practical to be used as a communication tool because it can be used anywhere. Smartphones are also called electronic communication devices that have the same basic capabilities as conventional fixed-line telephones but everywhere (portable mobile) that does not need to be connected to the telephone network using cables (wireless wireless). Smartphones provide direct access to information that is willing in the company's network system and the internet. The availability of global and

broadband telephone networks and applications can transform the delivery of information to the business community, the legal and the research community.

From the results of research observations at the office of the Education Quality Assurance Agency (LPMP) South Sulawesi in the guest house and education room, it can be seen that some employees often use smartphones or pay more attention to smartphones so that the frequency of their use has increased. This is because employees more often get information about activities through smartphones than through notice boards.

From these observations, it shows that the use of smartphones makes it easier for employees to get information that cannot be reached directly. Thus it can be said that with the use of smartphones can improve their performance so that the standards expected by the organization can be achieved.

METHODOLOGY

This research uses a quantitative descriptive approach, namely conducting research by bringing clear problems that are formulated and answered by hypotheses. Research is aimed at describing existing phenomena, both natural phenomena and man-made phenomena. The phenomenon can be in the form of form, characteristics, changes, similar relationships, and differences between one phenomenon and another.

To obtain a number of data needed in research, an object of research called population is needed. In accordance with the problems and objectives that have been set in the research are employees in the guest house and education room at the office of the South Sulawesi Education Quality Assurance Agency (LPMP) totaling 20 people. Because the population is less than 100, the entire population is sampled or commonly called a saturated sample.

RESULTS AND DISCUSSION

Government or private organizations in achieving goals must be through activities that are moved by a group of people in the organization. The success of an organization in carrying out its duties can be seen from the performance of its employees. Civil servants who are able to play this role are employees who have competence indicated by high discipline, good performance and attitude and behavior full of loyalty and obedience to the State, moral and mental, professional, aware of their responsibilities as public servants. Performance needs to be used as evaluation material for the organization. Performance is the result of work produced by employees or real behavior displayed according to their role in the organization. Employee performance is very important in the organization's efforts to achieve its goals, so various activities must be carried out by the organization to improve it.

Employee performance is very important in the organization's efforts to achieve its goals, so various activities must be carried out by the organization to improve it. Employee performance is very necessary, because with this performance it is known how far the employee's ability to carry out the tasks

assigned to him. For this reason, it is necessary to determine clear and measurable criteria and set together as a reference.

Employee performance is the result of work produced by employees or real behavior displayed from a number of efforts made at their work in accordance with their role in the organization. According to Hardjanto (2012) that employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Employee performance seeks to improve one's work ability and work performance which can be done in various ways (Firmansyah et al., 2020).

Performance is a description of the level of achievement of the implementation of an activity / program / policy in realizing the goals, objectives, mission, and vision of the organization contained in the plening strategy of an organization. According to (Maharani et al., 2020), that employee performance is a result of work achieved by a person in carrying out the tasks imposed on him which is based on ability, experience, and sincerity and time.

Productive employee performance is one indicator of organizational success in achieving its goals. Employees who have high performance will always be fully aware of their respective responsibilities and try to carry out all the tasks given to them properly in accordance with the abilities they have to get maximum work results. Conversely, if an employee does not have good performance will only have a negative impact on the employee himself and the institution where he works.

One factor that can determine employee performance is the use of smartphones. Smartphones are communication tools both near and long distance. With smartphones, social interactions that ideally had to be face-to-face now don't have to be face-to-face. Interaction between humans is now slowly replaced by human interaction with smartphones. Anytime and anywhere always depends on the smartphone

Smartphones have a wide variety of social networking applications that can be used to exchange information and communicate with people. According to Noersasongko and Andono (2010: 195) in Siti Aisyah, et al (2018: 2) social networking is a form of site that allows widespread social connections in cyberspace, such as BBM, line, twitter, facebook, instagram, wechat, skype, phat and so on. This tool is an oral or written communication that can store impressions and is very poractic to be used as a communication tool because it can be carried anywhere. Smartphones are also called electronic communication devices that have the same basic capabilities as fixed-channel conference telopone, but can be carried everywhere (portable mobile) and do not need to be connected to the telpone network using cables (wireless cable). Smartphones provide direct access to information available in corporate network systems and the internet. The global availability and network of broadband phones and applications can transform the delivery of information

to the business, legal, and research communities.

Thus it can be said that the use of smartphones can increase performance so that the expected standr organization can be achieved. This is in line with respondents' responses to the statement of smartphone use in the guest house and education room at the office of the education quality assurance agency (LPMP) of South Sulawesi. The average score of respondents was 4.22% indicatingthat smartphone use was in the category of very good criteria.

With the smartphone one of the benefits is envy, text messages, images, sounds, location, and even videos to someone both superiors and colleagues. By using a smartphone without having to hold direct meetings that require large time and costs, so that the delivery of information is more effective and efficient. With the use of the smartphone, we can find out information from superiors through the application in it faster, so that it can be carried out immediately without having to meet face to face in providing information or getting information that still takes a lot of time so that we can complete the task quickly and steadily and the company or institution is advancing and achieving.

Smartphones as technology today many use for the benefit of socializing and as a delivery of messages both individuals and groups. So that in improving a company or agency to be more advanced, modern technology such as smrtphone is needed which has a clearly effective and efficient information system in supporting the performance of employees, especially in delivering information or getting information, storage media and others

Based on the results of the study, it shows that the use of smrtphone has a positive and significant effect on employee performance in the guest house and education room at the office of the education quality assurance agency (LPMP) South Sulawesi. The value of the coefficient of smartphone use of 0.970 has a positive symbol so that it shows that smartphone use has a positive effect. Significant effect because the value of the significance value coefficient is below the significance probability value of 0.05, ($0.000 < 0.05$). This shows that if the use of smartphones increases by one unit, then the performance of employees in the guest house and education room at the office of the education quality assurance agency (LPMP) of South Sulawesi will increase by 0.970.

The use of smartphones in explaining the variable performance of employees in the guest house and education room at the office of the education quality assurance agency (LPMP) of South Sulawesi is 0.905 or 90.50. This means that there are employee performance variables in the guest house and education room at the office of the education quality assurance agency (LPMP) of South Sulawesi explained by other factors.

CONCLUSION

Based on the results of previous research and discussion, the author concludes that the use of smartphones has a positive and significant effect on employee performance in the guest house and education room at the office of the education quality assurance agency (LPMP) South Sulawesi

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