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Original Research Article

The Importance of Knowledge, Abilities, and Information Technology and Their Impact on Personnel Performance

Meity Zuhriati[1], Harianto Respati[1*], Mokh Natsir[1]

[1]University of Merdeka Malang, Indonesia

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Abstract: The purpose of this study is to examine, either concurrently or partially, the impact of information technology, work discipline knowledge, and abilities on the performance of personnel at Air Force Hospital (RSAU) Dr. Esnawan Antariksa Halim Perdana Kusuma Jakarta. Additionally, the purpose of this study is to determine which of work discipline, knowledge, ability, and information technology have the greatest impact on the performance of personnel at RSAU Dr. Esnawan Antariksa Halim Perdanakusuma Jakarta. The design of the study is explanatory in nature. The research population comprised all forty members of the organization led by the first officer at RSAU, Dr. Esnawan Antariksa Halim Perdana Kusuma Jakarta. Due to the relatively small size of the population, census research was conducted on every member of the first officer staff at RSAU. As the research respondent, Dr. Esnawan Antariksa Halim Perdana Kusuma Jakarta will serve. Hypothesis testing and multiple linear regression are components of the analysis method. The findings of the study indicate that work discipline, knowledge, ability, and information technology have an impact, either simultaneously or partially, on the performance of first officer members at RSAU Dr. Esnawan Antariksa Halim Perdana Kusuma Jakarta. Moreover, this study has established that knowledge predominates over employee performance at RSAU. Kusuma Jakarta's Dr. Esnawan Antariksa Halim Perdana.

Keywords: Knowledge, Ability, Information Technology, Personnel Performance.

1. INTRODUCTION

Hospitals play an indispensable function in supplying the community with health services. Hospitals are governed by Health Service Institutions Law No. 44 of 2009. Hospitals are health service institutions with organized professional medical personnel and inpatient facilities that provide nursing and medical services. They play an essential role in the health service system. Additionally, Moreo provides curative and preventative health services to the community and supports services. In addition to its primary functions, the hospital serves as an educational institution for healthcare professionals and a research site. The impact of the progressively swift advancements in information technology on the field of education is inevitable in the current era of globalization. In order to meet international standards, the field of education must continuously and persistently incorporate technological advancements into initiatives aimed at enhancing education quality, with a particular emphasis on integrating their application into the learning process. The integration of telecommunications and computer technology to create information systems constitutes information technology (Baharudin, 2010, p. 227).

Current developments have made people increasingly more active in seeking health information. The need for health influences people in choosing health facilities where they want the best service. One way is to check yourself at the hospital. Today, Information and communication technology have become an inseparable part of human life. Information and communication technology development has influenced various aspects of human life. Information and communication technology can also encourage a new era of human civilization from the industrial to the information era. Therefore, every community has the right to utilize Information and communication technology. As stated in the Law of the Republic of Indonesia Number 11 of 2008 in article 4 point 4, it is stated that everyone has the right to advance their thoughts and abilities in the field of use and utilization of information and communication technology as optimally as possible and responsibly.

***Corresponding Author:** Harianto Respati
University of Merdeka Malang, Indonesia

Moreover, the Hospitals Law No. 44 of 2009 of the Republic of Indonesia mandates that all hospital operations must be documented and reported via a hospital management information system. Additionally, it was mentioned that the implementation of a hospital management information system was undertaken with the intention of enhancing the productivity and efficacy of hospital governance in Indonesia, thereby impacting the overall performance of the hospitals. As mandated by Minister of Health Regulation Number 82 of 2013, it is a requirement for hospitals to adopt and operate a Hospital Management Information System (SIMRS). SIMRS is the method by which hospitals are implementing information technology; the success of this implementation is contingent on the human resources department initiating it with the requisite skills and knowledge.

Military Hospital, Air Force the Technical Implementation Agency for the Air Force Health Service is Dr. Esnawan Antariksa. The agency is responsible for delivering health support for all operations of the The Indonesian National Armed Forces of the Air Force (TNI AU), as well as providing training and health services to TNI AU members and their families in the vicinity of Halim Perdana Kusuma Air Base and its environs. RSAU dr. Esnawan Antariksa is situated at Jalan Merpati No 2, Halim Perdana Kusuma Air Base Complex, East Jakarta. It has a type B capacity of 149 TT and 741 personnel, of which 334 non-clinical staff are devoted midwives and 90 clinical medical staff (doctors/dentists). RSAU doctor Esnawan Antariksa has a "To make Air Force Hospital (RSAU) Dr. Esnatvan Antariksa has scientific insight, modern technology, and professional character in providing support and health services for Indonesian Air Force/TNI members and their families and the general public." Furthermore, its mission is as follows: facilitating health support in the operational activities of the TNI AU; delivering preventive and curative health services of the highest quality to TNI/TNI AU members, their families, and the general public; and enhancing service satisfaction in each work unit in accordance with relevant hospital regulations. We, as a subsystem of national health, are obligated to assist the community during emergencies and disasters.

In pursuit of the overarching goal and to facilitate the accomplishment of this objective, RSAU Dr. Esnawan Antariksa Jakarta has been implementing Information Technology since 2015. This technology is utilized in the Hospital Management Information System module, which oversees the development of hospital infrastructure and facilities. Nevertheless, thus far, the implementation of information technology in the Hospital SIM at RSAU Dr. Practically, Esnawan Antariksa continues to be hindered by a number of impediments that hinder its optimal utilization. The performance of the hospital is suboptimal due to these issues. Among the causes are the system's continued inability to generate reports and the lack of real-time information regarding the availability of patient beds, which causes complications when patients sign in. Data pertaining to service quality, physician practice schedules, and the hospital's profile are not current due to the fact that not all personnel possess the capability and comprehension to utilize SIMRS.

Performance is directly impacted by an individual's knowledge, skills, abilities, characteristics, and personality, according to a number of scholarly works. Dave Ulrich and Brian E. Becker (2001). In the interim, institutional performance or corporate performance is intricately linked to individual performance. Therefore, the objective of this study is to ascertain empirically the impact of information technology as a mediator between personnel performance and knowledge and abilities at RSUD Dr. Esnawan Antariksa.

2. LITERATURE REVIEW

2.1 Performance

Afandi (2018) defines performance as the outcome of work accomplished by an individual or group within an organization in the course of their authorized duties and obligations to accomplish organizational objectives in a manner that is not unlawful, morally and ethically objectionable, or in violation of the law. According to Sutrisno (2016), performance can be defined as the outcome that an individual attains through their work conduct and tasks. Performance pertains to the successful completion of duties that comprise an individual's occupation. In addition to evaluating the outcomes of the assignments delegated to personnel, the purpose of performance is to ascertain the degree of accomplishment that the agency has attained towards its objectives. According to Lijan Poltak Sinambela (2018), performance indicators include work quality, quantity, obligation, cooperation, and initiative.

2.2 Knowledge

Curiosity stimulates sensory processes, particularly the eyes and hearing, in relation to particular objects, thereby producing knowledge. The development of open behavior is contingent upon knowledge (Donsu, 2017). As stated by Notoatmodjo in Yuliana (2017), knowledge is acquired through human sensing, or when an individual gains information about objects via their senses (e.g., eyes, nose, hearing, and so forth). Thus, knowledge comprises a multitude of information acquired via the five senses. As stated by Fitriani in Yuliana (2017), knowledge is impacted by a variety of factors, including age, environment, experience, mass media, information sources, sociocultural and economic information, and education.

2.3 Ability

Thoha (2013) posits that ability constitutes a component of maturation in relation to acquired knowledge or skills through formal education, practical training, and life experience. In contrast, as stated by

Robbin (2013), "ability" refers to an individual's capacity to execute a diverse range of job-related duties. In accordance with this comprehension, an individual's capability will be manifested through their expertise and competencies, bolstered by their physiological and psychological states. The indicators of workability identified by Paramita and Warso (2016) in Raharjo's study consist of knowledge, training, experience, skills, and workability. Capacity, which pertains to expertise or knowledge acquired through education, training, and practical experience, is considered a component of maturity (Thoha, 201l).

2.4 Information Technology

Sutrabri (2014) posits that information technology is employed for the purpose of data processing, encompassing the acquisition, compilation, storage, and manipulation of data in diverse manners, with the ultimate goal of generating high-quality information—that is, data that is pertinent, precise, and timely—and which serves a purpose. Personal, corporate, and governmental, and is strategic decision-making information. Information technology, according to Darmawan (2012), is the outcome of human engineering in the transmission of data from sender to recipient in a manner that is more efficient, comprehensive, and long-lasting. According to Abdul Kadir (2014), information technology serves the following functions in general: it either substitutes for human labor, enhances human labor, or contributes to the restructuring of human labor. Hardware, software, and cognition (humans) are the constituent elements of information technology, as stated by Azhar Susanto (2014).

3. RESEARCH METHODS

3.1 Research Scope and Location

The research being conducted pertains to the domain of Human Resources Management (HRM), specifically investigating the impact of personnel performance at RSAU Dr. Esnawan Antariksa Halim Perdana Kusuma Jakarta on knowledge, abilities, and information technology. This study was conducted at RSAU Dr. Esnawan Antariksa Halim Perdana Kusuma Jakarta, as no other researcher had previously utilized this site for research purposes.

3.2 Research Population and Sample

The population in this study were all members of RSAU. Dr. Esnawan Antariksa Halim Perdanakusuma Jakarta has 149 permanent members. The samples were calculated using the Slovin formula to obtain a sample of 110 samples.

3.3 Data Collection and Analysis Techniques

A questionnaire was used as the data collecting approach to gather written information from respondents on the research variables. The research utilized descriptive analysis techniques to describe the variables based on respondents' questionnaire scores and employed multiple linear regression analysis to assess the impact of the dependent variable (X) on the independent variable (Y). Hypothesis testing analysis was conducted utilizing the F, T, and dominating tests.

4. RESEARCH RESULTS

This research measures the picture/description of the work motivation of Jakarta Headquarters Diskomlek personnel members. Apart from that, it also measures work discipline, information technology, and personnel performance. The explanation of each research variable is as follows:

4.1 Knowledge

Knowledge is measured into five indicators: education, employment, age, environmental and socio-cultural factors. Educational knowledge is measured by two questionnaire items, which consist of members' education, teaching how to treat patients correctly, and education that enables members to serve patients well. The results of the means analysis show the highest value of 4.67. To measure Educational Knowledge, education enables members to serve patients well. This is shown by the strongly agreed choice of 71.4%.

Job knowledge is assessed by two questionnaire items: one focusing on members' comprehension of the job and the other on members' possession of the necessary abilities as defined by RSAU Dr. Esnawan Antariksa. The mean analytical findings indicate a maximum value of 4.59. Members must possess a thorough understanding of the job in order to measure job knowledge. This is indicated by the overwhelming agreement of 62.9%. Age knowledge is assessed by two questionnaire items: individuals of working age who take pride in their assigned tasks and individuals of working age who demonstrate proficiency in executing their work. The mean analysis results indicate a peak score of 4.14, measuring the knowledge of age among productive individuals who take pride in their given tasks. This is demonstrated by the consensus of 54.3%.

Environmental influences were assessed using two questionnaire items. The cleanliness of the patient's room positively impacts the patient's mental health, while the air temperature in the room aids in the patient's recuperation. The mean analysis results indicate a maximum value of 4.41. The patient's recovery is supported by the air temperature in their room to assess their understanding of environmental elements. This is indicated by the accepted selection of 55.7%. Two questionnaire items at RSAU measure sociocultural knowledge through collaboration among members. Dr. Esnawan Antariksa has a strong network and employees feel secure in their positions. The mean analysis results indicate a maximum value of 4.49, reflecting Dr. Esnawan Antariksa's strong expertise in assessing social understanding of collaboration among RSAU members. This is demonstrated by the unanimous selection of 50.0%.

4.2 Ability

Ability is assessed using three indicators: technical skills, human skills, and conceptual capabilities. Technical abilities are assessed by two questionnaire items: the hospital's accessibility to health services and doctors, and the discipline of hospital staff in adhering to working hours. The mean analysis results indicate a peak value of 4.49, reflecting the assessment of technical skills and precision in working hours. This is evidenced by the unanimous selection of 50.0%. Human ability is assessed based on the promptness of medical staff and members in responding to patient concerns and their readiness to assist patients. The mean analytical findings indicate a peak value of 4.37. By assessing human capacity to adhere to job protocols. This is indicated by the consensus of 54.3%. Conceptual Ability is assessed by two questionnaire items that evaluate the hospital's commitment to guaranteeing accuracy in the performance outcomes of medical professionals and members, as well as the honesty of medical workers and members. The mean analytical findings indicate a maximum value of 4.59. Measuring the hospital's conceptual skills ensures guarantees in case faults arise in the performance results of both medical staff and members. This is demonstrated by the overwhelming agreement of 60.0%.

4.3 Information Technology

Information Technology is measured into four indicators: accurate, timely, relevant, and complete. Accurate Information Technology is measured by two questionnaire items consisting of members being able to choose the right action to support the task implementation process and accuracy in completing tasks. The results of the means analysis show the highest value of 4.53. by measuring accurate information technology and accuracy in completing tasks. This is shown by the strongly agreed choice of 54.3%. Timely Information Technology is measured by two questionnaire items: member achievements, the number of jobs completed, and the quantity of work achieved by unit expectations. The results of the means analysis show the highest value of 4.51. by measuring information technology on time, the quantity of work achieved aligns with unit expectations. This is shown by the strongly agreed choice of 52.9%.

Relevant Information Technology is measured by two questionnaire items consisting of members working well with other colleagues and collaborating in completing work. The results of the means analysis show the highest value of 4.51. By measuring the Performance of collaborative personnel, members can work well with other colleagues. The agreed choice of 52.9% shows this. Complete information technology is measured by two questionnaire items consisting of members being reliable and responsible for completing work. The results of the means analysis show the highest value of 4.43. by measuring complete information technology, members can be relied on to complete the work. The agreed choice of 52.9% shows this.

4.4 Personnel Performance

Personnel performance is measured into five indicators: work quality, quantity, responsibility, cooperation, and initiative. The quality of educational work performance is measured by two questionnaire items: members' ability to maximize their abilities in working at RSAU and their ability to work by work standards. The results of the means analysis show the highest value of 4.53. to measure the quality of work performance of members who can complete work by work standards. This is shown by the strongly agreed choice of 54.3%. The quantity of work performance is assessed by two questionnaire items: one regarding members' ability to follow hospital procedures and the other regarding members' ability to meet work targets. The mean analysis results indicate a maximum value of 4.51, reflecting the performance of members in meeting the work targets set by the hospital. This is indicated by the overwhelming agreement of 52.9%.

Two questionnaire items measure responsibility performance: It is my responsibility to complete the work, and Members are responsible for trying to reduce errors in working at the hospital. The results of the means analysis show the highest value of 4.43. To measure Performance, it is my responsibility to complete the work. The agreed choice of 48.6% shows this. Collaboration performance is measured by two questionnaire items: members having good collaborative relationships with colleagues at the hospital and communication between members and hospital superiors being permanently well established. The results of the means analysis show the highest value of 4.57. To measure collaborative Performance, members must have good collaborative relationships with colleagues in the hospital. This is shown by the strongly agreed choice of 54.3%.

Initiative performance is assessed by two questionnaire items: one regarding members consistently working independently and autonomously without supervision, and the other regarding members voluntarily assisting colleagues to accomplish shared goals. The mean analytical findings indicate a maximum value of 4.51. Member initiatives are measured for performance through independent and automated processes without supervision. This is indicated by the overwhelming agreement of 52.9%.

4.5 Multicollinearity Test Results

Multicollinearity occurs when there is a strong connection between independent variables in a regression equation. One can identify indications of multicollinearity by examining the VIF value.

Table 1: Inventory Variance Factor Values

Independent Variable		*Collinear Statistics*	
		Tolerance	**VIF**
1	Knowledge (X1)	0.824	1,214
2	Ability (X2)	0.165	6,049
3	Information Technology (X3)	0.176	5,674

All independent variables (knowledge, ability, and information technology) have Variance Inflation Factor (VIF) values below 10, indicating the absence of multicollinearity.

4.6 Autocorrelation Test Results

The Durbin-Watson (DW) approach is used to detect autocorrelation in a regression model through a serial correlation test. If the Durbin-Watson value falls within the range of -2 to 2 (-2 < DW < 2), a regression model equation does not exhibit any autocorrelation symptoms. The Durbin-Watson value is 1.577, indicating that it falls between -2 and 2. Therefore, it may be inferred that there is no autocorrelation present in the regression model.

4.7 Heteroscedasticity Test Results

The heteroscedasticity test can be demonstrated by looking at the scatterplot results. The regression equation is free from heteroscedasticity if the scatterplot distribution is spread out.

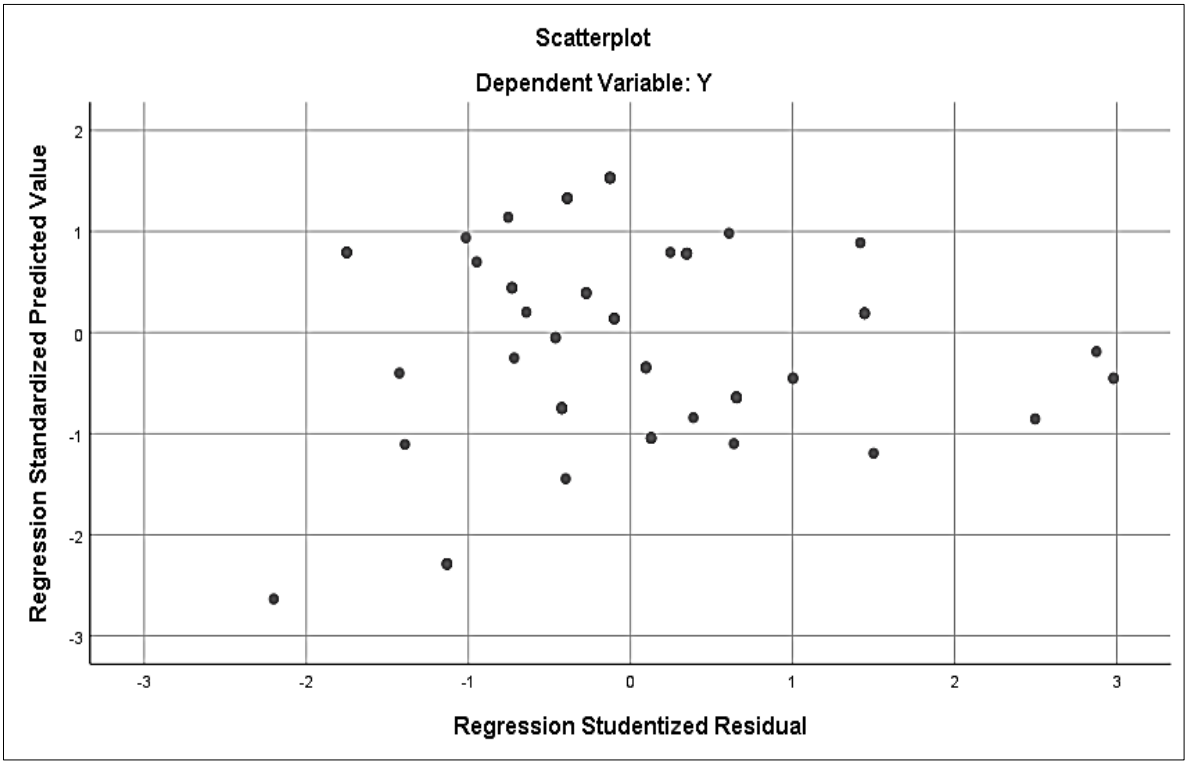

Figure 1: Heteroscedasticity Test Results

The scatterplot in Figure 1 above illustrates that the dots are randomly distributed and do not exhibit a discernible pattern. The statistical analysis results indicate that the irregularity in the pattern above does not exhibit heteroscedasticity, allowing for the measurement of the respondent's perception.

4.8 Normality Test Results

The normality test evaluates whether a regression model's independent and dependent variables are typically distributed.

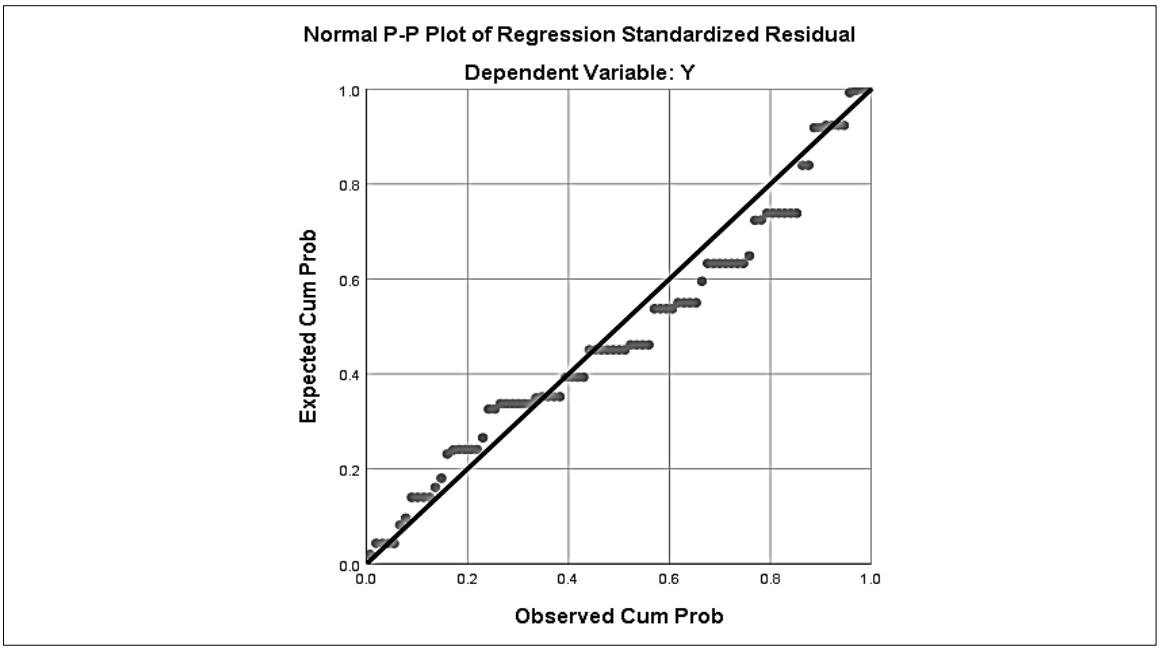

Figure 2: Normality Test Results

Figure 2 shows that the points are spread around and approach the diagonal line, so this shows that the research data is usually distributed.

4.9 Results of Multiple Regression Analysis

Results of multiple linear regression analysis between the variables of knowledge, Ability, and information technology on the Performance of RSAU Dr. Esnawan Antariksa Jakarta, explained in the table below:

Table 2: Recapitulation of Multiple Linear Regression Analysis Results

Variable	Information	Regression Coefficient (®)	count	Sig.
X1	Knowledge (X1)	0.411	3,705	,000
X2	Ability (X2)	0.563	4,085	,000
X3	Information Technology (X3)	1,431	23,531	,000
Constant	1,269			
R2	.992a			
Adjusted R Square	,985			
F Count	1433.437			
Sig. F	,000			
N	110			
Dependent variable = Personnel performance (Y)				

Based on Table 2 of the regression above, a multiple linear regression equation can be prepared as follows:

$$Y = a + \beta 1X1 + \beta 2X2 + \beta 3X3 + e$$

$$Y = 0.411 + 0.563X1 + 0.409X2 + 1.431X3 + e$$

The regression constant value of 0.411 in the equation indicates that when the independent variables (knowledge, ability, and information technology) are held constant at a value of 0, the performance of RSAU dr. Esnawan Space Jakarta remains present. The regression coefficient (β1) for the knowledge variable is 0.563, suggesting a favorable impact of knowledge on the performance of RSAU Dr. Esnawan Space Jakarta. The t-test findings indicate that the p-value of variable X1 (0.000) is lower than the researcher's significance limit of 0.05 (α = 0.05).

The regression coefficient (β2) for the ability variable is 0.409, suggesting a favorable influence of Ability on the Performance of RSAU Dr. Esnawan Space Jakarta. The t-test findings indicate that the p-value of variable X2 (0.000) is lower than the researcher's significance limit of 0.05 (α = 0.05). The regression coefficient (β3) for the information technology variable is 1.431, suggesting a positive influence on the Performance of RSAU Dr. Esnawan Space Jakarta. The t-test findings indicate that the p-value of variable X3 (0.000) is lower than the researcher's significance limit of 0.05 (α = 0.05).

4.10 Hypothesis Test Results 1

The research tests hypothesis 1 using the F test to examine the impact of knowledge, ability, and information technology variables on the performance of RSAU and Dr. Esnawan Antariksa's staff. The F test results show a calculated F value of 1433.437 with a significance value of 0.000. The F Table value for α = 0.05 and DF = 110 is 0.269. The comparison between Fcount and Ftable indicates that Fcount (1433.437) is bigger than Ftable (0.269). The significance value (0.000) is lower than the researcher's error rate of 0.05 or 5%. The knowledge variable, information capabilities, and technology have a substantial impact on the performance of RSAU and Dr. Esnawan Antariksa's personnel. Hence, hypothesis 1 can be validated.

4.11 Hypothesis Test Results II

Testing hypothesis II in this study involves using the t-test to determine the significance of the influence of each independent variable on the dependent variable. Variable X1 has a t-value of 3.705 with a significance of 0.000; Variable X2 has a t-value of 4.085 with a significance of 0.000; Variable X3 has a t-value of 23.531 with a significance of 0.000. The research findings indicate that the independent variables - knowledge, abilities, and information technology - have statistically significant effects on the performance of RSAU dr Esnawan Antariksa people. Hence, hypothesis II can be validated.

4.12 Hypothesis Test Results III

By comparing the Unstandardized Coefficients value of the information technology variable (X3) of 1.061, it is the largest compared to that of the knowledge and ability variables. Thus, hypothesis III can be proven.

5. DISCUSSION OF RESEARCH RESULTS

Competence, skills, and IT demonstrate individuals' capacity to accomplish jobs effectively. High levels of knowledge and skills can enhance employee performance and are backed by continually advancing information technology. This study seeks to examine the impact of knowledge, skills, and information technology on the performance of staff at RSAU Dr. Esnawan Antariksa Halim Perdanakusuma Jakarta, both collectively and individually. This study aims to examine the key variables of knowledge, ability, and information technology that influence personnel performance at RSAU Dr. Esnawan Antariksa Halim Perdanakusuma Jakarta.

The research methodology employed is explanatory research. The study population consists of all permanent members at RSAU. Dr. Esnawan Antariksa at Halim Perdanakusuma, Jakarta, has 110 permanent members. Purposive sample study was utilized for all permanent members at RSAU due to the enormous population size. Dr. Esnawan Antariksa from Halim Perdanakusuma Jakarta will participate as the research respondent. The analysis method employs multiple linear regression and hypothesis testing. The study findings indicate that knowledge, ability, and information technology have an impact on the performance of permanent staff members at RSAU Dr. Esnawan Antariksa Halim Perdana Kusuma Jakarta, both collectively and individually. Moreover, this study found that information technology significantly impacts personnel performance at RSAU Dr. Esnawan Antariksa Halim Perdanakusuma Jakarta. An analysis was conducted on 110 permanent members with a high degree of knowledge to determine the distribution of responder characteristics. The results indicated that 16.68% achieved satisfactory performance. The statistical test findings indicate that the p-value of 0.025 is less than or equal to the α value of 0.05. Based on statistical findings, it may be inferred that there is a notable correlation between knowledge and performance. The research results show a significant relationship between knowledge and Performance. The results of this research prove the theory that knowledge increases employees' self-confidence and competence in carrying out their work and gives rise to positive feelings and behavior towards the organization that employs them. The longer-tenured members work at an organization, the greater the tenure members' perception that they have an "investment" in it.

The research results show that all independent variables (knowledge, abilities, and information technology) significantly influence the Performance of RSAU dr Esnawan Antariksa Halim Perdanakusuma Jakarta personnel. Referring to the research results show that together, the variables of knowledge (education, work, age, environmental and socio-cultural factors), abilities (technical skills), human abilities (human skills) and conceptual abilities (conceptual skills), and technology information (accurate, timely, relevant and complete) shows a significant influence. Thus, improving the Performance of RSAU dr Esnawan Antariksa Halim Perdanakusuma Jakarta personnel must be carried out by providing motivation (incredibly fulfilling existence needs, which consist of indicators of basic needs and security needs) and increasing capabilities (especially technical capabilities consisting of indicators of work knowledge and skills) in order to improve employee work performance. The work performance assessment implemented by RSAU Dr. Esnawan Antariksa Halim Perdanakusuma Jakarta must be clear, known, and understood by permanent members. Likewise, there is a career system that is clear and known to permanent members, so there is a link between work performance and the career system implemented by RSAU Dr Esnawan Antariksa Halim Perdanakusuma Jakarta.

6. CONCLUSIONS AND RECOMMENDATIONS

The results of the research show that knowledge has a positive influence on the Performance of RSAU Dr.

Jakarta Space Agency. This means that the better the knowledge, the higher the Performance of RSAU Dr. Jakarta Space Agency. On the other hand, if knowledge is low, the performance results of RSAU Dr. Jakarta Space Agency. Furthermore, the ability variable also positively affects the Performance of RSAU Dr. Jakarta Space Agency. This means that the better the motivation, the higher the performance results of RSAU Dr. Jakarta Space Agency. On the other hand, if the Ability is low, the performance results of the RSAU Dr. Jakarta Space Agency. Lastly, the information technology variable also positively influences the Performance of RSAU Dr. Jakarta Space Agency. This means that the higher the information technology, the higher the results of personnel performance.

The author suggests developing a program to enhance understanding of patient safety systems, conducting audits to assess the quality of nursing services in relation to patient safety standards, and establishing performance standards for nurses. Additionally, we aim to enhance the quality and availability of referral services for the community as a whole. The independent variables in this study are crucial in impacting performance. It is anticipated that the findings of this research can serve as a guide for future researchers in their studies. This technique takes into account additional variables beyond those addressed in this research.

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