

The Impact of Information Technology Utilization, Work Environment and Work Enthusiasm on the Performance of Educational Staff Employees of Universitas Lambung Mangkurat

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Abstrak

Penelitian ini bertujuan untuk mengkaji pengaruh pemanfaatan teknologi informasi, lingkungan kerja, dan semangat kerja terhadap kinerja pegawai, baik secara langsung maupun tidak langsung. Latar belakang penelitian ini adalah pentingnya strategi peningkatan kinerja pegawai dalam menghadapi perkembangan teknologi dan dinamika organisasi. Metode yang digunakan adalah pendekatan kuantitatif dengan teknik analisis jalur (path analysis) berdasarkan data survei dari kuesioner terstruktur. Hasil analisis menunjukkan bahwa pemanfaatan teknologi informasi berpengaruh langsung terhadap kinerja pegawai sebesar 0,383, sedangkan lingkungan kerja memberikan pengaruh sebesar 0,304, dan semangat kerja sebesar 0,327. Selain itu, pemanfaatan teknologi informasi berpengaruh terhadap semangat kerja sebesar 0,661, dan lingkungan kerja berpengaruh sebesar 0,234. Penelitian ini juga menemukan adanya pengaruh tidak langsung pemanfaatan teknologi informasi terhadap kinerja pegawai melalui semangat kerja sebesar 0,216, serta pengaruh tidak langsung lingkungan kerja terhadap kinerja melalui semangat kerja sebesar 0,076. Temuan ini mengindikasikan bahwa semangat kerja memegang peranan penting sebagai variabel mediasi antara pemanfaatan teknologi informasi dan lingkungan kerja dengan kinerja pegawai. Oleh karena itu, optimalisasi penggunaan teknologi informasi serta penciptaan lingkungan kerja yang mendukung menjadi langkah strategis untuk meningkatkan semangat kerja dan, pada akhirnya, kinerja pegawai.

Kata kunci: Pemanfaatan Teknologi Informasi, Lingkungan Kerja, Semangat Kerja, Kinerja Pegawai.

Abstract

This study aims to examine the influence of information technology utilization, work environment, and work enthusiasm on employee performance, both directly and indirectly. The background of the study highlights the importance of strategies to enhance employee performance amidst technological developments and organizational dynamics. A quantitative approach was employed using path analysis techniques based on survey data collected through structured questionnaires. The results show that the utilization of information technology has a direct influence on employee performance with a coefficient of 0.383, while the work environment contributes 0.304, and work enthusiasm 0.327. Furthermore, information technology utilization significantly affects work enthusiasm with a coefficient of 0.661, and the work environment affects work enthusiasm by 0.234. The study also reveals indirect effects, where the utilization of information technology influences employee performance through work enthusiasm by 0.216, and the work environment influences employee performance through work enthusiasm by 0.076. These findings indicate that work enthusiasm plays a crucial mediating role between information technology utilization, work environment, and employee performance. Therefore, optimizing the use of information technology and creating a supportive work environment are strategic measures to enhance work enthusiasm and, ultimately, improve employee performance.

Keywords: Information Technology Utilisation, Work Environment, Work Morale, Employee Performance.

Preliminary

Performance is an essential aspect within organizations, as it significantly contributes to the success of achieving organizational goals. Employees are expected to perform according to their abilities and work seriously to achieve optimal results. Without good performance from all employees, accomplishing organizational objectives becomes challenging. Aslamiah emphasizes that performance refers to the outcome of work in terms of both quality and quantity, achieved by individuals in carrying out their responsibilities. Moreover, performance includes an individual's mental attitude and behavior, as the work performed today must be of higher quality than previous tasks, and the work done in the future should surpass that of the present. Good performance is highly sought after in the workplace, as employees are considered to have good performance when their output meets the set standards for quality and quantity.

Robbins explains that performance is a measurement of the expected work results, aiming for optimal outcomes (Triyono et al., 2025). Performance is the result of an individual's work in fulfilling their duties and responsibilities, considering both the quality and quantity of the output (Normianti et al., 2019). The capacity to deliver excellent work to meet the organization's needs is a key contributor to overall employee performance. Performance can be defined as the achievement of results in performing core tasks and functions, along with the success of the organization in aligning with its established values and rules (Mahfud, 2020). Luthans describes performance as the quantity or quality of something produced or services rendered by an individual in the course of their work (Hochschild & Machung, 2012).

Employee performance is typically assessed through several indicators: (1) work quality, (2) work quantity, (3) timeliness, (4) attendance, and (5) the ability to collaborate with others. The quality of work is evaluated based on the precision and excellence of the tasks completed, relative to the skills and abilities of the employees. Work quantity refers to how much work employees complete and whether it meets organizational expectations. Timeliness is measured by how well employees meet deadlines and manage time effectively in completing tasks. Attendance serves as an indicator of an employee's level of engagement and participation in the organization. The ability to collaborate is vital for fostering cohesion and improving teamwork within the workplace.

Employee performance can be seen as an indicator of an individual's success in fulfilling their responsibilities in a government organization. In other words, it reflects the ability to

achieve specific results (*output*), particularly in terms of quantity. The level of performance can vary among employees, depending on how committed they are to their work and the level of effort they exert in carrying out their duties (Edy, 2016). Henderson and Venkatraman in Jogiyanto highlight the influence of information technology on performance through the business and information technology alignment model (Abdillah & Jogiyanto, 2011). This model addresses the importance of defining the strategic role of information technology in organizations. While many organizations claim to employ strategic information technology, in practice, information technology often serves operational purposes, transitioning manual activities to digital formats. Information technology utilization, therefore, refers to how employees use technology to perform tasks and improve their work outcomes (Hanif et al., 2015).

Performance issues among educational staff, particularly concerning their knowledge and use of information technology, are often reflected in factors such as usage intensity, frequency of use, and the number of applications employed, all of which have an impact on employee performance. Rivai defines the work environment as the combination of facilities and infrastructure surrounding employees as they perform their tasks (Rivai, 2016). Sedarmayanti suggests that the work environment significantly affects employee performance, as individuals can perform their best only when they have access to appropriate working conditions (Sedarmayanti & Pd, 2001). A work environment is considered conducive when employees can carry out their activities in a healthy, safe, and comfortable manner. Heizer and Render assert that the physical work environment plays a role in influencing employees' performance, safety, and overall work quality (Heizer & Render, 2015).

The work environment encompasses all factors, both internal and external to the organization, that can affect employees' performance. Darvis, as cited in Ragil, underscores the significance of the work environment for individuals within an organization. Suriansyah explains that organizational commitment is built upon the desires, obligations, and needs of its members (Suriansyah, 2014). A supportive work environment contributes to the effective implementation of tasks and fosters a positive work atmosphere, which in turn improves employee morale. On the other hand, an inappropriate work environment can create discomfort and hinder employees' ability to perform optimally. Silalahi states that the work environment includes all elements, both inside and outside the organization, that directly or indirectly affect employees in their quest to achieve organizational goals (Silalahi, 2013). Mangkunegara

defines the work environment as encompassing all tools, materials, methods, and arrangements used by employees in both individual and group tasks (Mangkunegara, 2017).

In addition to the work environment, work enthusiasm plays a critical role in influencing employee performance. Chandraningrum found that the t-value for the work environment variable (3.381) was greater than the t-table value (1.993), leading to the rejection of the null hypothesis and confirming a significant partial effect of the work environment on employee performance (Chandraningrum et al., 2015). Work enthusiasm is generally used to describe the overall atmosphere that employees feel within the organization. Hasibuan states that work enthusiasm refers to an employee's willingness and confidence to perform their tasks efficiently and with discipline, aiming for maximum productivity (Hasibuan, 2003). Badriyah further explains that work enthusiasm is the ability of an individual to work with greater skill and diligence, resulting in higher performance (Badriyah, 2015).

Pohan highlights that work enthusiasm is an individual factor that impacts employee performance (Pohan, 2017). High morale signifies job satisfaction, hard work, creativity, and initiative. Nitisemito associates work enthusiasm with actively completing tasks, which leads to faster and higher-quality outcomes (Nitisemito, 2014). At Lambung Mangkurat University, work enthusiasm and employee performance are connected to indicators such as the desire to work well, discipline, and job satisfaction. Murdani notes that work enthusiasm involves each individual's willingness to work together with enthusiasm, diligence, discipline, and a sense of responsibility, all contributing to the achievement of organizational goals (Nur'aini et al., 2025). Thus, work enthusiasm is a key factor that influences employee performance.

Method

This study adopts a quantitative research approach, selected based on the nature of the data, which is numerical and subjected to statistical analysis. The research seeks to examine the effects of information technology utilization, work environment, and work enthusiasm on the performance of educational staff at the Rectorate of Lambung Mangkurat University. A correlational research design was employed, utilizing a cross-sectional strategy wherein the independent and dependent variables were measured simultaneously. The outcomes of this research are intended to provide valuable insights and practical recommendations for institutions aiming to enhance employee performance.

Data collection was conducted with a focus on information directly related to the formulated research problem. Following collection, the data were systematically processed,

interpreted, and subjected to statistical analysis to derive meaningful conclusions. This methodological process ensures the generation of a comprehensive depiction of the relationships among the key variables, thereby contributing to a deeper understanding of the factors influencing employee performance.

Results and Discussion

The results of this study indicate that the utilization of information technology, work environment, and work enthusiasm among educational staff employees at Lambung Mangkurat University are categorized as high, while their overall performance is classified as very high. Regression analysis reveals a significant direct influence of information technology utilization on employee performance, with a regression coefficient of 0.383, a t-value of 4.444, and a significance level of 0.000, which is less than the critical value of 0.05. As a result, the null hypothesis (H_0) is rejected, suggesting that the utilization of information technology positively impacts employee performance at the university.

Similarly, the work environment variable also demonstrates a significant direct effect on employee performance, with a regression coefficient of 0.304, a t-value of 3.897, and a significance level of 0.000. This indicates that a better work environment leads to higher performance among educational staff employees at Lambung Mangkurat University. Furthermore, work enthusiasm is found to have a significant direct effect on employee performance, with a regression coefficient of 0.327, a t-value of 4.512, and a significance level of 0.000, further supporting the notion that motivated employees perform better.

In addition to the direct effects on performance, the study also found that the utilization of information technology significantly influences work enthusiasm, with a coefficient of 0.661, a t-value of 8.247, and a significance level of 0.000. This indicates that employees who are more engaged with information technology tend to exhibit higher levels of work enthusiasm. Similarly, the work environment has a direct effect on work enthusiasm, with a coefficient of 0.234, a t-value of 2.783, and a significance level of 0.007, suggesting that a positive work environment can boost employees' enthusiasm for their tasks.

The indirect effects of information technology utilization and the work environment on employee performance through work enthusiasm were also examined. The indirect effect of information technology utilization on employee performance through work enthusiasm was calculated by multiplying the beta coefficient of information technology utilization on work enthusiasm (0.661) by the beta coefficient of work enthusiasm on employee performance (0.327), resulting in an indirect effect value of 0.216. This positive value indicates that the

utilization of information technology indirectly enhances employee performance by fostering greater work enthusiasm.

Similarly, the work environment's indirect effect on employee performance through work enthusiasm was calculated by multiplying the beta coefficient of the work environment on work enthusiasm (0.234) by the beta coefficient of work enthusiasm on employee performance (0.327), yielding an indirect effect value of 0.076. This also suggests that a positive work environment indirectly contributes to improved employee performance via work enthusiasm. Descriptive statistics further support these findings, revealing that the utilization of information technology is categorized as high, with 63.23% of employees demonstrating strong engagement and an average score of 4.15 on the related questionnaire. Both the work environment and work enthusiasm are similarly rated high, with averages of 3.97 and 4.15, respectively. Performance, on the other hand, is classified as very high, with an average score of 4.22 and a percentage of 50.97%. These findings align with previous studies, such as Chandraningrum's research (2015), which also found significant effects of the work environment on employee performance, further reinforcing the validity of the results in this study (Heizer & Render, 2015).

Purba utilization of information and communication technology in the village government environment in Sungai Pandan sub-district with the results of research based on infrastructure surveys and utilization of information and communication technology on hardware components and operating systems used is that there are several villages that already use laptops in the daily work process, software applications consist of two categories, namely general applications such as Microsoft Office which are used for routine administrative work such as making reports and others and there are also special applications such as village financial systems (SisKeduDes) (Purba et al., 2018). The direct effect of information technology utilization on the performance of educational staff employees at Lambung Mangkurat University, based on the results of multiple linear regression tests to determine the direct effect between information technology utilization on employee performance (Saputera et al., 2024). The results obtained are the regression coefficient on the utilization of information technology is 0.383 with a partial test (t-test) having a significance of $0.000 < 0.05$ and a t_{count} value of $4.444 > t_{\text{table}} 1.976$. Therefore, based on decision-making guidelines, it can be stated that there is a direct influence between the use of information technology on the performance of educational staff employees. Overall, these results confirm that the utilization of information technology not only increases efficiency but also contributes to improving the quality of employee performance directly (Yusup et al., 2024).

Sa'diah with the title of academic information system management in higher education (multi-case study at Lambung Mangkurat Banjarmasin University and Antasari Banjarmasin State Islamic University) (Sa'diah & Rizali, 2021). The results of the study found that planning by updating the information system and improving the quality of information, will be more efficient for the satisfaction of information users and meet the needs of information recipients, division of tasks with coordinative communication and tailored needs will produce productive services and create convenience in storing information for users and recipients of information, service implementation with electronic system updates will improve the quality of information, and supervision of information system updates will effectively improve the quality of information user services (Mutiani et al., 2024).

Based on this, the utilization of information technology has a positive effect on employee performance, this research is in accordance with the opinion of Goodhue and Thompson that technology is seen as something that is directly related to the completion of individual tasks, so that information technology has a positive impact on individual performance, the information technology must be utilized appropriately and must have the suitability of the tasks it performs (Goodhue & Thompson, 1995). Research conducted by Purba on the utilization of information and communication technology in the village government environment in Sungai Pandan sub-district with the results of research based on infrastructure surveys and utilization of information and communication technology on hardware components and operating systems used is that there are several villages that already use laptops in the daily work process, software applications consist of two categories, namely general applications such as Microsoft Office which are used for routine administrative work such as making reports and others and there are also special applications such as the village financial system (SisKeduDes), and networks / telecommunications used by village officials and to find out the extent to which these components are utilized, and there are only two villages that have adequate internet facilities, while there are only two villages that have adequate internet facilities (Purba et al., 2018).

The results of multiple linear regression tests to determine the direct influence between the work environment on employee performance (Zulfah et al., 2025). The results obtained are the regression coefficient on the work environment is 0.304 with a partial test (t-test) has a significance of $0.000 < 0.05$ and a t_{count} value of $3.897 > t_{\text{table}} 1.976$. Therefore, based on the decision-making guidelines, it is stated that there is a direct influence between the work

environment on the performance of educational staff employees at Lambung Mangkurat University (Abbas et al., 2024).

The work environment has a significant influence on employee performance in various educational institutions including universities. This research shows that factors in the work environment such as physical conditions, social interactions, and facilities provided, can contribute directly to employee productivity and effectiveness. A good work environment includes adequate lighting, comfortable temperature, security, and good relationships between coworkers and superiors. Relationships between employees, both coworkers and superiors and subordinates have a direct effect on employee performance. Harmonious relationships and good communication make it easier for employees to carry out their duties.

Direct influence between work enthusiasm on employee performance. The results obtained are the regression coefficient on work enthusiasm is 0.327 with a partial test (t-test) having a significance of $0.000 < 0.05$ and a t_{count} value of $4.512 > t_{\text{table}} 1.976$. Therefore, based on decision-making guidelines, it can be stated that there is a direct influence between work enthusiasm on the performance of educational staff employees at Lambung Mangkurat University. Based on this, that work enthusiasm has a positive effect on employee performance, this research is in accordance with the opinion of Pohan that work enthusiasm is one of the individual factors in the organization that obtains employee performance (Pohan, 2017).

Direct influence between the utilization of information technology and work enthusiasm (Saswili et al., 2024). The results showed that the regression coefficient of information technology utilization was 0.661 with a partial test (t-test) having a significance of $0.000 < 0.05$ and a t_{count} value of $8.247 > t_{\text{table}} 1.976$. Therefore, based on the decision-making guidelines, it is stated that there is a direct influence between the utilization of information technology and the work enthusiasm of educational staff employees. This is in line with Priadi's research analyzing the effect of the use of information technology on the morale of government agency employees (Priadi, 2017). The results of their research indicate that the use and utilization of information technology has an influence on employee morale. Based on previous research that effective utilization of information technology has a positive effect on employee morale, can increase efficiency, reduce workload, improve communication and increase job satisfaction so that this has an effect on higher morale (Maulana et al., 2024).

Direct influence between work environment and work enthusiasm. The results showed that the regression coefficient of the work environment was 0.234 with a pasial test (t-test) having a significance of $0.007 < 0.05$ and also a t_{count} value of $2.738 > t_{\text{table}} 1.976$. Therefore, based on the decision-making guidelines, it is stated that there is a direct influence between the

work environment and the work enthusiasm of educational staff employees. According to Sunyoto the work environment is a very important component in employees doing work activities (Syarifuddin et al., 2025). By paying attention to a good work environment or creating working conditions that are able to provide motivation to work, it will have an influence on morale. The results of research by Rakhman that education and training have an influence on the quality of learning (Rakhman & Dalle, 2020). This research is relevant to the results of research conducted by Sundari with the results of the study that there is a positive and significant effect of school work climate directly on the morale of SDN teachers in Batu Ampar District, Tanah Laut Regency. Santika (Sundari et al., 2019).

The indirect effect of information technology utilization on employee performance through work enthusiasm at Lambung Mangkurat University is obtained by multiplying the path coefficient of the direct effect of information technology utilization variables on work enthusiasm with the path coefficient of the direct effect of work enthusiasm variables on employee performance, namely $0.661 \times 0.327 = 0.216$ with a t_{count} value of $8.247 > t_{\text{table}} 1.976$. Information technology utilization has a significant impact on employee performance. However, this influence is not direct, but through employee morale. Morale as a mediator that strengthens the influence of information technology on performance (Thompson, 2023).

The indirect effect of work environment on employee performance through work enthusiasm at Lambung Mangkurat University is obtained by multiplying the path coefficient of the direct effect of work environment variables on work enthusiasm with the path coefficient of the direct effect of work enthusiasm variables on employee performance, namely $0.304 \times 0.327 = 0.076$ with a t_{count} value of $2.738 > t_{\text{table}} 1.976$. From the calculation of the sobel test (sobel test), it shows that work enthusiasm functions as a mediator of the influence of work environment variables on employee performance. Based on the results of this study, improving employee performance can be focused on the work environment but still pay attention to employee morale factors.

Masitha explains that a conducive school climate will affect the performance of members of the school organization, so that the progress or decline of school progress depends on the school's ability to create an environment and the willingness of the environment to accept its existence (Masitha et al., 2024). The work environment has a great influence on employee performance. A good working environment is expected to increase employee morale which in turn will have a positive impact on employee performance. A conducive physical work environment including adequate facilities and a positive atmosphere can improve employee

morale, and a non-physical work environment including good relationships between coworkers and superiors, can improve morale.

The work environment at Lambung Mangkurat University such as work facilities in the form of adequate facilities and infrastructure, technology used and other facilities that support employee comfort, relationships between employees, between superiors and subordinates and between teams, physical conditions of the work environment such as cleanliness, ventilation, lighting, and layout which can all affect employee comfort while working.

The positive work environment at Lambung Mangkurat University has a significant influence on employee morale in line with research conducted by Sundari with the results of research that there is a positive and significant effect of teacher morale directly on teacher discipline (Sundari et al., 2019). High employee morale is formed due to a supportive work environment so that it can improve employee performance. This good management of the work environment, such as paying attention to facilities and relationships between employees, will encourage employees to work better and more productively. Therefore, it is important to create and maintain a work environment that can support employee morale which will improve employee performance.

Conclusion

The findings of this study indicate that the utilization of information technology, the work environment, and work enthusiasm among educational staff at Lambung Mangkurat University fall within the high category, while employee performance is classified as very high. The study confirms a direct positive effect of information technology utilization, work environment, and work enthusiasm on employee performance. Additionally, information technology utilization and work environment both have a direct positive influence on work enthusiasm. Furthermore, the results reveal an indirect effect of information technology utilization on employee performance through work enthusiasm, as well as an indirect effect of the work environment on employee performance mediated by work enthusiasm. However, this research is not without limitations. The study was conducted using a cross-sectional design, which captures the relationships between variables at a single point in time, thus limiting the ability to infer causality. Furthermore, the study was restricted to educational staff within a single institution, potentially affecting the generalizability of the findings to other contexts or institutions. Future research is recommended to employ longitudinal methods and include a broader range of participants to validate and extend the findings presented in this study..

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