

MAKING WORK EFFECTIVENESS IN KELURAHAN DUREN JAYA BEKASI JAWA BARAT

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Abstract: The purpose of this study is to measure the impact of archival and computer training on increasing the effectiveness of work in Duren Jaya Bekasi Urban Village. The method used in this research is using quantitative descriptive analysis involving all employees of Kelurahan Duren Jaya Bekasi using random sampling technique with proportional random sampling of 35 (thirty five) people. Data collection technique used is questionnaire method supported by documentation method. Data analysis technique used is double linear regression analysis technique. Based on the results of this study, it can be concluded that: (1) There is a significant positive influence between the Archives Training on the effectiveness of the employee's work in Duren Jaya Bekasi Sub-district (2) There is a significant positive influence between the Computer Training on the effectiveness of the employee in Kelurahan Duren Jaya Bekasi (3) There is a significant positive influence between the Archives and Computer Training on the effectiveness of the employees of Kelurahan Duren Jaya Bekasi. Skills in managing archives and computers can make the effectiveness of employment Kelurahan Duren Jaya Bekasi more increased. The results of this study indicate that archival and computer training has an influence of 82.6% towards increasing employee effectiveness.

Keywords: *filing, computer and work effectiveness.*

1. Introduction

Kelurahan is a city or district area under one level in the sub-district according to Law No. 32 of 2004. Policies implemented by the district government involve the kelurahan, among others, fostering and supervising its officers. Therefore the kelurahan are required to have a high level of ability in terms of answering tasks that are felt the more severe. In this case the village government needs efforts to improve the capability of initiative, planning, initiative, implementation and supervision so that the performance obtained by the government to be good, kelurahan is institution or institution of district which is under sub-district and responsible to camat.

The duties and functions of the kelurahan are to accept the governmental duties granted by the sub-district head and other duties in accordance with the law. The existence of kelurahan aims for the implementation of government can be enhanced ability and efficient and effective in providing services to the community in line with the development and development progress.

Service is the most important part in a job especially facing customers who are partners or considered as a king in a company or institution, in this service requires skill trained quickly and precisely in running operations. Service to the community or the surrounding community that occurs in every government agency in general occurs long bureaucracy that can be said to take a long time. This sometimes becomes a question for every society whether it occurs due to procedures or problems to its human resources that are lacking or have no expertise in their respective fields such as the Kelurahan officer whether has memiliki understanding of filing or have a fast skill in computer use. If the procedure can take a long time but if combined with the expertise of each - each employee or human resources are competent to his work then the service time can be shortened. In addition to archival, the mastery of computers, especially microsoft office that is the use of microsoft word, microsoft excel, and microsoft power point is needed to support the smooth operation and required every employee in facilitating all affairs, especially the employees in the neighborhood Duren Jaya Bekasi.

2. Literature Review

Understanding the training concluded by Pramudyo (2007) is a process of learning that has been designed with the aim to change the performance of a person in doing the work he faced. In addition Dessler (2006) says that training itself is a process in teaching the skills needed by employees in doing their work. Mangkuprawira (2002) says that training is a particular skill and is a process of teaching knowledge with the aim that employees have more skills and be able to perform responsibilities with better and standards.

The conclusion of some of the above opinions is that training is a process that has been designed to improve a person's skills in order to be able to perform tasks with responsibilities according to standards and have an impact on their performance.

Archives

According to Y. Suraja (2006) archive management is the activity of managing sequentially archive management process which involves all elements of this archive activity is done as a tool to remember and as a reference from making the next letter or can be used as guidance for operational implementation in office. According to Nuraida (2012) the archive is a collection of scriptures that are systematically stored because it has the utility to be quickly rediscovered whenever it is needed. According to Anna Riasmiati (2011), Filing is an activity in fostering office management and making things very important and difficult in the implementation. From some of these opinions it is concluded that archiving is a sequential management activity of a set of scripts in the guidance of office management in order to be quickly rediscovered and used as a guide for the implementation of office operations.

Morgan Daniels and ElizabethYakel (2013) that impact of their exposure to archives using several measures, including: confidence in finding and conducting research with primary source materials; perception of archival research as relevant to the students' goals; student evaluation of their experience in the archives; and willingness to return to use the archives in the future.

Computer

According Wimatra, et al (2008) about the computer is a system of electronic devices that aims to process data processing, which then produces useful information. In addition, the computer must also have some elements in order to work properly and have benefits, namely brainware (user), hardware (computer hardware) and also software (computer software).

Arif Susanto (2009) argues that the computer is a collection of electronic devices that have input commands that function in processing input data and output data equipment that provides information and work automatically. Previously the computer aims to perform mathematical calculations either manually or using a calculation tool.

Patrick Y. Chau (2001) states that computer attitude has a significant, positive effect on perceived usefulness and perceived ease of use. Computer self-efficacy, on the other hand, has a relatively small, but negative, effect on perceived usefulness and no significant effect on perceived ease of use.

Microsoft Office program is a program that helps employees in performing daily work activities at the office. Some programs include Microsoft Word, Microsoft Excel and Microsoft Power Point. For example Microsoft Excel is very helpful useful in calculating data - data associated with statistical data. Auliya Rahman (2015) mentioned that Microsoft Excel 2013 application is a medium to convey information by various circles that are needed by teachers, students and students, trainers, and big companies to launch their products with presentations.

Thus some of the factors that affect computer training include the availability of Central Processing Unit (CPU), keyboard for typing, monitor to display typing on the screen (screen), the printer used to print the typing and paper as printed media. While as an indicator of this computer training is the employee accustomed to using the computer in daily work, data or files can be stored well, easy to find back data - data or files for use in work, save costs, especially paper used because before printing can be edited or modified first and can speed up service to community or customer.

Work Effectiveness

According Susilo Martoyo (2000) about the effectiveness of a capability that is owned appropriately by using facilities and infrastructure in choosing goals according to agreement and have satisfactory results. Siagian (2001) states that the effectiveness of work is a settlement in a timely job in accordance with the established, which has the understanding that the implementation of a task can be judged whether or not depends on how to implement it and how much it costs. Misnawati (2016) factors affecting effectiveness in organization are time, task, productivity, motivation, job evaluation, supervision, work environment, equipment and facilities. The effectiveness of work in the organization gives effect to the smooth operation of the work. The more effective the work done by an employee will make a positive contribution to the organization. Chieh-Peng Lin et al (2010) that perceived job effectiveness is influenced indirectly by shared value, perceived trust and perceived benefit via the mediation of cooperative attitude and

competitive conflict. Overall it can be concluded that the indicators of Work Effectiveness are :

1. Right On Target

Doing the job effectively is by cutting the bureaucratic or operational lines that seem to give a long time and slow even can cause bias, with the work done effectively then the job can be directly to the target so that in accordance with organizational goals.

2. Satisfactory Results

Effectiveness of work is a way to save costs and energy. With the work done effectively, it can be interpreted that the organization can save on spending both to pay for labor and the purchase of office equipment so that with relatively little expenditure can produce maximum profit or satisfactory results.

3. On Time

A lot of work is done for an employee from morning until late afternoon because the workflow is run too long so to complete the work is not in accordance with the expected time. Through the application of work effectiveness, make the work diselesasikan with the right time.

4. Job Evaluation

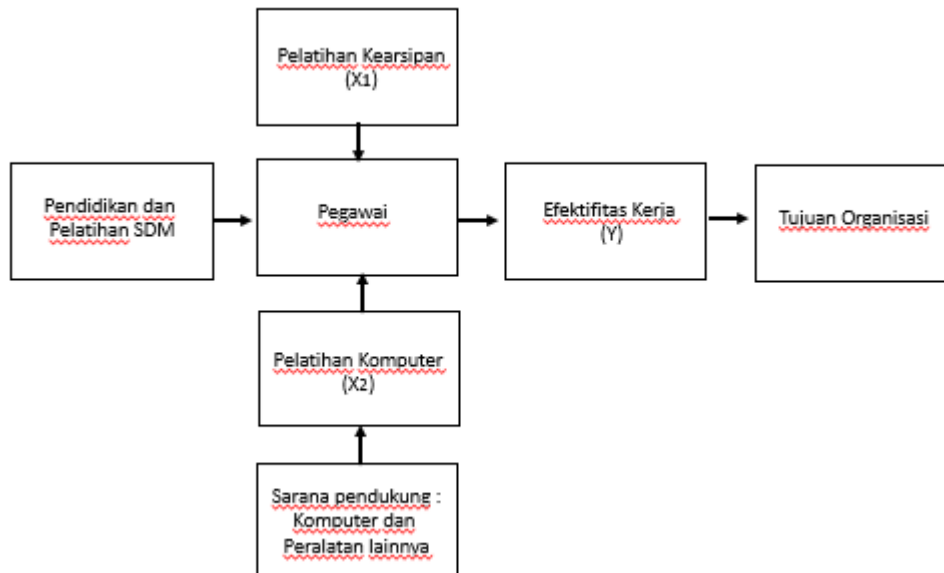
Work performed daily by employees in an organization can be re-evaluated in order to further improve services to the community or customers by increasing the effectiveness of work evaluated in each division.

Research Framework

Basically the research framework is a reasoning on a problem toward a solution or a temporary answer. In this discussion included several factors Human Resources (HR) that affect the organization in achieving goals. With the development of Human Resources (HR), among others through the Archives and Computer training is expected to be able to improve the effectiveness of the organization. Archival Training has been conducted on the participants of Kelurahan Duren Jaya Bekasi staff who are more deeply involved in good and neat administration administration because almost everyday there is service to the community or local people so that with good administration, data or documents of citizens can be found quickly and appropriate and can improve the effectiveness of work for each employee.

Besides computer training is also very necessary in this service. With the use of programs both Microsoft Office programs or other programs that support the implementation of office operations, making the workload more lightweight and faster implemented so as to increase the effectiveness of work for each employee in part. Through archival and computer training can improve the effectiveness of employees who impact on the achievement of organizational goals that have been determined by management can be easily achieved (Figure 1).

Figure 1. Research Framework



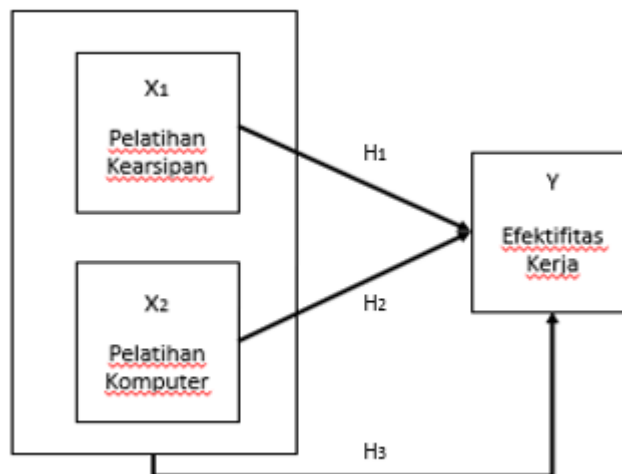
Hypothesis Formulation

In Figure 2 can be explained Hypothesis formulated as follows:

1. H₁ : There is a significant effect of Archival training on employee effectiveness.
2. H₂ : There is a significant influence between Computer training on employee effectiveness
3. H₃ : There is a significant influence between the training of Archives and Computers simultaneously on the effectiveness of employees

Figure 2.

Relationship between Archival and Computer Training on Work Effectiveness



Research Method

Types of Research

The method used in this research is quantitative descriptive analysis.

Data, Population and Sample

Research location by visiting the object directly at Kelurahan Duren Jaya Bekasi located in the city of Bekasi. Population and Sample in this research is all employees of working environment of Duren Jaya Bekasi Sub-district, from officials to executor. The data collection method was conducted with a collection of distributed questionnaires and interviews with the head of the work unit of Kelurahan Duren Jaya, Bekasi. Sampling with random sampling technique that is with proportional random sampling number of 35 employees.

Data Analysis Technique

Data analysis technique is done by collecting data with questionnaires spread and supported by documentation method. Data analysis technique used is double linear regression analysis technique.

3. Data Analysis

Data analysis using SPSS (Statistical Package for the Social Science) program for windows version 24.0 with the following steps :

a. Data Quality Test

1. Instrument Validity Test

This test provides an actual value of a problem to be studied. Testing the validity of each question using the analysis per item, that is to mengkolerasikan or connect the score value of each item with a total score which is the number of scores per item (Sugiyono 2010). The questionnaire is valid if $r_{\text{count}} > r_{\text{table}}$.

2. Reliability Test

Reliability can indicate to what extent a reliable or reliable gauge. The way to know the level of reliability of an instrument is done by testing on the data related variables. A variable can be said to be reliable when it can give Cronbach Alpha value > 0.07 (Nunnally in Imam Ghozali 2012).

b. Classic Assumption Test

1. Normality Test

Normality is a distribution that can indicate the distribution of balanced data that most of the data is in the middle value. In prinsipnya normality can be detected by looking at the spread of data (dots). On the diagonal axis of the graph or by looking at the histogram of its residual (Imam Ghozali 2012).

2. Multicollinearity Test

Multicollonierity test is a test to determine whether there is a significant correlation between independent variables in multiple linear regression model. To detect the presence or absence of Multicolonierity in the regression model can be used VIF and opponnet Tolerance. Common cut-off values used to indicate the presence of

Multicollinearity are Tolerance values ≤ 0.10 or equal to $VIF \geq 10$ (Imam Ghozali 2012).

3. Heteroscedasticity Test

Heteroskedasticity test is used for the presence or absence of deviation of classical assumption of heteroskedasticity namely the existence of variant and residual inequality for all observations on the regression model. A good regression model is Homoskedasticity or does not occur heteroskedasticity (Imam Ghozali 2012).

4. Autocorrelation Test

The autocorrelation test aims to test whether the linear regression model has a correlation between the confounding error in period t with the $t-1$ (previous) disturbance error (Imam Ghozali 2012). To detect the presence or absence of autocorrelation of researchers using Durbin Watson test.

c. Multiple Linear Analysis

Regression equation can be formulated as follows (Sugiyono 2010):

$$Y = a + b_1 X_1 + b_2 X_2$$

Which is :

Y = Effectiveness

a = Constant

b_1, b_2 = Regression Coefficient

X_1 = Archives Training

X_2 = Monitoring

d. Hypothesis testing

1. Coefficient of Determination (R^2)

The coefficient of determination (R^2) essentially measures the extent of the model's ability to explain the variables of bound variables (Mudrajad Kuncoro 2007).

2. Partial Significance Test ($t_{\text{-test}}$)

Basically the t test indicates how far the influence of one explanatory variable individually in explaining the variation of individual explanatory variables in explaining the variation of dependent variables (Mudrajad Kuncoro 2007).

3. Simultaneous Significance Test ($F_{\text{-test}}$)

Basically F test shows whether all the independent variables included in the model have a mutual influence on the dependent variable (Mudrajad Kuncoro 2007).

4. Research Results

From research conducted on the employees of Kelurahan Duren Jaya Bekasi obtained the following results:

a. Description of Research Data

The research entitled "Improving Work Effectiveness Through Archives and Computer Training at Kelurahan Duren Jaya Bekasi" uses two independent variables and one dependent variable. Two independent variables are Archives and Computers. One dependent variable is work effectiveness. In order to disclose the existing data and to prove the hypothesis that has been proposed, then in the collection of data by using a questionnaire. Based on the data of questionnaire results to respondents can be seen the following results :

1. Data of Archive Variable (X_1)

Based on the results of research conducted on employee kelurahan Duren Jaya Bekasi that the number of respondents is 35 people and can get the lowest score 21 and the highest 33. Average count of 25.89 standard deviation of 3,008 median of 26 and mode of 24 (table 1).

Table 1.

| | | Statistics | | |
|----------------|---------|------------|-----------------|-------|
| | | X1 | X2 | Y |
| N | Valid | 35 | 35 | 35 |
| | Missing | 0 | 0 | 0 |
| Mean | | 25.89 | 26.80 | 25.66 |
| Median | | 26.00 | 27.00 | 25.00 |
| Mode | | 24 | 23 ^a | 23 |
| Std. Deviation | | 3.008 | 3.628 | 3.514 |
| Minimum | | 21 | 20 | 18 |
| Maximum | | 33 | 35 | 32 |
| Sum | | 906 | 938 | 898 |
| Percentiles | 25 | 23.00 | 23.00 | 23.00 |
| | 50 | 26.00 | 27.00 | 25.00 |
| | 75 | 28.00 | 29.00 | 29.00 |

2. Computer variable data (X_2)

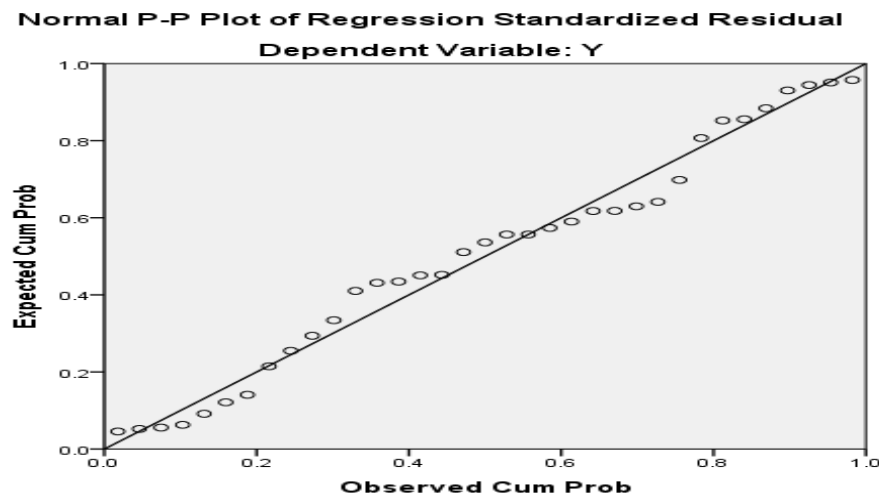
Based on the results of research conducted on the data computer variable note that the number of respondents is 35 people and can be obtained the lowest 20 and the highest 35. Average count of 26.80 standard deviation of 3.628 median of 27 and mode of 23.

3. Data variables Effectiveness of work (Y)

Based on the results of research conducted on the data of work effectiveness variables note that the number of respondents is 35 people and can be obtained the lowest value of 18 and the highest 32. Average count of 25.66 standard deviation of 3,514 median of 25 and mode of 23.

b. Test Requirements Analysis

Before the data in the analysis, there are several assumptions that must be met to be passed in hypothesis testing. Test requirements in this analysis are as following:



1. Normality Test

Looking at the normal probability plot can be seen the distribution pattern is near normal because the points follow a straight line in the direction of the diagonal. Based on these results can be concluded that the regression model is feasible to use because it meets the assumption of normality.

2. Linearity Test

Based on the results of data processing by using Test For Linearity at the level of significance 0.05 it can be seen that the significance value in the Linearity between the archival training and the effectiveness of work is 0.005 because the significance of less than 0.05 it can be concluded that between the variables Training Archives and Effectiveness work there a linear relationship. The value of significance between computer and work effectiveness is equal to 0.001 because of significance less than 0.05 it can be concluded that between computer variables and work effectiveness there is a linear relationship.

3. Independence test (Multicollinearity)

Based on data processing, it is known that the VIF coefficient for Archive and Computer training environment is 1,138. because the VIF price < 10 , then there is no symptoms of multicollinearity or no relationship between independent variables.

4. Autocorrelation Test

Based on the results of data processing, Durbin-Watson value of 2.100, this value we will compare with the value of the table by using 5% degree of confidence, the number of samples 35 and the number of independent variables 2, then Durbin Watson will be $d_l = 1,343$ and $d_u = 1,584$ it can be said that there is no autocorrelation due to Durbin-Watson value between d_u (1,584) and $4-d_u$ (2,716).

c. Hypothesis testing

1) Multiple Linear Regression Analysis

The regression equation is obtained from the calculation of the data in the coefficient table. In the table of coefficients obtained regression equation, $Y = 1.486 + 0.515X_1 + 0.405X_2$. Constanta of 1.486 states, that if there is no influence between training Filing or computer then the amount of Effectiveness of work is 1.486. Regression coefficient $X_1 = 0,515$ states that every increase of one unit of Archival training will increase work effectiveness equal to 0,515. Regression coefficient $X_2 = 0.405$ states that every increase of one computer unit will increase the effectiveness of work of 0.405. Based on the calculation results in the summary model obtained R Square number is 0.497. This means that 49.7% of work effectiveness can be explained by both variables. While the rest ($100\% - 49.7\% = 50.3\%$) is explained by other causes.

a. Hypothesis testing-I

Based on result of calculation by using t test, t-test of Archive Training variable (X_1) is equal to 3,295 with significance level 0,05 and t_{table} 2,037. Because the value of $t_{count} > t_{table}$ ($3.295 > 2.037$) then H_0 is rejected, meaning that there is a significant partial positive effect between archives on the effectiveness of work.

b. Hypothesis testing-II

Based on calculation result by using t test, obtained value of t_{hitung} variable of computer (X_2) equal to 3,122 with significance level 0,05 and t_{table} 2,037. Because the value of $t_{count} > t_{table}$ ($3.122 > 2.037$) then H_0 is rejected, meaning that there is a significant partial positive effect between computers on the effectiveness of work.

c. Pengujian Hipotesis-III

Based on the results of calculations using the F test, obtained F_{count} value of 15,800 with a significance level of 0.05 and F_{table} of 3.285. Because the value of $F_{count} > F_{table}$ ($15,800 > 3,285$) then H_0 is rejected, meaning there is a significant influence between training Archives and computers on the effectiveness of work.

The calculation of Relative Contribution (SR) Training Archive (X_1) on the effectiveness of work (Y) of 52.0% and SR computer training (X_2) on the effectiveness of work (Y) of 48.0%. While Effective Contribution (SE) from X_1 to Y equal to 23,87% and SE X_2 to Y equal to 49,71%.

2) Hypothesis Testing Interpretation

Next is to interpret hypothesis testing for all variables, namely correlation X_1 , X_2 and Y. Based on the equation of multiple linear regression line, obtained $Y = 1.486 + 0,515 X_1 + 0,405X_2$. The value of Y will increase or decrease depending on the positive or negative coefficients X_1 and X_2 . When viewed from the multiple linear regression equation, then if the Archives Training (X_1) and computer (X_2) experience increase will affect the effectiveness of work (Y), because of the regression equation shows a positive direction. Changes that occur in the value of Y is in line with changes in variables X_1 and X_2 .

Based on data analysis using t test to test the hypothesis partially then obtained $t_{count} X_1 = 3,295$ and $t_{table} = 2.037$. Because $t_{count} > t_{table}$ then hypothesis-I accepted. This means that archival training has a significant positive effect on work effectiveness.

Based on data analysis using t test to test the hypothesis partially obtained t_{count} value $X_2 = 3.122$ and $t_{table} = 2.037$. Because $t_{count} > t_{table}$ then hypothesis-II is accepted. This means that computer training has a significant positive effect on work effectiveness. For the hypothesis simultaneously using the F test. Based on the calculations obtained $F_{count} = 15,800$ and $F_{table} = 3.285$. Because $F_{count} > F_{table}$ then hypothesis-III is accepted. This means that archival and computer training together have a significant positive effect on work effectiveness.

3) Conclusion Testing Hypothesis

Based on the results of data analysis and interpretation testing hypothesis above can be concluded that:

- i. From result of calculation by using t test, t_{count} of Archive Training (X_1) is equal to 3,295 and $t_{table} 2,037$ with significance level 0,05 so it can be said that $t_{count} \text{ value} > t_{table}$. Thus the hypothesis stating that "There is a significant positive influence between the Archives training on the effectiveness of employee work in Kelurahan Duren Jaya Bekasi" accepted.
- ii. From result of calculation by using t test, obtained value of t_{count} variable of computer (X_2) equal to 3,122 and t_{table} equal to 2,037 with significance level 0,05 so it can be said that $t_{count} > t_{table}$ value. Thus the hypothesis stating that "There is a significant positive influence between the computer training on the effectiveness of employees in Kelurahan Duren Jaya Bekasi" accepted.
- iii. From result of calculation by using F test, the value of F_{count} is 8,133 and $F_{table} 3,285$ with significance level 0,05 so it can be said that $F_{count} \text{ value} > F_{table}$. Thus the hypothesis stating that "There is a significant positive influence between Archival and Computer Training on employee effectiveness in Kelurahan Duren Jaya Bekasi" accepted.

d. Explain of Data Analysis Results

Based on the data analysis that has been done, the results of research indicate that there is a significant positive influence between the Archives Training on the effectiveness of employee work in Kelurahan Duren Jaya Bekasi. From the results of the research described above, then the effectiveness of work can still be improved again if archival management can be improved by means of storage of documents in the form of shelves and also the availability of storage space in a special neat and well ordered. The results also showed that there is a significant positive influence between computers on the employees of Kelurahan Duren Jaya Bekasi. The existence of computer training can accelerate the entry or calling data to be processed and simplify and launch services to surrounding residents.

Based on the results of testing data analysis that has been done, obtained multiple linear regression that is $Y = 1.486 + 0,515 X_1 + 0,405 X_2$. Then from the equation it can be seen that the changes that occur in the variable bound in the direction of changes that occur

in the independent variable, this is due to coefficients X_1 and X_2 which is positive. Relative Contribution (SR) Archives Training (X_1) on the effectiveness of work (Y) of 52.0% and SR computer (X_2) on the effectiveness of work (Y) of 48.0%. While SE X_1 to Y equal to 23,87% and SE X_2 to Y equal to 49,71%. From these results can be concluded that the training Archives more influential on the effectiveness of work compared with computer variables.

5. Conclusions And Suggestions

Conclusion

Based on the results of research that researchers have done in Kelurahan Duren Jaya Bekasi, it can be concluded as follows:

1. Based on t test, Archival Training (X_1) get t_{count} result of 2,536 and t_{table} equal to 2,035 with significance level 0,05 so it can be said that $t_{\text{count}} \text{ value} > t_{\text{table}}$. Thus the hypothesis-I which states that "There is a significant positive influence between the Archives Training on the effectiveness of employees at Kelurahan Duren Jaya Bekasi" accepted or proven truth.
2. Based on t test, supervision (X_2) get t_{count} 2,268 and t_{table} 2,035 with significance level 0,05 so it can be said that $t_{\text{count}} \text{ value} > t_{\text{table}}$. Thus the hypothesis-II which states that "There is a significant positive influence between supervision on the effectiveness of employees at Kelurahan Duren Jaya Bekasi" accepted or proven truth.
3. From the test of significance of multiple linear regression between Archive Training (X_1) and Computers (X_2) on Work Effectiveness (Y) obtained F_{count} is 8,133 and F_{table} 3,285 with significance level 0,05 so it can be said that $F_{\text{count}} > F_{\text{table}}$. Thus the hypothesis-III which states that "There is a significant positive influence between the Archives and computer training on employee effectiveness in Kelurahan Duren Jaya Bekasi" accepted or proven true.

Research on two independent variables are factors that affect the effectiveness of employees who consists of archival and computer training is done by analyzing the results of service to 35 employees of Kelurahan Duren Jaya Bekasi is used as respondents associated with the effectiveness of employees.

Through the correlation analysis between the independent variables of Archive training (X_1) and Computers (X_2) with the dependent variable of Employee Effectiveness (Y), the results show that two independent variables (X_1) and Computers (X_2) have a very strong correlation / correlation through analyzing / testing together. This shows that between the training variables Archives (X_1) and Computers (X_2) have a very close relationship.

The magnitude of the contribution / influence of the two independent variables, namely Archives (X_1) and Computer (X_2) observed on the dependent variable of Work Effectiveness (Y) expressed with R Square value or R Square determination coefficient of 0.497. This value gives the meaning that the contribution / influence of both independent variable that is Archives (X_1) and Computer (X_2) is 49,7%, the rest 50,3% is contribution / influence from other independent variable not observed in this research.

Suggestion

Based on the results of research that researchers have done in Kelurahan Duren Jaya Bekasi, the researchers can provide suggestions for the following:

- a. Kelurahan Duren Jaya Bekasi should provide shelves or special cabinets for the storage of well-organized documents to simplify and speed up the search documents if the document is needed.
- b. Employees should be accustomed to using computers that have been provided by the office so as to improve the effectiveness of work to help service to citizens easily and in accordance with operational standards procedures.
- c. For further research is expected to examine other variables that can affect the effectiveness of employee work in Kelurahan Duren Jaya Bekasi.

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