

Effect Leadership, Organizational Culture and Information Technology on Employee Performance at Private Financial Services Companies in Denpasar City During The Covid-19 Pandemic

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Abstract:- The purpose of this study was to examine the influence of leadership, organizational culture and information technology on employee performance at private financial services companies in Denpasar City during the Covid-19 Pandemic. The sample in this study were 147 employees of private financial services companies in Denpasar City. The analysis tool used is path analysis (path analysis). The results of the analysis explain that the variables of leadership, organizational culture and information technology have a positive and significant effect on employee performance. This can be explained in the leadership's ability to provide direction to employees on the work process, then culture as a belief held by employees and finally information technology plays a very important and very effective role in accelerating the completion of a job during the Covid-19 pandemic. employees.

Keywords:- Component; Leadership, Organization Culture, Technology Information and Employee Performance.

I. INTRODUCTION

Broadly speaking, business companies are profit-oriented organizations. A healthy company will be able to generate maximum profits in accordance with what is expected by top management as well as the vision and mission of the company itself. Competition between companies in the private financial services sector, especially in the city of Denpasar, is very tight in terms of providing services to the public. Achieving company goals is inseparable from various

factors besides having established strategies to be applied to the company itself. One important factor in achieving company goals is the quality of employee work. Employee performance is the final result produced by individuals in an organization or company, however, the achievement of maximum performance must be carefully prepared by the management, in this case the leadership involved in how to make planning, organizing, actuating and controlling in each. lines within the company.

Strategic planning to achieve company goals in a managerial manner is very necessary, however, there are still many company leaders who do not care about the media used in working in the times that are based on technology so that it is feared that the achievement of these goals will experience obstacles and have an impact on company productivity in general. Organizational culture as a belief held by employees must also be implemented properly as an identity and value of self-confidence in work, especially in the present situation faced with the Covid-19 Pandemic, companies are required to continue to be productive based on maximum employee performance. There are many ways that companies, especially those engaged in financial services, in the face of the Covid-19 conditions, namely by utilizing the role of information technology in completing work, however in implementation there are still many problems related to the use of information technology that has not been maximized on the grounds that they are not used to switching to conventional way of working to a network that is online. In the process, the management has a role in collaborating the way employees work, especially for

employees in the field of information technology-based private financial services.

Information technology systems are a set of technologies that have functions to create, store, modify, and use information in any form so as to speed up work completion. In addition to information technology, the leader must also be able to provide an understanding related to how it can be implemented by socializing through habits or based on organizational culture with the aim that employees are obedient and obedient to the strategies that will be built by information technology-based companies so that in this study we want to know the effect leadership, organizational culture and information technology on employee performance at private financial services companies in Denpasar City during the Covid-19 Pandemic.

II. LITERATURE REVIEW

A. Leadership

Leadership according to DuBrin (2005) is an effort to influence many people through communication to achieve goals, how to influence people with directions or commands, actions that cause others to act or respond and cause positive change, important dynamic forces that motivate and coordinate organizations in order to achieve goals. , the ability to create self-confidence and support among subordinates so that organizational goals can be achieved. (Brahmasari & Suprayetno, 2008). Leadership is defined as a bond that influences each other in this case between a leader and a subordinate, where the ultimate goal is to want real change and reflect a common goal (Rost, 1993).

Leadership is an art, because everyone's approach to leading people can be different depending on the characteristics of the leader, the characteristics of the task and the characteristics of the person they lead. Leadership is implemented when a person mobilizes institutional, political, psychological and other resources to generate, engage and motivate followers (Bass, B.M., B.J. Avolio, D.I. Jung & Y. Berson. 2003).

Leadership according to Anoraga (2003) is defined as a person's ability to be able to influence others, through communication, either directly or indirectly, with the intention of moving these people so that with understanding, awareness and pleasure, they are willing to follow the wills of the leader. Based on the opinions of experts who have been presented, the relationship between leaders and employee performance has a strong relationship, because leaders are expected to be able to provide direction and explanation regarding the goals of the institution or organization.

B. Organizational Culture

Culture is a set of values, namely norms that direct beliefs and understandings formed by members of an organization and teach it to new members. While organizing comes from the word "organism" which means creating a structure with parts that are integrated in such a way that their relationship to each other is bound by the relationship to the whole. Organization is defined as describing patterns, schemes, charts that show command lines, employee positions, existing relationships and so on. The organization is only a tool and a container where managers carry out their activities to achieve the desired goals. Organizational culture has a broad meaning and organizational culture is the norms and values that direct the behavior of organizational members.

Each member of the organization will behave in accordance with the prevailing culture in order to be accepted by their environment. Organizational culture is a system of values, beliefs, and habits in an organization that interact with each other's formal system structure to produce norms of organizational behavior (Suprihati, 2014). Organizational culture is a system of shared meaning held by members that differentiates the organization from other organizations (Robbins, 2006). From the above definition, it can be concluded that organizational culture expresses the core values shared by the majority of organizational members. Organizational culture can provide stability for an organization, but can also be a barrier to change.

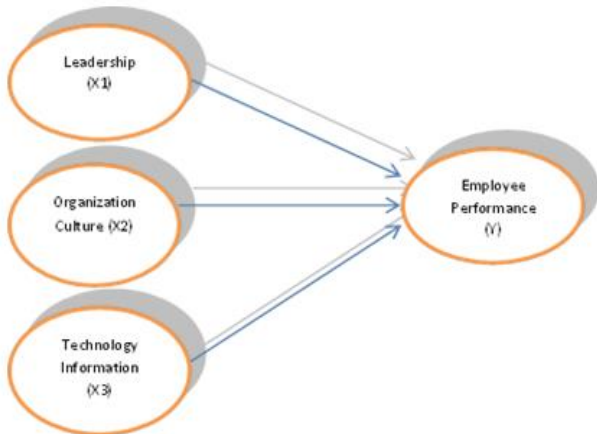
C. Technology Information

Information technology refers to the resources used by organizations to manage the information needed to achieve organizational goals. A related term is information technology. IT can consist of computers, computer networks, telephones, fax machines, other hardware devices. In addition, IT also involves software that facilitates the system's ability to manage information in ways that are beneficial to leaders and employees (Ricky W. Griffin, op. Cit., 227). According to Thomas McKeown in Muhamad Suyanto (2005) defines information technology as a set of technologies that have functions to create, store, change, and use information in any form. According to the Information Technology Association of America (ITAA) in Sutarman (2005) information technology is a function of designing, developing, implementing, supporting or managing information systems that use computers, especially software and hardware. Electronic computers and computer software assist in transforming, storing, protecting, processing, transmitting, and obtaining information securely.

Information technology is divided into two technologies, namely computer technology and communication technology, both of which combine in a function of processing and disseminating information, both financial and non-financial (George H and Hopwood, Williams S, 1995).

III. RESEARCH METHODS

A. Research Conceptual



Picture 1 : Research Conceptual
Source: Primary research data, processed (2021)

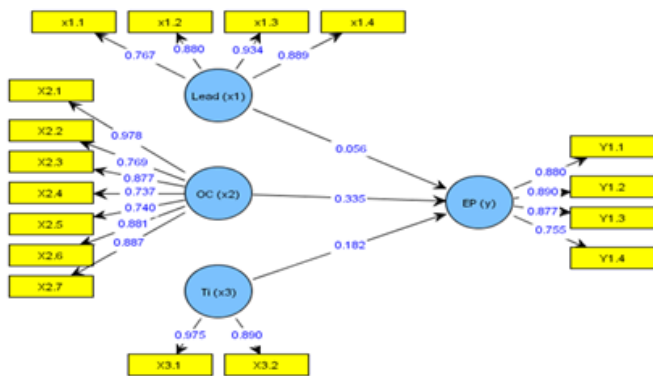
B. Research Model

This research is a survey research using a questionnaire as the main research instrument to explain the relationship between the variables studied. In addition, it also uses in-depth interviews with key informants to support or explore findings from the results of quantitative analysis. The population in this study were employees of private companies engaged in financial services in the city of Denpasar, amounting to 147 people. The number of samples in this study were 147 employees, the sampling technique used in this study was nonprobability sampling. To describe the respondent's assessment on each research instrument, the respondent's answers were categorized into 5 (five) measurement scales through the interval range formulation. Where each questionnaire answer has a weight or value score with a Likert scale (1-5), a score of 1 (strongly disagree), 2 (disagree), 3 (quite agree), 4 (agree), and 5 (strongly agree). The data analysis technique used in this research is descriptive analysis which aims to provide an overview of the demographics of research respondents and a description of the research variables and inferential analysis techniques are used to test empirical models and hypotheses using a variance-based structural equation model, known as Partial Least Square (Ghozali, 2008).

IV. DISCUSSION

Table 1: Hypothesis Testing Results

	original sample estimate	mean of subsamples	Standard deviation	T-Statistic
Lead -> EP	0.056	0.157	0.408	2.042
OC -> EP	0.335	0.126	0.463	3.724
TI -> EP	0.182	0.076	0.357	2.511



Picture 2: Output PLS Results

A. Leadership has a positive effect on employee performance

The results of this study indicate that the testing of hypothesis 1 produces a coefficient pathway that shows that leadership has a significant positive effect on employee performance. This can be seen from the path coefficient of 0.056 with a t-statistic of 2.042 > 1.96, So that in this study the relationship between leadership variables on employee performance can be explained again that this is also influenced by the indicator of the leadership's ability to provide direction to employees during changes in working practices during the Covid-19 pandemic which has a value of 0.934.

B. Organizational culture has a positive effect on employee performance

The results of the second hypothesis research indicate that organizational culture has a significant positive effect on employee performance. This can be seen from the path coefficient of 0.335 with a t-statistic of 3,724 > 1.96, So that in this study the relationship between organizational culture variables on employee performance can be explained that this is also influenced by the attention to detail indicator which means that organizational culture is still used as a guide in working during the Covid-19 pandemic as a belief held by employees.

C. Information technology has a positive effect on employee performance

The results of hypothesis 3 research indicate that the path results of the information technology coefficient have a significant positive effect on employee performance. This can be seen from the path coefficient of 0.182 with a t-statistic of 2.511 > 1.96, so that in this study the relationship between organizational culture variables on employee performance can be explained that this is also influenced by indicators of data and information processing which means the use of information technology in work that is very effective is used to accelerate the completion of a job during the Covid-19 pandemic, where the pattern of work is mostly done online.

V. CONCLUSION

Results of the discussion of this study it can be concluded that leadership, organizational culture and information technology have a significant positive effect on employee performance. This can be explained in leadership, there is an indicator of the leadership's ability to provide direction to employees in the work process, then the organizational culture is still used as a guide in working as a belief held by employees and finally information technology plays a very important role and is very effectively used to speed up completion. a job during the covid-19 pandemic by employees.

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