**The influence of information technology, knowledge, and skills on police performance at Bhayangkara Hospital**

**Rizali Hadi** 1\* **Melania** 2 **Asruni** 3

1,2,3 Pancasetia College of Economics, Banjarmasin, 70248, Kalimantan Selatan, Indonesia

**Email**

rizalituyahadi@gmail.com \*, melaniasjachrani@yahoo.com, asruni09@gmail.com

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**Abstract**

This research aims to examine and analyze the influence of Information Technology, Knowledge, and Skills on Police Performance at Bhayangkara TK.III Hoegeng Iman Santoso Banjarmasin Hospital. The research method employed is an analytical survey with an explanatory research approach, aiming to explain the causal relationships between variables through hypothesis testing. The population in this study consisted of all police personnel at the hospital, totaling 35 individuals, and the sampling technique used was saturated sampling, where the entire population was used as the sample. Data were collected through a closed questionnaire that had been tested for validity and reliability to ensure the accuracy and consistency of the responses. The data analysis technique applied was multiple linear regression analysis to determine the effect of the independent variables simultaneously and partially on the dependent variable. The results of the study indicate that Information Technology, Knowledge, and Skills simultaneously and partially have a significant positive effect on Police Performance. Among the three variables, Knowledge emerged as the most dominant factor influencing performance. This finding highlights the importance of enhancing the knowledge base of police personnel to optimize their performance outcomes. The study suggests that continuous training, updating of information systems, and skill development programs are crucial strategies to support performance improvements. Overall, the research provides empirical evidence on the key factors affecting police performance in a hospital environment, contributing to organizational development and service quality enhancement.

**Keywords:** information technology, knowledge, skills, police performance

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1. **Introduction**

Human resources are one of the important assets in the development of a company/organization, considering that this factor has a major influence on the development of an agency or institution. The success of an organization can be measured by the achievement of performance within a certain period of time. The low quality of human resources will create a boomerang in the era of globalization, because in the era of globalization is a competition of quality. If the Indonesian nation wants to move towards national globalization, then the first thing that must be done by the company or agency is to provide training and development to improve the potential of human resources. The development of the potential and quality of human resources will be closely related to the performance of the Police in a company or agency.

Bhayangkara Hospital is a Police hospital that has the task of carrying out medical and health services for Civil Servants of the Republic of Indonesia Police, both for their families and the general public in a complete manner. Bhayangkara Hospital TK.III Hoegeng Iman Santoso Banjarmasin as one of the Police hospitals has most of its employees coming from Police Education. This means that a member of the Police is not only obliged to be in the military, but can be in the world of Health, Education or other fields.

The Indonesian National Police as a human resource in the government sector is also responsible for the success of the implementation of government and national development so that the role of the Indonesian National Police is very important as an implementer of government activities. Performance issues are issues that are no less important to pay attention to, because if there is no good performance from the Indonesian National Police, the agency cannot run properly.

Information, Knowledge, and Skills are elements that greatly affect the performance of the Indonesian National Police. This means that if information technology, Knowledge, and Skills are improved and repaired, the performance produced will also be better. Based on observations and interviews with the head of the HR Sub-section which were previously carried out by the researcher, it can be seen that the value of the Indonesian National Police SKP cannot be maximized due to various factors such as the limited ability of the Indonesian National Police in the IT field, the knowledge of the Indonesian National Police that still needs to be improved because the average Indonesian National Police member who works at the Bhayangkara Hospital TK.III Hoegeng Iman Santoso Banjarmasin starts his career from Police Education (Akmil) and non-commissioned officers.

Information technology affects the performance of the Indonesian National Police. The higher the ability of the Indonesian National Police in using information technology, the better the performance of the Indonesian National Police. The development of technology that is increasingly advanced from time to time, makes competition in the world of work increasingly increasing, a person's job also greatly determines the education they have. Education cannot be separated from the development of a whole person. Because humans are also the ones who consider the ultimate goal of all development efforts, both as individuals and as members of the Indonesian National Police.

According to Warsita (2023:135) information technology is a means and infrastructure (hardware, software, useware) system and method to obtain, send, process, interpret, store, organize, and use data meaningfully. This shows that the Police of Bhayangkara Hospital TK.III Hoegeng Iman Santoso Banjarmasin are required to be able to use electronic devices such as computers, laptops along with the use of basic applications in formulating regional financial report problems to other applications related to the budget. The results of a preliminary study conducted by researchers by conducting a short question and answer session with 4 Polri RS Bhayangkara TK.III Hoegeng Iman Santoso Banjarmasin, it was found that 3 people were not proficient in using computers and could not even use the mc application. Excel. In fact, in making performance reports, Polri expertise is needed in entering data on regional financial reports, budgets and budget absorption. Prakasa & Hermawati, (2023) stated that information technology has an impact on Polri performance. Salombe, (2024) stated that information technology has a significant influence on the performance of the Police at the Class I Belawan Type A Navigation District Office, Directorate General of Sea Transportation, Ministry of Transportation. Sari (2019) stated that information technology has a significant influence on the performance of the Police at the Animal Husbandry and Fisheries Service, Magetan Regency. Suryani, et al. (2021) stated that the use of information technology has a significant influence on the performance of the Police at the Education and Sports Service of Bali Province, Indonesia.

Another factor that can affect the performance of the Police is knowledge. Knowledge is awareness in the cognitive field. For example, a Police officer knows how to identify learning, and how to conduct good learning according to the needs of the company (Bautler, 2019:127). The better the knowledge of the Police, the better the performance produced. The average assessment of the performance of the Police through knowledge indicators has decreased. Adzima, (2019) stated that Knowledge has a significant influence on the performance of the Police at the Makassar Religious Education and Training Center Office. Mayharti, (2019) stated that Knowledge has a significant influence on the performance of the Police (Financial Bureau, Treasury Section, Ministry of Communication and Information of the Republic of Indonesia). Skills are also an important part of improving the performance of the Police. Increased Skills will be followed by increased performance of the Police, and vice versa, lack of Skills in the Police will be followed by decreased performance of the Police at the Bhayangkara Hospital TK.III Hoegeng Iman Santoso Banjarmasin. In line with the research of Jayendra, et al. (2022) in their research, they found that Skills affect the performance of the Police at the Dumai City Hospital. Kadarisman (2023) in his research found that Skills affect the performance of the Police.

Sedarmayanti (2020:126) stated that Skills are fundamental characteristics possessed by a person that have a direct influence on, or can predict the effectiveness of excellent performance. In other words, Skills are what outstanding performers do more often, in more situations, with better results than what policy assessors do.

The skills of Polri members in carrying out their duties and services still do not reflect public standards and expectations. One of the obstacles found in efforts to achieve service standards and achieve these goals is the less than optimal performance of the Police related to the completion of several jobs on time and according to the targets that have been set and the lack of competent personnel with technical activities that affect the quality of activities and there are still Polri who are in the wrong position with their expertise or Skills, so that the inappropriate position of the Polri results in them not being able to optimally carry out their duties. Skills can also be reflected from the last level of education possessed by the Police.

RS Bhayangkara TK.III Hoegeng Iman Santoso Banjarmasin still found many Police who work not in accordance with the background of knowledge and experience they have as they should which causes the ability to develop themselves to meet performance targets to be less than optimal. This must be a special concern of the agency where they should equalize education to a higher level, especially through formal education.

1. **Research Design and Method**

The purpose of this study is to prove and analyze the influence of Information Technology, Knowledge, and Skills on Police Performance at Bhayangkara Hospital TK.III Hoegeng Iman Santoso Banjarmasin. The research method used is analytical survey. The type of research is explanatory research. The sample in this study amounted to 35 people using the saturated sample method. The data collection technique used a closed questionnaire that had met the validity and reliability test requirements, using multiple linear regression analysis.

1. **Results and Discussion**

***Classical Assumption Test***

Normality test



**Figure 1. Data Normality Test Results**

Source: processed data (2025)

Based on Figure 1, it can be seen that the graph does not form a particular pattern so it can be concluded that the processed data is normally distributed data so that the normality test is met.

Multicollinearity test

**Table 1. Multicollinearity Test Result**

|  |  |
| --- | --- |
| **Model** | **Collinearity Statistics** |
| **VIF** |
| 1 | (Constant) |  |
| X1 | 5.363 |
| X2 | 9.303 |
| X3 | 3.046 |

Source: processed data (2025)

Based on table 1, it is known that the tolerance number has a value of no more than 10% and the VIF value is no more than 10, which means that there is no multicollinearity between the independent variables.

Heteroscedasticity test



**Figure 2. Heteroscedasticity Test Results**

Source: processed data (2025)

Based on Figure 2, it appears that the data distribution forms a clear pattern. Thus, it can be said that there is no heteroscedasticity in the regression model.

***Multiple Linear Regression Analysis***

**Table 2. Multiple Linear Regression Test**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Model** |  | **Unstandardized Coefficients** | **Standardized Coefficients** | **t** | **Sig.** | **Collinearity Statistics** |
| **B** | **Std. Error** | **Beta** | **Tolerance** |
| 1 | (Constant) | 2.395 | 1.499 |  | 1.598 | .120 |  |
| X1 | -.539 | .178 | -.305 | -3.024 | .005 | .186 |
| X2 | 1.659 | .324 | .682 | 5.129 | .000 | .107 |
| X3 | 1.956 | .543 | .567 | 3.600 | .001 | .077 |

Source: processed data (2025)

The regression equation based on Table 2 above can be explained as follows:

Y = a+b1 X1 + b2 X2 + b3 X3+ e

Y = 2.395-0.539 X1+1.659 X2+1.956 X3+e

With the following equation:

*Constant*. A constant of 2.395 means that the value of the police performance variable (Y) of 2.395 has a positive value, meaning that without information technology (X1), knowledge (X2), skills (X3), the police performance (Y) is rather low.

*Information Technology Regression Equation (X1)*. The regression coefficient of the information technology variable (X1) is -0.539, meaning that the more information technology is provided to police members, the police performance will increase, assuming that knowledge and skills are constant.

*Regression Equation of Knowledge (X2)*. The regression coefficient of the Knowledge variable (X2) is 1.659, meaning that if Knowledge (X2) increases by one unit, then the Police Performance (Y) will increase with the assumption that competence and skills are constant.

*Regression Equation of Skills (X3)*. The regression coefficient of the Skills variable (X3) is 1.956, meaning that if Skills (X3) increases by one unit, then the Police Performance (Y) will increase with the assumption that it is constant.

***Hypothesis Proof***

Information technology, knowledge, and skills simultaneously affect police performance

**Table 3. Simultaneous Test**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Model** |  | **Sum of Squares** | **df** | **Mean Square** | **F** | **Sig.** |
| 1 | Regression | 2681.798 | 3 | 893.933 | 164.865 | .000b |
| Residual | 168.088 | 31 | 5.422 |  |  |
| Total | 2849.886 | 34 |  |  |  |

Source: processed data (2025)

Based on Table 3, the results obtained are that the F count value is 164.865>F table (2.911) with a significance value of 0.000<0.05 so that it can be said that the proof of the hypothesis stating "Information Technology, Knowledge, and Skills have an effect on Police Performance at the Bhayangkara Hospital TK.III Hoegeng Iman Santoso Banjarmasin", then H1 is declared accepted.

**Table 4. R Square Test**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Model** | **R** | **R Square** | **Adjusted R Square** | **Std. Error of the Estimate** | **Durbin-Watson** |
| 1 | .970a | .941 | .935 | 2.329 | 1.661 |

Source: processed data (2025)

Based on table 4 above, it can be seen that the coefficient of determination (R Square or R2) is 0.941. The coefficient value shows that the magnitude of the influence of Information Technology (X1), Knowledge (X2), and Skills (X3) on Police Performance (Y) is 94.1% while the remaining 5.9% is influenced by other variables that are not in this study.

Information technology, knowledge, and skills partially influence police performance

**Table 5 Partial Effect of Information Technology, Knowledge and Skills on Police Performance**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Independent Variable | t count | t table | Sig | Description |
| Information Technology (X1) | -3.024 | 2,040 | 0.005 | H2 Accepted |
| Knowledge (X2) | 5.129 | 2,040 | 0.000 | H2 Accepted |
| Skills (X3) | 3.600 | 2,040 | 0.001 | H2 Accepted |

Source: processed data (2025)

Information technology partially influences the police performance

Based on Table 5, the significance value of Information Technology variable (X1) is 0.005 < α (0.05) and t count (-3.024) > t table (2.040). Thus, it can be said that the proof of the hypothesis stating "Information Technology has a negative influence on the Performance of the Police at the Bhayangkara Hospital, Class III, Hoegeng Iman Santoso, Banjarmasin", then H2 is declared accepted.

Knowledge partially influences the police performance

Based on Table 5, the significance value of Knowledge variable (X2) is 0.000 < α (0.05) and t count (5.129) > t table (2.040). Thus, it can be said that the proof of the hypothesis stating "Knowledge has a positive influence on the Performance of the Police at the Bhayangkara Hospital, Class III, Hoegeng Iman Santoso, Banjarmasin", then H2 is declared accepted.

Skills partially influence the police performance

Based on Table 5, the significance value of Skills variable (X3) is 0.001 < α (0.05) and t count (3,600) > t table (2.040). Thus, it can be said that the proof of the hypothesis stating "Skills have a positive effect on the Performance of the Police at the Bhayangkara Hospital, Class III, Hoegeng Iman Santoso, Banjarmasin", then H2 is declared accepted.

Knowledge dominantly influences the police performance

**Table 6. Beta Coefficient Test Results**

|  |  |  |
| --- | --- | --- |
| **Independent Variable** | **Beta** | **Sig** |
| Information Technology (X1) | -0.305 | 0.005 |
| Knowledge (X2) | 0.682 | 0.000 |
| Skills (X3) | 0.567 | 0.001 |

Source: processed data (2025)

Based on Table 6, it is known that the largest Beta value is in the Knowledge variable (X2) (Beta = 0.682). This shows that "Knowledge has a Dominant Influence on Police Performance at the Bhayangkara Hospital TK.III Hoegeng Iman Santoso Banjarmasin", then H3 is declared accepted.

**Conclusions**

The conclusion of this study is as follows: 1) Information Technology, Knowledge, and Skills simultaneously Influence the Police Performance; 2) Information Technology, Knowledge, and Skills partially Influence the Police Performance; and 3) Knowledge has a dominant influence on the Police Performance at the Bhayangkara Hospital TK.III Hoegeng Iman Santoso Banjarmasin.

The suggestions of this study are as follows. First, it is recommended for the Bhayangkara Hospital TK.III Hoegeng Iman Santoso Banjarmasin to improve the knowledge and skills of Polri members, namely by providing education and training in police medicine, education and training in applications from the Ministry of Finance, Ministry of Health and Polri, BTCLS (Basic Trauma Cardiac Life Support) training, excellent service training, forensic training, and field health training.

Then, the Bhayangkara Hospital TK.III Hoegeng Iman Santoso Banjarmasin should provide training in the field of information technology to Polri members such as basic computer training, hospital management information system training, training in Ministry of Health applications such as SATU SEHAT, InaCBg, ASPAK, JKN mobile and others. Providing application training from the Ministry of Finance such as SAKTI, SMART, om-Span, Digipay and others. Providing application training from the Polri such as SIPUMA, SiPK, e-Kinerja and others.

Finally, there is a need for much deeper research using different analysis techniques and much wider variables to find out other factors that can influence Polri Performance at the Bhayangkara Hospital TK.III Hoegeng Iman Santoso Banjarmasin such as by adding mediating or moderating variables.

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