INFLUENCE OF TECHNOLOGY INFORMATION COMPETENCE AND ORGANIZATIONAL SUPPORT ON THE PERFORMANCE OF MEMBERS OF "SATPAS 920" OF POLICE OF BARELANG REGION IN IMPLEMENTING ONLINE "SIM" PROGRAMS

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ABSTRACT

This study aims to investigate the Influence of Technology Information Competence and Organizationals Support on The Performance of Members "Satpas 920" of Police Of Barelang Region in Implementing Online "Sim" Programs. The survey was conducted for 33 personels of "Satpas 920", by analisys data of multiple regression using SPSS with result shows that there is an effect of Information Technology Competence and Organizational Support even partially and simultaneously on performance. This evidence supported by data that Regarding productivity, 69.7% of the members of the Satpas 920 Polresta Barelang at work has its own way in accordance with the applicable system to provide services quickly. Regarding quality, 75.8% of the members of Satpas 920 Polresta Barelang feel talented in doing their job. In terms of punctuality, 72.7% of Satpas 920 Polresta Barelang members can always complete the target set. Regarding cycle time, 69.7% of the members of Satpas 920 Polresta Barelang provide accurate information so that every service user will perform correct administrative procedures when administering SIM Online. In utilizing resources, 57.6% of the members of the Satpas 920 Polresta Barelang can build good cooperation with colleagues.

Keywords: Technology Information Competence, Organization Support, Performance, Members, Satpas 920

1. INTRODUCTION

1). Background

Developments in Information and Communication Technology (ICT) have had a very significant impact on all aspects of human life. This development has the impact of the increasing openness and sharing of information and knowledge from and to the whole world across boundaries, distances, places, space and time. In human life in today's global era, humans will always be in touch with technology. Technology according to Smaldino (2008: 12) is essentially a tool to get added value in producing useful products. Current technology has

developed very rapidly. Alvin Toffler in Munir (2011: 29) describes this development as a revolution that takes place in three waves, namely, the first wave with the emergence of technology in agriculture, the second wave the emergence of industrial technology and the third wave the emergence of information technology which encourages the growth of communication. These three developments have succeeded in controlling and influencing human life in the world. So that if the technology "stutters" it will be left behind to get the opportunity to advance. Information and telecommunications have played a very, very important and real role, especially since society is currently moving towards a scientific community.

The rapid development of information technology and cyber has changed the pattern and order of relations between communities and between people and the government. In the current information age, the application of information technology is mandatory for government agencies to improve the quality of services to the public. For this reason, the government is also required to make reforms in the administration of its government, including services to the public, which are based on this information technology. In the above context, in recent years the government has taken advantage of technological advances in its various activities, including in information technology-based public services. In relation to the development of a Management Information System in Indonesia, it was actually initiated in the early 1990. In MPR RI Decree No. 11 / MPR / 1993 on GBHN, mandated the importance of developing information systems in various sectors in line with efforts to continue to improve the creation of reliable, efficient information networks capable of supporting industrialization and efforts to equalize development. (Kanim, 2010: 2).

Furthermore, the Repelita document states that the information system is the reference for the realization of the technology used. The definition of information system used in this context is: "a unitary structure consisting of organization, management, technology, data collection and human resources capable of producing and conveying information quickly, precisely, completely and accurately to support various efforts in realizing it. desired target ". (Kanim, 2010: 2)

To realize the program, the concept of a national information system is crystallized in the concept of "SIMNAS" (National Management Information System II). "SIMNAS" emphasis is on a system based on management needs, so that. the concept that was raised was in the making of a National MIS (Management Information System) application. This application is mostly built in the domestic government environment, including in the provincial, district / city government. The technology-based information system concept essentially aims to provide the best possible public service towards good govemence. The services provided to the public at all times demand quality, fast, and accurate public services from bureaucrats that are carried out in a transparent and accountable manner. In the context of the modern state, today public service has become an increasingly important institution and profession. As a public service institution, it ensures the continuity of state administration which involves the development of service policies and management of resources originating from and for the public interest. As a profession, public service is based on the principles of professionalism and ethics such as accountability, effectiveness, efficiency, integrity,

neutrality and justice for all service providers.

Public services are one of the important tasks that can not be ignored by local governments because if the service component stagnates, it is almost certain that all sectors will have an impact on congestion, therefore it is necessary to have good planning and even need to formulate service standards to the community in accordance with the authority given by central government to local government.

According to Ratmino and Winarsih, public service is defined as all forms of services, both in the form of goods and in the form of public services, which in principle are the responsibility and are carried out by government agencies at the central, regional, and in the context of business literature: state or agency. regional owned efforts, in the framework of efforts to meet the needs of the community and within the framework. implementation of the provisions of laws and regulations. (Ratmino, 2010: 5)

A government agency is a play for society. the existence of government agencies. not only to serve themselves, but to serve the community and to create conditions that allow every member of society to develop their abilities and creativity. Therefore, the public bureaucracy or government officials are obliged to provide the best public services. the government organizes public services as an effort to meet the needs of society in the life of the nation. through institutions that have been formed in accordance with their respective functions, the government tries to improve the welfare of the people which is its responsibility.

Police is one of the government agencies or agencies that provide services to the community, government functions carried out by the police, especially those concerned with law enforcement, protection, protection, and guidance services to the community, these tasks are closely related to social tasks that are supposed to deal with society. One of the police programs based on community services that is closely related to social tasks is the "Quick Wins Program".

The Quick Wins program is a flagship program of the National Police Chief in order to achieve immediate success (QTAP: Quick, Transparent, Accountable, and Professional) with the aim of increasing trust and partnership with the public / community to the National Police agency, in a fast time. Quick Wins is an acceleration and transformation program for the National Police in order to reform Polri in accordance with its main duties, roles and functions. One of the targets to achieve excellence (Strive for exelence) to build public trust is to debureaucratize elements of public services. (L Misbah Hidayat: 2007, 7)

Debureaucratization is not aimed at eliminating bureaucracy altogether, but at eliminating bureaucratic dysfunction and reducing the practice of brokering between the public and the bureaucrats. Thus, debureaucratization can increase public confidence in the government, which in recent decades has decreased. Debureaucratization covers all administrative reform processes, namely: improving public decision-making processes, streamlining government machinery, increasing public sector productivity, adopting the latest administrative and information technology, simplifying and rationalizing administrative processes. (L Misbah Hidayat: 2007, 7)

The main objective of the debureaucratization is undoubtedly to provide maximum service to the public using public services. Service is basically an activity that is offered by organizations or individuals to consumers (which are

served), which is intangible and cannot be owned, while excellent service is a translation of the term service excellence which literally means the very best service, because it is appropriate. with service standards that apply or owned by the agencies that provide services. While at a more specific level, the goal of public service from government agencies is Excellent Service.

Based on this background, the authors want to know that whether there is an influence of information technology competence and organizational support on performance so that the theme in this thesis is the Influence of Information Technology Competence and Organizational Support on the Performance of Members of the Barelang Police 920 Satpas in Implementing the Online SIM Program

2). Problem Formulation

In this study the authors made several limitations of the problems to be raised, namely:

1) Is there an influence of information technology competence on the performance of members of the Satpas 920 Polresta Barelang?
2) Is there any influence of organizational support on the performance of the members of the Satpas 920 Polresta Barelang?
3) Is there an influence of information technology competence and organizational support on the performance of the members of the Satpas 920 Polresta Barelang?

3). Research purposes .

1) To find out whether there is influence information technology competence on the performance of members of the Satpas 920 Polresta Barelang

2) To find out whether there is an influence of organizational support on the performance of members of Satpas 920 Polresta Barelang
3) To find out whether there is an influence of information technology competence and organizational support on the performance of Satpas 920 members

2. LITERATURE REVIEW

1). Driver's license (SIM)

A driver's license or driver's license is proof of the legitimacy of competence, control devices, and police forensic data for someone who has passed the test of knowledge, ability and skill to drive Ranmor on the road in accordance with the requirements determined by the Road Traffic and Transportation Law (UU 22 of 2009) SIM functions as: legitimacy of the competence of the driver, the identity of the driver, control of the competence of the driver, and police forensics. Regarding the function of the SIM as the legitimacy of the driver's competence, it is a form of recognition and appreciation from the Republic of Indonesia to participants: tests who have passed the Theory Examination, Expert Skills Examination with Stimulator, and Practice Examination.

In its classification, SIM is based on the difference in the competency level of the driver required for each Ranmor function and the weight of the Ranmor. SIM is classified into individual driving license and general driving license.

2). SIM Online

In general, something that is said to be online is that it is connected or connected in a network or a larger system.

Several other online meanings are; 1). In general conversation, the bigger network in this context is usually more towards the internet, so that 'online is more about

explaining the status that it can be accessed via the internet. 2). More specifically in a system that is related to the size of a particular activity, an element of the system is said to be online if that element is operational. For example, a power plant installation is said to be online if it can provide electricity to the electrical network, 3). In telecommunication, the term online has another, more specific meaning. A device is associated with a larger system • is said to be online if it is in direct control of the system. In the sense that if it is available when it will be used by the system (on-demand), it does not require human intervention, but cannot operate independently outside of the system. Whereas the definition of Online according to the version of the police organization related to the implementation of SIM Online is the connection of population data on the Ministry of Home Affairs server with the National Police Corps server and the Indonesian people's bank (BRI) server as well as SIM applicant / driver data interconnection throughout all saipas, Police region and "Korlantas"

Licensing The purpose of online SIM procurement is to improve the quality of service to the community in the issuance of sims; maintain sustainable sim services caused by hardware, software and network disturbances; centralization of sim data to facilitate online extension / transfer of sim class,

payment via bank, online registration makes it easy to implement the Demeryt Dakgar system; help improve the quality of sim test results; improve performance monitoring and responsibility of sim examiner officers; simultaneously helping to increase the driver's knowledge, skill and discipline; make it easier to supervise the production of sim with the number of PNPB payers.

3) Management of Online SIM Information Technology

Some definitions of technology governance according to Kridanto Surendro (2009, p. 3), information has been put forward by experts, including the following:

a) Organizational capacity to control the formulation and implementation of information technology strategies and direct the interests of achieving competitiveness

b) Information technology governance is the responsibility of the board of directors and executive management. This, is an integral part of corporate governance and contains leadership and organizational structures and processes that ensure that information technology organizations contain and support business strategies and objectives

c) Information technology governance is an assessment of organizational capacity the board of directors, the management of the sector, the management of information technology to control the formulation and be used to maintain and expand the strategic objectives of the organization.

If it is associated with the Police organization, what is called information technology governance is the capacity of the Police organization which is the responsibility of the leaders starting from the level of the Unit Head to the Head of the Resort which is an integrated part of organizational governance at the Police Headquarters to control the formulation and implementation of information technology strategies. and directing the interests of achieving community service.

4). Information Technology Competence

Competence includes a variety of technical and non-technical factors, personality and behavior, soft skills and hard skills, which are then widely used as aspects that are essential for many organizations to recruit members of their organizations.

Competence, among others, means: Is a wide concept which embodies the ability to transfer skills and knowledge to view situations within the occupational area. It encompasses. organization and planning of work, innovation and coping with non-routine activities. It includes those qualities of personal effectiveness that are required in the workplace to deal with co-workers, manager and customers

Competence is generally defined as skills, abilities, abilities. The basic word competent, means competent, capable or skilled. In the context of human resource management, the term competency refers to the attributes / characteristics of a person that makes him successful at work.

Mc. Clelland did extensive research to analyze what causes people to be successful in their jobs, by comparing groups of people who are doing very well in their jobs, and groups of people who are showing average performance. The focus of attention is to measure a person's characteristics that have a direct impact on performance, not just a general measure of a person's cognitive abilities. These characteristics are said to be competency because they are closely related to competence (these two words are translated as competence in Indonesian) (Sedarmayanti, 2011: 126).

Competency (competency) is a basic characteristic of a person that has a direct effect on excellent performance. In other words, competence is what outstanding performers do more often, in more situations, with better results, than what policy assessors do (Sedarmayanti, 2011: 127).

Competence can be analogized like an "iceberg" in which skills and knowledge form their pinnacle above the water.

The part below the surface of the water is not visible to the eye, but forms the foundation and has an influence on the shape of the agia above the water. Social roles and self-image are in the "conscious" part of a person, while a person's motives are in his "subconscious" realm.

Lowe and McAt..iley in Carles Sitompul (2004: 68) define the competence of information and communication technology (ICT) as follows: "skills and abilities that enable the use of computers and related information technology to meet personal goals, educational goals and the goals of the labor market. . "

Dimensions related to the competence of information technology are: a. Existence of computers and related technology, b. Frequency of use of computers and related technology, c. The context of the use of computers and related technology, d. The complexity of the work done, e. The level of rejection or acceptance by non-computer users and related technology, f. Development of computer skills. (Carles Sitompul, 2004: 68).

The Institute of Employment Studies in its report "An Assessment of Skill Needs in Information and Communication Technology" (2003) states that three themes emerge as evidence of generic skills in workers related to information technology, namely:

The first is to develop and operate effective information technology solutions, information technology workers must combine technical skills with the ability to work with IC professionals. as a team, both internal groups and external groups in order to be able to meet their needs.

b. The next development is the ability to work in a changing environment which means the attribute flexibility is becoming important.

c. Finally, information technology workers must be sensitive to customers and able to apply their skills to an integrated business environment. (Carles Sitompul, 2004: 68)

Regarding how the criteria for information technology competence of the Minister of Manpower and Transmigration of the Republic of Indonesia in Decree Number 94 / MEN / tV 2005 concerning the Application of Indonesian National Work Competency Standards for the Information and Communication Technology Sector in the Computer Operators Sub-Sector have qualified competency standards for workers in the scope of information technology relating to the operationalization of computers.

The Ministerial Decree divides 3 types of criteria on information technology competence for computer operators, including:

a. Competency of General Operators whose competency specifications are:
   a) Type on the standard keyboard
   b) Identifying code of ethics and IPR aspects in the field of ICT
   c) Describe awareness of information security
   d) Identify computer infrastructure management systems and procedures
   e) Implementing security and safety systems in computer operation

5). Organizational Support

According to Robbins (2001: 278) organizational support is where the organization faces a dynamic and changing environment so that the organization adapts itself.

Eisenberger et aldalam Dita Prima, (2014: 31) suggest that organizational support is the global belief of employees regarding the extent to which organizations value their contribution and care about their welfare. Meanwhile Shore & Shore in Dita Prima, (2014: 31) states that organizational

support refers to the extent to which employees think that the organization has a concern for their welfare and appreciates the contribution that has been given to the organization.

Furthermore, Eisenberger, Armeli, Rexwinkel, Lynch and Rhoades (2001) suggest that organizational support is an attribution based on employee experiences regarding the goals of organizational policies, norms, procedures and organizational actions that affect employees. In line with this, Rhoades and Eisenberger express organizational support as a global belief formed by each employee regarding their assessment of the organization's policies and procedures. These beliefs are formed based on their experience with organizational policies and procedures, acceptance of resources, interactions with organizational agents (eg supervisors) and their perceptions of the organization's concern for their well-being. (Dita Prima, 2014: 32)

Rhoades and Eisenberger also suggested that organizational support refers to employees' perceptions of the extent to which the organization assesses contribution, provides support, and cares for their well-being. If employees think that the organizational support they receive is high, then these employees will incorporate membership as members of the organization into their own identity and then develop a more positive relationship and perception of the organization. By merging membership in the organization with the employee's identity, the employee feels part of the organization and feels responsible for contributing and providing his best performance to the organization. (Dita Prima, 2014: 32)

According to Rhoades and Eisenberger in Dita Prima, (2014: 32) organizational support has three aspects, namely: a. Fairness, procedural justice concerns the

means used to determine how to distribute resources among employees.

Cropanzo and Greenberg divide procedural justice into aspects of structural justice and social aspects. Structural aspects include formal rules and decisions that affect employees, including adequate notification. before. decisions are implemented, receipt of accurate information and employee input into the decision-making process.

b. Superiors' support, Employees develop a general view of the extent to which superiors value their contribution and care about their well-being. This is because superiors act as agents of the organization who have the responsibility to direct and evaluate the performance of their subordinates, and employees also see their superiors' orientations as an indication of organizational support.

c. Organizational awards and working conditions. The forms of organizational awards and working conditions are as follows:

a) Recognition, salary and promotion

According to the theory of organizational support, the opportunity to get an award will increase employee contributions and thereby contribute to the perception of organizational support.

b) Security at work

The belief that the organization wants to maintain the membership of its employees indicates positive organizational support for employees (Allen, Shore & (3riffeth, 1999).

c) Independence

Independence shows that there is control over how employees do their jobs. Demonstrating confidence in the independence of employees in deciding how they will carry out their work, including work schedules, procedures and a variety of tasks, will increase perceptions of organizational support (Eisenberger, Rhoades & Cameron; 1999).

6). Performance

An organization is a group of people who work together in a single structure to achieve common goals. There are two parties who are responsible for achieving organizational goals, objectives and targets, namely: managers and employees both as individuals and groups. The manager's job is to define objectives and goals and strategies and carry out direction, and coordination to achieve them. Modem managers provide an atmosphere of empowerment through letting workers make decisions and inspiring people to boost productivity. Modern managers build teamwork that efficiently (efficiently) and effectively (effectively) achieve goals, objectives, and organizational targets. Meanwhile, employees work in accordance with the directions and strategies so that the goals and objectives are achieved. (Ulber silalahi, 2011: 408)

The term performance comes from job performance or actual performance (actual work performance or achievement achieved by someone).

Performance is defined as the final result of an activity. Meanwhile, organizational performance is the final result that is accumulated from all organizational work processes and activities. Managers are interested in organizational performance in general and employee performance in particular, both as workers and as individuals. (Ulber silalahi, 2011: 408), while manager performance is a measure of how managers effectively carry out tasks and efficiently use resources to achieve organizational goals through the implementation of management functions. In many organizations, individual employee performance is a major factor determining organizational success. How well the employees do their job significantly affects productivity and

organizational performance "(Ulber silalahi, 2011: 408).

3. METHOD
1). Research Approach and Methods
The approach in this research uses a quantitative approach. Quantitative methods are research that does not emphasize the depth of data, which is important to record as much data as possible from a broad population. Although the study population is large, it can easily be analyzed, either through statistical formulas or by computer programs. So the problem solving is dominated by the role of statistics. The quantitative research approach is identical to the deductive approach, namely departing from general problems (theories) to specific things so that this research must have a theoretical basis. (Masyhuri & Zainuddin, 2008: 12)

The method used in this research is survey research method. Characteristics or characteristics of research methods. Among other surveys, information is collected from respondents using a questionnaire, and unlike in census research which uses the entire population as a source of information, in survey research the information is collected from a sample that is considered to be representative of the entire population. (Jusuf Soewandi, 2012: 23)

2). Operationalization of Vanabel
An important step for measuring a variable is defining. variable operationally. The purpose of defining variables is to. giving, an overview of how a variable is measured, so the variable must have a very specific and measurable meaning. (Zainal Mustafa, 2010: 40).

In this study the operational definition of variable! are as follows:

The Independence variable (X) is Information Technology Competence

Information technology competencies are skills and abilities that enable the use of computers and related information technology to fulfill personal, educational and labor market goals. (Carles Sitompul, 2004: 68).

The indicators for measuring this variable are taken from several

indicators based on the Decree of the Minister of Manpower and Transmigration Number 94 / MEN / iV / 2005 concerning the Application of Indonesian National Work Competency Standards in the Information and Communication Technology Sector in the Computer Operator Sub-Sector. The indicators that I use include:

a) Describe awareness of information security
b) Identifying computer infrastructure management systems and procedures
c) Identify the basic level computer system components
d) Operate the operating system
e) Perform initial handling (Troubleshooting) of problems on the PC

3). Population and Sample
According to Sugiyono (2011: 80), the population is a generalization area consisting of objects / subjects that have certain qualities and characteristics that are determined by the researcher to be studied and then draw conclusions. Based on this understanding, the population in this study were all members of the Satpas 920, Barelang Police, totaling 33 personnel (not including: Kanit, Kasubnit, Kasat and Wakasat). While the sample is some of the units in the population whose characteristics or characteristics are properly investigated (Muhammad and djaali, 2005: 35).

The sampling method that the author will use is the fat / saturated sample, namely N

= n, because the population to be studied is small so that the entire population is taken entirely or in other words the number of samples is the same as the total population, namely 33 personnel. By examining the entire population, the research will be more valid because all are represented. This is expected to provide a true answer.

4). Data Collection Techniques

In a study there is always a data collection process. The data collection process can be done by using certain techniques.

The techniques selected and used in the data collection process depend on the nature and characteristics of the research being carried out. In order for the data collected to meet the requirements or be scientifically justified, the data collector and data collection tools (instruments) must meet the necessary criteria. This section discusses several data collection techniques along with research instruments that are usually used as tools for data collection activities (Farouk Muhammad, et. Al, 2003: 31). The data collection techniques used in this study are: Questionnaires.

Several reasons for using questionnaires, among others: 1) Questionnaires are mainly used to measure factual variables, 2) To obtain information relevant to the research objectives, and 3) To obtain information with the highest possible validity and reliability. (Muhammad, et al, 2003: 33)

5). Data Analysis Techniques

a. Validity Test

Validity comes from the word validity which means the extent the accuracy of a test or scale in carrying out its measurement function. The measurement is said to have high validity if it produces data that accurately provides an overview of the measured variables as desired by the

purpose of the measurement. Accurate in this case means precise and accurate so that whatever the test produces data that is not relevant to the purpose of the measurement, it is said to be a measurement that has low validity (Azwar, 2013: 8)

In order to test the validity, the correlation formula proposed by Pearson is used using Pearson Correlations or Product Moment techniques. Test the validity of the data using Pearson Correlations or Product Moment techniques, the result of the calculated r value must be greater than r table (r count> r table). After the instrument is declared good (valid), the distribution of the instrument is continued to all the samples that have been determined.

b. Reliability Test

Reliability is the translation of the word. A measurement that is capable of producing data that has a high level of reliability is called a reliable measurement. Although the term reliability reliability has various other names such as consistency, reliability, reliability, stability, consistency, and so on, the main idea contained in the concept of reliability is the extent to which the results of a measurement process can be trusted. The results of a measurement can be trusted only if in several times the measurement of the same subject group is obtained relatively the same results, as long as the aspects measured in the subject have not changed. In ha! this, being relatively the same means that there is tolerance for small differences that usually occur between the results of several measurements. If the difference that occurs is very large from time to time, the measurement results cannot be trusted and are said to be unreliable. Measurements whose results are unreliable certainly cannot be said accurately because

consistency is a condition for accuracy. (Azwar, 2013: 7).

Instrument reliability testing in this study will use the Alpha Cronbach technique. The set / ah calculation of the reliability index for an instrument being tested was found, then it is necessary to note that the Cronbach Alpha can be used to test the reliability of the instrument with a minimum acceptable value limit (reliable) in general is 0.70 and above, while 0.70 down. considered unreliable. The reliability value

c. Research Measurement Scale.

The measurement scale used in this study is the Likert scale, which is a measurement scale used to measure the attitudes, opinions and perceptions of a person or group of people regarding social phenomena. In research, this social phenomenon has been specifically determined by the researcher. The so-called research variables will be tested and each answer to the test question will be given a score or value. (Sugiyono, 2004: 86)

The Likert scale is used in a list of questions that will test and measure the dependent variable quantitatively. Quantitative data analysis in this study will be carried out by providing five (5) alternative answers to respondents as follows:

a) Strongly Agree = 5
b) Agree = 4
c) Agree Account = 3
d) Disagree = 2
e) Strongly Disagree = 1

d. Multiple Linear Regression Analysis

This analysis is used to determine how much influence the independent variables, namely: Information Technology Competence (X1) and Organizational Support (X2), on the dependent variable, namely Performance M.

The multiple linear regression equation is as follows (Ghozali, 2005: 78):

$$Y = a + b1X1 + b2X2$$

Where:
y = dependent variable (performance)
a = Constant
b1, b2 = regression line coefficient
Independent variable (Information Technology Competence, Qrgization support)

e. Hypothesis Testing

The accuracy of the sample regression function in estimating actual value can be assessed by its Goodness of Fit. Statistically, at least this can be measured from the coefficient of determination, the value of the F statistic and the value of the t statistic. The statistical calculation is called statistically significant if the statistical test value is located. in critical areas (areas where Ho is rejected), on the other hand, it is said to be insignificant if the statistical test value is in the area where Ho is accepted (Imam Ghozali, 2005: 58).

4. DISCUSSION

1). The Effect of Information Technology Competence on the Performance of the Members of the Barelang Police Unit 920 Satpas

Competence is generally defined as skills, abilities, abilities. The basic word competent, means competent, capable or skilled. In the context of human resource management, the term competence refers to the attributes / characteristics of a person that makes him successful at work. More specifically, information technology competence means that information technology competence is a skill and ability that enables the use of computers and related information technology to meet

personal goals, educational goals and labor market goals. Basically, Information Technology competence is needed for every personnel of the National Police, especially those who work on a computerized basis and use an online system.

Good information technology competence will provide benefits for information technology governance, especially within the INP organization, which will significantly align information technology with the organization and realize the benefits obtained from the application of information technology and will enable the National Police organization to exploit positively the opportunities that exist with the use of resources. responsible information technology accompanied by appropriate risk management. Likewise for members of Satpas 920 Polresta Barelang where information technology competence should be vital for them considering that currently the Online SIM System has been implemented in the Satpas.

To improve the information technology competence of the members of Satpas 920 Polresta Barelang, several training stages have been carried out, starting from training on the use of equipment to training to overcome various obstacles that occur. Of course, all of them are useful for increasing the performance of members whose impact will provide maximum service to the community as service users.

From the research findings based on the description of the answers to the questionnaire of the members of the Satpas 920 Polresta Barelang, it is known that information technology competence has been measured through several indicators, namely:

a) Describe awareness of information security
b) Identifying computer infrastructure management systems and procedures

c) Identify the components of a basic level computer system
d) Operate the operating system
e) Perform initial handling (Troubleshooting) of problems on the PC From the answers that have been collected on the member's ability criteria to know that

In describing the awareness of the safety of information, as much as 87.8%. members already understand the risks of online data processing. In identifying computer infrastructure management systems and procedures, 84.8% of Satpas members specifically understand the computer infrastructure management procedures and understand who is the user of the computer in each unit so that they can identify. In identifying the basic level computer system components as much as 75.8% of the members specifically have knowledge of the names of all the work support hardware. To operate the operating system, 84.8% of the members of Satpas 920 Polresta Barelang have the ability to properly install the operating system on a computer.

e) Performing initial handling (Troubleshooting) of problems on PC as many as 84.8% of the members of the Satpas 920 Polresta Barelang have knowledge of how to solve problems with computer systems.

But with this ability, based on the recognized t-test, it is known that Information Technology Competence cannot stand alone to influence the performance of the members of the Barelang Police 920 Satpas.

The competence of information technology requires other variables in order to have a significant effect on the category of Satpas 920 Polresta Barelang members. So the hypothesis that there is no effect of information technology competence on the performance of the Barelang Police Satpas

has been proven because it is supported by data.

Several things that cause competition to have predictable obstacles are due to several things, among others, according to Wibowo (2014: 286), namely:

1.Admitting Incompetence (Having Lack of Competence)

Often it happens that people cover their shortcomings so that others don't know them. YanQ 'bernsaha culture s.e. then looking good runs the danger of not realizing a lack of proficiency in competence. For this reason, it is better for someone to admit frankly that they will lack in competence so that efforts can be made to improve them.

2.Raising Expectations (Increase Expectations)

Leadership includes helping someone who broadens the vision for the work of their subordinates so that they can take advantage of their talents, abilities, and potential. The main task of leadership is to create and maintain a higher vision for workers, by guarding the inside of subordinates excessively because if this is not adjusted to the abilities of executor it will actually reduce the performance of executive members.

3.Unidentifying Barriers (Barriers not identified)

Where there are barriers to performance, it is essential to identify the nature of these obstacles so that they can be overcome effectively. Most of the obstacles can be categorized into knowledge, skills, processes, and emotional emotions. Knowledge barrier occurs when members do not have the expertise about the information needed to do work. Skills barriers occur when workers know how to do something, but have not yet developed the skills to do well, quickly, and consistently required by the job. Process bottlenecks occur when members do not effectively manage a series of tasks to

complete the results. They may be skilled at each task separately, but they may lack the consistency of the right time and way to achieve success.

Emotional resistance is rooted in psychological factors. Some workers do not stand out for what they think is right, for example for fear of conflict while others do not set challenging goals for fear of failure. Some members do not accept mistakes or take responsibility for their actions for fear of being blamed.

4. Not Including Support Mechanism (Not Including Support Mechanism) Every good plan includes a procedural mechanism to monitor and measure the implementation of action steps and progress towards achieving goals. By consciously using behavioral reinforcement more creatively and extensively, organizations can help members improve performance and competence. Support mechanisms can be used by the organization to help ensure that members' performance plans are: (1) recording progress on objectives and implementing action steps; (2) communicate progress to others; and (3) use awards.

So based on the explanation above, it is known that the answer to the hypothesis has been confirmed that there is no effect of technological competence information i: on the performance of the Satpas Polresta Barelang members has been proven because it is supported by the research data conducted.

2). The Effect of Organizational Support on the Performance of the Barelang Police 920 Satpas Members

According to Flippo (1994: 97) organizational support is assistance from the application of technology, humans carry out functions or tasks that lead to the

achievement of rationally determined goals.

Describing the organization as a social and technological device consisting of human and physical factors. In the implementation of this SIM Online, the organizational support under study is training, standard procedures, as well as equipment and technology. Regarding the Standard Procedure or SOP for the implementation of SIM Online has been issued by the Barelang Police in September 2015. The issuance of the Public Implementation Service Standard for the issuance of this SIM is determined with the following intentions: a) to be used as a reference and basis in carrying out tasks in the ranks of the Satpas 920 Polresta SIM Section. Barelang, so that the implementing officers have the same perception and action in providing excellent service to the community;

b) Realization of an orderly service administration in issuing SIM that is transparent, effective, efficient and accountable;

c) Safeguarding the legitimacy and identification of the competence of a driver in the context of realizing security, safety, order and smoothness of traffic.

The guidelines or references for the issuance of this SOP are:

a) Law of the Republic of Indonesia Number 2 of 2002 concerning the Indonesian National Police;

b) Law of the Republic of Indonesia Number 22 of 2009 concerning Road Transportation Traffic;

c) Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services;

Non-tax State Revenues that apply to the State Police •• The Republic of Indonesia;

e) Permenpan RB. number 15 of 2014 concerning guidelines for service standards;

f) Regulation of the Head of the National Police of the Republic of Indonesia Number 9 of 2012 concerning Driver's License.

Other organizational support is in the form of supporting equipment for implementing SIM Online which includes: New Clipeng Test Equipment, Work Desks, Computers, AC, Sofas, Work Chairs, Television, File Cabinets, Water Dispensers, Mega Pon, Cameras, Props, Signs , Laptop, Focus, Projector Interior View, Helmet, Sony Dvd, Pyg Tent, Lighting, Indoor Antenna, Auto Friend, Iron Ladder, Sony Speaker Les.

Regarding training support, each member of the Satpas 920 Polresta Barelang received training including: a) Guidance training on SIM Online Data Input training, b) Training on SIM Online Data Input Application, c) Training for new registration application data input on the SIM Online application as well as testing and practicing directly on the new devices that have been distributed by the National Police Corps accompanied by technicians to explain more in the Barelang Police 920 Satpas Registration Room, d) Training for New Identification data input on the Online SIM Application which includes taking facial photos, fingerprints and signatures, members conducting trials and practicing directly on new devices that have been distributed by Korlantas Polridia accompanied by technicians for use by Korlantas Polri accompanied by technicaliguna to explain more continue on.

So that based on this, to test the organizational support variables, measurements are carried out using indicators: a) Training, b) Work standards, c) Equipment and technology.

Regarding how the perception of Satpas 920 members about the three indicators, the research findings are presented as follows: a} During the training, it was

found that 75.8% of the Satpas 920 Polresta members, b) Regarding work standards, it is known that the Organization sets realistic work standards, c} Regarding equipment and technology, it is known that 69.7% of Satpas 920 Polresta Barelang members currently feel that work time is more efficient after good technology support .

Regarding the effect partially, based on the t-test it is known that there is an influence of organizational support on the performance of the members of the Barelang Police 920 Satpas. This means that with organizational support alone can have an influence on the performance improvement of the members of the Barelang Police 920 Satpas. So the hypothesis that was put forward was the effect of organizational support on the performance of the Barelang Police Satpas members proven, because it was supported by data.

3). The Influence of Information Technology Competence and Organizational Support on the Performance of Members of the Satpas 920 Police in Barelang

Performance is defined as the final result of an activity. Meanwhile, organizational performance is the final result that is accumulated from all organizational work processes and activities. Managers are interested in organizational performance in general and employment performance in particular, both as a work team and as individuals. (Ulber silalahi, 2011: 408)

Regarding the performance schedule of the Satpas 920 Polresta Barelang service, it is stipulated that

Monday - Thursday 08.00 -15.00 WIB; • Friday 08.00 - 15.00 WIB; • Saturday 08.00 - 12.00 WIB; a). Tentative weeks (adjusted to regional conditions); b). National holidays do not operate.

With the organizational target in the form of the fulfillment of excellent service for users, the performance of the members of the Satpas 920 Polresta Barelang needs serious attention, especially regarding what can influence the improvement. Regarding performance, the researcher directs the research by measuring from predetermined indicators and then exploring it.

4. CONCLUSIONS AND SUGGESTIONS

1). Conclusions

a. With the organizational target in the form of the fulfillment of excellent service for users, the performance of the members of the Satpas 920 Polresta Barelang needs serious attention, especially regarding what can influence the improvement.
   Regarding performance, the authors direct the research by measuring from indicators - predetermined indicators to then explore perceptions members of Satpas 920 Polresta Barelang, so that it get statement.

b. Performance is defined as the final result of an activity. Meanwhile, organizational performance is the final result that is accumulated from all organizational work processes and activities. Managers are interested in organizational performance in general and employment performance in particular, both as a work team and as individuals. (Ulber silalahi, 2011: 408)

c. Regarding productivity, 69.7% of the members of the Satpas 920 Polresta Barelang at work has its

own way in accordance with the applicable system to provide services quickly. Regarding quality, 75.8% of the members of Satpas 920 Polresta Barelang feel talented in doing their job. In terms of punctuality, 72.7% of Satpas 920 Polresta Barelang members can always complete the target set. Regarding cycle time, 69.7% of the members of Satpas 920 Polresta Barelang provide accurate information so that every service user will perform correct administrative procedures when administering SIM Online. In utilizing resources, 57.6% of the members of the Satpas 920 Polresta Barelang can build good cooperation with colleagues.

d. In this study, the authors provide the artist hypothesis of the simultaneous influence of information technology competence and organizational support on performance. From this hypothesis, the authors conducted research in the form of the F test, the results of which are known that the value of F count> F1 table. So the hypothesis is that there is an influence of Information Technology Competence and Organizational Support on Performance, it has been proven to have an influence on the performance of the members of the Barelang Police 920 Satpas. This variable requires other variables in order to significantly influence the performance of the Satpas 920 Polresta Barelang members. So the hypothesis that there is no effect of information technology competence on the performance of Satpas Barelang members has been proven because it is supported by

data. The results of the analysis show that there is an effect of organizational support (X2) on the performance (Y) of the Satpas - 920 Polresta Barelang members. This is evident from the value of t = 2.367 > from t label = 2.042. This means that with the support of the organization alone can have an influence on improving the performance of the members of Satpas 920 Polresta Barelang. So the hypothesis put forward is that there is an effect of organizational support on the performance of the Satpas Polresta Barelang members proven, because it is supported by data. From the calculation results it is known that the value is 362,143 > 3,32 or Fcount > Ftable So the hypothesis is that there is an effect of Information Technology Competence and Organizational Support simultaneously on performance, it has been proven

2). Suggestion

a) Whereas the magnitude of the value of the influence of technological competence does not have a partial effect on performance, so it is necessary to redefine a proportion of policy provision to improve the competence of members by eliminating the various obstacles.

b) With organizational support that has a significant effect on performance, it shows that the budget projection for the Satpas Polresta Barelang with the procurement of equipment and technology.

c) Supported by structured work standards and intensive training will have a significant effect on performance.

d) There should be indicators of performance appraisal that are appropriate and applied consistently to improve the information technology competence of members, supported by the accuracy of the support Of the organization.

e) It is necessary to carry out further research as a model for the same study

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