

Collaboration of Perceived Usefulness and Perceived Ease in Improving Performance with Satisfaction as an Intervening Variable

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ABSTRACT: Employee satisfaction is an urgent matter that must be given attention besides performance. With satisfied employees, all work will be completed well and on time. The purpose of this study is to determine the impact of perceived usefulness and perceived ease of the Personnel Management Information System (SIMPEG) on satisfaction and performance at the Class II A Jember Penitentiary. A quantitative approach with the explanatory research method was used in this study. This study used a population of all Class II A Jember Penitentiary employees totaling 83 people. Questionnaires, observations and also documents were used as data collection techniques in this study. Descriptive analysis and Structural Equation Modeling (SEM) will also be used in this study with WarpPLS software version 7. The results showed that perceived usefulness of use affected employee performance. Perceived ease of use affected employee performance. Perceived usefulness of use affected satisfaction. Perceived ease of use affected satisfaction. Satisfaction affected employee performance. Perceived usefulness of use affected employee performance through satisfaction. Perceived ease of use significantly affected employee performance through satisfaction.

Keywords: Simpeg Application, Employee Performance, Satisfaction, Perception of Usefulness, Perception of Ease of Use



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INTRODUCTION

Technology adoption in Indonesia has transformed the business and government sectors. Companies are using technology to improve their competitive advantage, while governments are using technology to increase transparency and accountability. Indonesia has the potential to become a leader in technology adoption in Southeast Asia. However, there are still challenges that need to be overcome to ensure that everyone in Indonesia can benefit from technology.

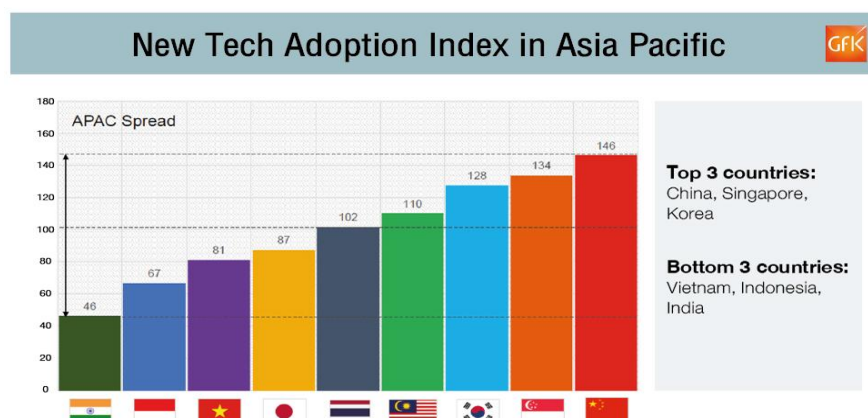


Figure 1. Indonesia's Position in Technology Adoption Among Asia Pacific Countries

Source : (Nation, 2023).

This can be seen from Indonesia's Technology Adoption position among Asia Pacific countries. An article from Nation Thailand reported that Asian consumers lead the index in adopting new technology. The article cites a study by GfK, a market research firm, which found that Asian consumers are the most likely to adopt new technology products, with China, India, and Indonesia leading the trend. The study also found that consumers in developed markets, such as the US and Europe, are more likely to adopt new technology products related to daily entertainment and recreation.

One form of technology adoption in the field of eGovernment by the Indonesian Government is the implementation of the Personnel Management Information System (SIMPEG) in the Class II A Jember Prison. SIMPEG as a new technology in the field of Personnel Management Information Systems requires all employees in the environment to use the Personnel Management Information System (SIMPEG). SIMPEG is a new technology initiative that is implemented and mandated to be adopted by all national civil servants.

The implementation of this system is not just a procedural adjustment but is a strategic step towards digital transformation, increasing transparency, and increasing the efficiency of the ministry's administration as a whole. The planned performance targets and also the realization of performance at the Class II A Jember Prison are presented in Table 1.

Table 1.
Targets and Realization of Performance Targets

No.	Activity Targets	2023		2024	
		Target	Realization	Target	Realization
1	Improving Inmate Care Services Children in the Region	89%	89%	90%	93%

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2	Improving Personality Development Services, Vocational Training, Education and Handling of Prisoners	90%	91%	91%	95%
3	Improving Security and Public Order Services in the Region according to Standards	95%	99%	97%	99%
4	Increasing the Implementation of Bureaucratic Reform	86%	87%	87%	88%

The data in Table 1 shows that the achievement of employee performance targets has all been achieved, although no targets have been achieved 100%. Therefore, it is necessary to conduct research at Jember II A Prison.

Technological developments are very beneficial for improving organizational performance ([Wandira et al., 2022](#)). The development of technology must be acceptable to users and easy to use. The technology acceptance model that has been used as a reference is a model that was developed and known as the Technology Acceptance Model (TAM) ([Venkatesh et al., 2003](#)). The existence of technology will facilitate all activities in the organization that aim to improve performance, both individual performance and organizational performance. Performance can be interpreted as the work results of each employee in a certain period that has been planned in advance ([Qomariah, 2020](#)). According to ([Gomes 2010](#)), The definition of performance can be interpreted as a record of certain work results in a certain period. Performance improvements can be due to several factors such as job satisfaction and the implementation of new technology with new applications such as usability and benefits.

Perception of the usefulness of use is something that is felt referring to the user's belief that technology will improve their performance ([Farid, Raihan, and Priscilla 2024](#)). This is an important concept in technology acceptance models such as TAM, which influences user attitudes, intentions, and satisfaction ([Omar et al., 2019](#)). Several studies have shown that perceived usefulness of use plays an important role in various contexts of perceived usefulness and perceived usefulness of technology, as done by : ([Yilmaz, 2023](#)), ([Danial, Ka, and Burhan 2022](#); [Handayani, Runtuwene, and Sambul 2018](#); [Iswanto, Ahadiat, and Ribhan 2021](#); [Omar et al. 2019](#); [Sulistiyo 2023](#)).

Furthermore, the perceived ease of use refers to the level of one's belief that the use of a particular technology or system will be easy and free from challenges. The ease of use will make employees active in using new applications from the development of technology. Research results ([Pramanda,](#)

[Astuti, and Azizah 2016](#)) stated that ease of use has an impact on the performance of employees at the Brawijaya University Head Office. On the other hand, the results of research from researchers such as [\(Anindito and Waskito 2024; Mimi and Keristin 2023; Novitasari, Syarifuddin, and Indijawati 2024\)](#), [\(Kartini, 2024\)](#) also argue that ease of use can improve employee performance.

According to [\(Edison & Imas, 2017\)](#), The definition of job satisfaction is a measure of the extent to which an employee feels satisfied with his/her job and the conditions that accompany it. Employees who are satisfied with the conditions in an organization will make them work happily which will ultimately have an impact on their performance. Research conducted by [\(Alghnimi, Habeeb, and Kadhim 2020; Changgriawan 2017; Darma and Supriyanto 2018; Saleh et al. 2016; Shmailan 2016; Tilaar, Sendow, and Jorie 2017\)](#), [\(Arda, 2017; Inuwa, 2016; Sadariah, 2019; Saputra et al., 2016\)](#) states that satisfaction can improve employee performance. On the other hand, different research results state that job satisfaction cannot improve employee performance [\(Abidin, Adam, and Hadi 2020\)](#).

Employee satisfaction will increase with the use of technology and will also have an impact on the behavior of technology users. Several studies have shown that perceived ease of use has a positive impact on user satisfaction [\(Chunlei, Jantan, and Mohammadi 2023\)](#), [\(Purba, Samsir, and Arifin 2020\)](#), [\(Natalia & Ginting, 2018\)](#), [\(Suryani, Ermansyah, and Al Sukri 2020\)](#). The perception of ease of use from users of new technology and new services does not always provide satisfaction to users of new services and technologies [\(Kusumo & Rosyadi, 2023\)](#), [\(Chunlei et al. 2023\)](#), [\(Amalia & Pratomo, 2016\)](#).

Perception of ease of use of technology can also have an impact on satisfaction such as research conducted by: [\(Putra et al., 2020\)](#), [\(Suryani et al. 2020\)](#), [\(Latifah et al., 2020\)](#), [\(Purba et al. 2020\)](#), [\(Rukmiyati & Budiarta, 2016\)](#), [\(Nurazi & NP, 2013\)](#), [\(Reza, Putra, and Prasetyo 2020\)](#). On the other hand, it turns out that the perception of ease of use cannot increase user satisfaction [\(Amalia & Pratomo, 2016\)](#).

Jember Class IIA Prison was chosen as the research location because it is one of the vertical agencies under the auspices of the Ministry of Law and Human Rights in Jember Regency. As presented in Table 1, there is still a gap between the target and the realization of employee performance achievements at Jember Class II A Prison. In addition, for the concept of job satisfaction and performance, there is a gap in inconsistent research results. In this regard, the researcher wants to raise a research concept based on the theory of TAM technology acceptance where the purpose of this study is to determine and test the impact of perceptions of usefulness and perceptions of convenience on satisfaction and performance.

According to [\(Gomes, 2010\)](#), Performance is a record of certain work results in a certain period. An employee's work results, both in terms of quality and quantity, are influenced by factors such as education, initiative, experience, and motivation. Employees who have high motivation and a good understanding of their duties tend to produce better performance [\(Handoko, 2015\)](#). Employee performance refers to the quality and quantity of work completed by individuals within an organization. This performance is influenced by various factors, including organizational commitment, employee motivation, workload, emotional intelligence, knowledge sharing, competence, job satisfaction, and motivation. According to [\(Hersey, Paul and Blanchard 2013\)](#) The definition of performance is a combination of motivation and ability, where both must go hand in hand to achieve optimal results.

The perceived usefulness of use can be interpreted as an individual believing that the use of technology will eventually improve performance and productivity. This is an important concept in technology acceptance models such as TAM, which influences user attitudes, intentions, and satisfaction ([Suryani et al., 2020](#)). Perceived usefulness of using information systems that have benefits, usability and optimization on organizational and individual performance.

Perceived ease of use is the level of one's belief that using a particular technology or system will be easy and free from challenges. Several studies have shown that perceived ease of use has a positive impact on intention to use ([Kusumo & Rosyadi, 2023](#)).

Job satisfaction, which is a result of the perception of the usefulness of technology, is an important indicator in evaluating the effectiveness of technology use in the workplace ([Qomariah, 2020](#)). Job satisfaction not only affects individuals but also has a significant impact on overall organizational performance ([Hasibuan, 2019](#)). Satisfied employees tend to demonstrate higher productivity and stronger commitment to the company, while dissatisfied employees are more likely to experience a decline in performance and frequently think about leaving the company ([Herman, 2018](#)).

The perception of the usefulness of using an information system that has benefits, usability and optimization on organizational and individual performance. This can certainly motivate employees to use SIMPEG. The more benefits it has for employees in improving performance, the greater the likelihood of trying and reusing the SIMPEG application. This is because users believe that SIMPEG is not much different from other internet application systems that offer the perception of the usefulness of use so that it can increase the productivity and effectiveness of organizational and individual performance. Employee performance refers to the quality and quantity of work completed by individuals in an organization. The results of the study from ([Danial et al., 2022](#); [Farid et al., 2024](#); [Sulistiyo, 2023](#); [Yilmaz, 2023](#)) states that the perception of usefulness of use has an impact on performance. Thus, H1: Perceived usefulness of use has an impact on employee performance. Perceived ease of use is an important aspect in SIMPEG design that offers various benefits to its users. The three main aspects of SIMPEG's perceived ease of use, namely learnability, accessibility, and flexibility, contribute to improving organizational and individual performance. SIMPEG that is easy to learn, access, and use allows users to complete tasks more quickly, accurately, and efficiently. This ultimately leads to increased productivity, reduced time and costs, and better decision making. In addition, the perception of SIMPEG's ease of use also increases individual motivation and job satisfaction, which can increase employee retention and create a positive work environment. Research by ([Anindito & Waskito, 2024](#); [Kartini, 2024](#); [Mimi & Keristin, 2023](#); [Novitasari et al., 2024](#); [Pramanda et al., 2016](#)) highlighted a strong positive relationship between perceived ease of use and job performance. Thus, H2: Employee performance is influenced by perceptions of convenience.

Perceived usefulness can be interpreted as a concept that refers to the extent to which a person believes that the use of technology has an impact on improving performance. In the context of SIMPEG, this perception is very important because it reflects employees' beliefs that the system can make their work easier and improve operational efficiency. Job satisfaction, which is a result of perceived usefulness of technology, is an important indicator in evaluating the effectiveness of

technology use in the workplace. Employees who feel that SIMPEG helps them complete tasks more efficiently. Research ([Natalia & Ginting, 2018](#)), ([Purba et al., 2020](#)), ([Suryani et al., 2020](#)), states that the perception of usefulness of use has an impact on user satisfaction. So H3: Perceived usefulness of use has an impact on satisfaction.

Perceived ease of use is an individual's belief that a particular technology can be used easily, without requiring excessive effort to learn or operate it ([Kusumo & Rosyadi, 2023](#)). In the context of SIMPEG, this perceived ease of use plays a significant role in influencing user satisfaction. When employees perceive that SIMPEG is easy to learn and use, they are more likely to be satisfied with the technology and more motivated to continue using it in their daily work. They found that when technology is perceived as easy to use, employees are more likely to adopt it, which contributes to increased job satisfaction and productivity. Further research from ([Suryani et al., 2020](#)), ([Purba et al., 2020](#)), shows that there is a strong relationship between perceived ease of use and increased user satisfaction. When employees feel that the technology they use is easy to access and operate, it improves their overall performance and strengthens their engagement with the information technology system in the workplace. Therefore H4: Perceived ease of use has an effect on satisfaction.

Employee job satisfaction is an important factor that influences employee performance in various organizations. Job satisfaction can be defined as an individual's feeling of pleasure or satisfaction with their work, including the technology that supports the implementation of their tasks ([Mangkunegara, 2017](#)). In the context of SIMPEG, employees who are satisfied with the use of this system are more likely to work more efficiently, productively, and committed to their tasks. Research ([Sadariah, 2019](#)), ([Saputra et al., 2016](#)) has shown that employees who feel satisfied will perform well. This ultimately has a positive impact on individual performance and team performance within the organization. So H5: Satisfaction affects employee performance.

Perceived usefulness of use is the employee's belief that the use of this system will provide real benefits in increasing their productivity and work efficiency. Employees who feel that SIMPEG helps them complete tasks more quickly and accurately tend to feel more satisfied with the system. This is in accordance with research findings which state that the perception of the usefulness of technology significantly affects the level of employee job satisfaction. In addition, the perception of the usefulness of SIMPEG is also related to improving individual and organizational performance. Employees who feel that SIMPEG provides real benefits for their work, such as increasing speed and accuracy in completing tasks, tend to be more satisfied and motivated to make maximum use of the technology. Research conducted by ([Sulistiyo, 2023](#)) states that the perception of the usefulness of use has an impact on performance. While the research ([Suryani et al., 2020](#)) gives the result that the perception of usefulness of use has an impact on satisfaction. Thus, H6: Perceived usefulness of use has an impact on employee performance through satisfaction.

Perceived ease of use is the employee's belief that the system is easy to use and does not require excessive effort to learn and operate it. This perception has a direct impact on employee job satisfaction, where employees who feel that SIMPEG is easy to use are more likely to be satisfied

with the system. When a technology system is considered easy to use, employees will adopt it more quickly, which ultimately increases their productivity and performance. Satisfaction derived from the perception of ease of use also acts as a mediating variable that strengthens the relationship between perception of ease and employee performance. Employees who are satisfied with the ease of use of SIMPEG are more motivated to continue using the system in their daily work, which in turn has a positive impact on their performance. Research shows that high perceptions of ease of use can increase employee involvement in the use of technology, which ultimately improves their performance in the workplace. The results of research by (Suryani et al., 2020) provides results that perceived ease of use has an impact on satisfaction. Other research findings (Yilmaz, 2023) shows that perceived ease of use can improve performance. Thus, H7: Perceived ease of use affects employee performance through satisfaction.

METHOD

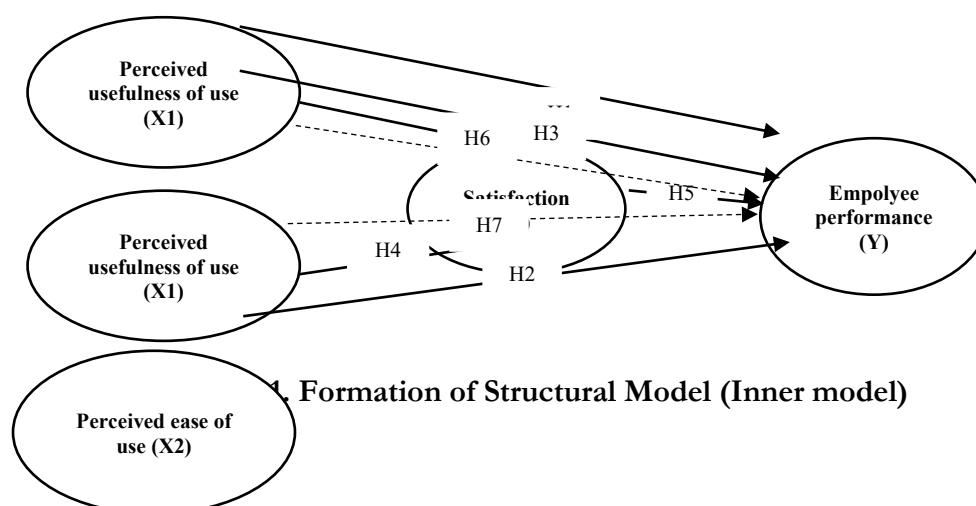
This research attempts to explain causal relationships and identify causes and effects as well as consideration of other relevant characteristics that may influence the phenomenon being studied. Furthermore, explanatory research is a type of research that is carried out to explain certain phenomena, especially the causal relationship of events connecting one determinant with the occurrence of an event or condition by taking into account other relevant characteristics that may affect the phenomenon being studied. The questionnaire was used as a tool to obtain research data using a Likert scale of 1 to 5. Data collection was carried out from April to May 2024. Distribution of questionnaires face to face. Operational definitions of variables and indicators are presented in Table 2.

Table 2.
Operational Definition of Variables

No	Variable	Operational Definition	Indicator
1	Perceived ease of use (Anindito & Waskito, 2024)	The perception that a user trusts the application	1. Easy to learn 2. Flexible to use 3. Easy to access
2	Perceived Usefulness (Farid et al., 2024)	The perception of usefulness of use is the benefit obtained from the existence of an application which will have an impact on	1. Increased productivity 2. Increased service effectiveness 3. Easier personnel administration. 4. Benefits
3	Satisfaction (Z) (Mangkunegara, 2017)	Job satisfaction is a person's feelings about the work they do	1. Opportunity to develop 2. Fair salary

No	Variable	Operational Definition	Indicator
			3. Job promotion 4. Constructive feedback 5. Good working relationship with colleagues 6. Comfortable working environment
4	Performance (Y) (Wibowo, 2019)	Performance includes work results produced by employees or real behavior demonstrated according to their role in the organization.	1. More precise and accurate work 2. More effective work output and completion time 3. Enthusiasm and creativity 4. Spirit of cooperation and independence

The population in this study was all employees at Jember Class II A Prison with a total of 83 employees. Thus, all populations became samples, so that the number of samples in this study was 83 employees of Class II A Jember Prison. This study will use inferential statistical analysis based on analysis with the Partial Least Square (PLS) method. Inferential Statistical Analysis is a statistical method used to make generalizations or inferences based on information obtained from actual observations, helping to generalize a particular population. The data analysis process involved evaluation of the outer model (convergent validity, discriminant validity, and reliability) followed by analysis of the inner model (path coefficients, R^2 values, and significance testing of direct and indirect effects) using WarpPLS.



RESULT AND DISCUSSION

Descriptive Statistics Results of Respondents

The results of descriptive statistics related to gender with the number of respondents 83 people, the results are 86% or 71 consisting of men and 14% or 12 women, which means that the number of male respondents is more than female respondents. The results related to the age of respondents are respondents aged under 20 years old as much as 5% or 4 people, aged between 21 - 30 years as much as 25% or 24 people, aged between 31 - 40 years as much as 38% or 30 people then aged between 41 - 50 years as much as 25% or 20 people and aged over 51 years as much as 6% or 5 people. Based on the respondents' education, the results are that respondents with high school education are 13 people or 14%, respondents with Diploma education are 10 people or 13%, respondents with Bachelor's degree (S1) are 50 people or 60%, respondents with Bachelor's degree (S2) are 10 people or 13%.

Validity and Reliability Test Results

Based on the results of the validity test, all indicators have a loading factor value The statistical results show that all indicators have a loading factor value greater than 0.7. This indicates that each indicator is valid in measuring the intended latent construct. A loading factor value greater than 0.7 indicates that the indicators have a strong correlation with the construct they represent, so they can be considered valid indicators for use in this study. Thus, it can be concluded that all indicators in this model meet the validity requirements needed for further testing.

The results of statistical analysis related to reliability testing, prove that all variables of this study meet the reliability indicators. This can be seen from the Cronbach's Alpha and Composite Reliability values showing values of more than 0.7. Thus, the variables of perceived usefulness (X1), perceived ease (X2), satisfaction (Z), and performance (Y) have good internal consistency and can be relied on to measure the intended construct.

Direct & Intervening Influence Test Results

The direct influence in this study comes from the independent variable whose influence on the dependent variable is in accordance with the previous hypothesis. There are 5 (five) hypotheses with direct influence. In addition to direct influence, there is also a hypothesis with indirect influence or there is an intervening variable. There are 2 (two) indirect influences. The results of the direct and indirect influence tests are presented in Table 3 and Figure 2 below.

Table 3.
Synthesis of Significance Test Results

Path	Path Coefficient	P-value	Indirect Effect	P-value	Results
$X1 \rightarrow Y$.363	<0.001	-	-	Significant
$X2 \rightarrow Y$.434	<0.001	-	-	Significant
$X1 \rightarrow Z$.653	<0.001	-	-	Significant
$X2 \rightarrow Z$.275	.004	-	-	Significant
$Z \rightarrow Y$.190	.035	-	-	Significant
$X1 \rightarrow Z \rightarrow Y$	-	-	.125	.049	Significant
$X2 \rightarrow Z \rightarrow Y$	-	-	.152	.048	Significant

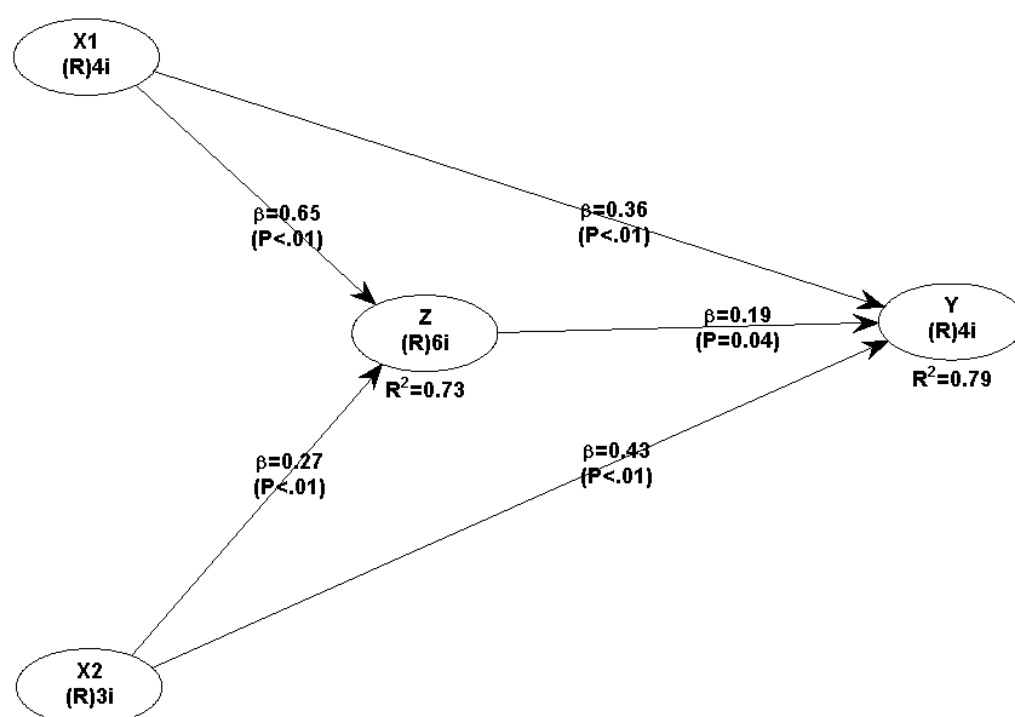


Figure 2. Path Analysis Results

Based on the results presented in Figure 2, it can be seen that the R square value for the research model with satisfaction as the dependent variable is 0.73. While the R square value for the research model with employee performance as the dependent variable is 0.79.

The Influence of Perceived Usefulness on Employee Performance

The results of the statistical analysis state that the perception of usefulness has an impact on performance at Jember Class IIA Prison. The positive and significant path coefficient between the variables of perception of the benefits of use (X1) and employee performance (Y), as well as the p-value showing a value below 0.05, indicates that the higher the employee's perception of the benefits of using SIMPEG, the better the performance they produce. Previous research by [Danial](#)

[et al., 2022](#); [Farid et al., 2024](#); [Handayani et al., 2018](#); [Iswanto et al., 2021](#); [Omar et al., 2019](#); [Sulistiyo, 2023](#); [Yilmaz, 2023](#)) supports this finding, which shows that high perceived usefulness of technology increases individual productivity, which in turn contributes to overall organizational performance.

Based on the Technology Acceptance Model (TAM) theory, developed by, perceived usefulness is a major factor influencing the intention and decision to accept new technology. In the context of SIMPEG, employees who feel the benefits of using this system will be more likely to use it, which will improve their performance. This is in accordance with theories stating that technology that is perceived as useful will increase job satisfaction and productivity. The results of this study imply that it is important to emphasize the usefulness aspect of SIMPEG in training and technology development, so that employees feel more confident in the benefits of this system in their work, which can improve their overall performance.

The Influence of Perceived Ease of Use on Employee Performance

The perception of ease of use of SIMPEG also showed influence on performance, as seen from the positive path coefficient and significant p-value. This shows that the easier it is for employees to use SIMPEG, the better their performance will be. Previous studies, such as those conducted by, confirm that perceptions of ease of use play an important role in employee adoption of technology. When employees feel that SIMPEG is easy to learn and use, they will be more motivated to use it optimally, which in turn can increase their productivity and performance. The TAM theory states that perceptions of ease of use are a key factor influencing the acceptance and use of technology. In this context, SIMPEG that is easy to learn and access will reduce barriers to its use, so that employees are more likely to use it. The study by also showed that technology that is considered easy to use can improve employee work efficiency and performance. The practical implication of these results is the importance of paying attention to aspects of system design that are user-friendly and easily accessible to employees. System developers and managers need to ensure that SIMPEG is designed with an intuitive and easy-to-learn interface so that employees can optimize its use. The findings of this study are supported by the results of research stating that perceptions of ease of use have an impact on performance ([Anindito & Waskito, 2024](#); [Kartini, 2024](#); [Mimi & Keristin, 2023](#); [Novitasari et al., 2024](#); [Pramanda et al., 2016](#)).

The Influence of Perceived Usefulness on Employee Satisfaction

This study also shows that the perception of the usefulness of using SIMPEG has an effect on satisfaction, with the path coefficient showing a positive relationship and a significant p-value. This means that the greater the benefits perceived by employees from using SIMPEG, the higher their level of satisfaction. Research by found that the perception of usefulness has a direct impact on job satisfaction. Employees who feel that SIMPEG provides added value to their work tend to feel more satisfied with its use. Employee satisfaction can be influenced by various factors, one of which is the perception of the benefits provided by the technology used. This is consistent with the findings of , which show that the usefulness of technology affects user satisfaction, which in turn improves work performance and motivation. The implication of this finding is the importance

of continuing to improve the benefits perceived by employees in using SIMPEG. For example, by adding features that are more relevant and useful for their work, which can increase the level of employee satisfaction and loyalty to the system. This study is supported by research stating that the perception of the usefulness of use has an impact on user satisfaction ([Latifah et al., 2020](#); [Nurazi & NP, 2013](#); [Purba et al., 2020](#); [Putra et al., 2020](#); [Reza et al., 2020](#); [Rukmiyati & Budiarta, 2016](#)).

The Influence of Perceived Ease of Use on Employee Satisfaction

The results of this study also show that the perception of ease of use of SIMPEG has an influence on employee satisfaction. The path coefficient obtained shows that the easier it is for employees to use SIMPEG, the higher the level of satisfaction they feel. Research by ([Purba et al., 2020](#)), ([Natalia & Ginting, 2018](#)), ([Reza et al., 2020](#)), also revealed that ease of use contributes significantly to user satisfaction. Employees who feel that SIMPEG is easy to use will feel more satisfied with this system because they do not experience significant difficulties in operating it. High job satisfaction with easy-to-use technology can improve work relationships, increase motivation, and create a more positive work environment. The implication of this finding is that SIMPEG developers need to pay attention to design and user experience (UX) aspects so that employees do not feel hampered in using the system. An easy-to-use system will not only increase satisfaction but also encourage more efficient use, which in turn can improve individual and organizational performance. This study is in line with the results of research stating that the perception of ease of use has an impact on user satisfaction ([Chunlei et al., 2023](#)), ([Suryani et al., 2020](#)).

The Influence of Employee Satisfaction on Employee Performance

Employee satisfaction has influence on performance, which is reflected in the positive relationship between the variables of satisfaction (Z) and performance (Y). The results of this study confirm that employees who are satisfied with the use of SIMPEG tend to show better performance.

Job satisfaction is a key factor that drives employee performance, as stated in Herzberg's theory of work motivation. When employees are satisfied with the technology they use, they will be more enthusiastic in completing their tasks, which contributes to increased performance. The implication of this finding is the importance of maintaining employee satisfaction with the use of SIMPEG by continuously improving the ease of use and perceived benefits of the system. This can be done by providing better training, optimizing system features, and listening to employee feedback to make continuous improvements. Previous research by also shows that job satisfaction is directly related to productivity and quality of work. Employees who are satisfied with the system used will be more motivated to work harder and produce better performance. Research ([Arda, 2017](#)), ([Changgriawan 2017](#); [Saleh et al. 2016](#); [Saputra et al. 2016](#); [Tilaar et al. 2017](#)), ([Qomariah et al., 2022](#)), ([Maryani, Nurhadi, and Adnan 2022](#)), ([Mujiono et al., 2024](#)), ([Herlambang, Diah, and Qomariah 2024](#)), ([Alamanda, Setiawan, and Irawanto 2022](#)), ([Senjaya & Anindita, 2020](#)), ([Darmanto & Supriyadi, 2022](#)), ([Rusmayanti, Martini, and Qomariah 2022](#)).

The Effect of Perception of Usefulness on Employee Performance Through Satisfaction

Employee satisfaction acts as a mediation variable that affects the relationship between the perception of the use of SIMPEG and employee performance. The results of the analysis show that the perception of the use of the use of SIMPEG has a significant influence on employee satisfaction, which in turn affects employee performance. This shows that employee satisfaction is not just a direct result of the use of technology, but also acts as a factor that connects the perception of the system with performance improvement.

According to TAM's theory, perceptions about the benefits of using technology can affect individual attitudes and intentions to use the technology. In the context of Simpeg, employees who feel that this system is easy to use and provides clear benefits, tends to feel more satisfied with their experience in using the system. This satisfaction further encourages improvement in their performance, as explained by Herzberg in the motivational theory of two factors, which suggests that job satisfaction is closely related to improvement in performance.

This finding is also supported by previous studies, as carried out by [\(Danial et al. 2022\)](#), yang menunjukkan bahwa persepsi kemanfaatan penggunaan sistem mempengaruhi Performance. In this study, an increase in employee satisfaction arising from the perception of the ease of use and the benefits of the system had a direct impact on improving performance, which was reflected in the quality and quantity of the work they produced [\(Rusmayanti et al. 2022\)](#).

The practical implication of this finding is the importance of ensuring that SIMPEG is not only easy to use but is also beneficial for employees. This can be achieved by integrating features that are relevant to the needs of employee work, as well as paying attention to aspects of more intuitive user interfaces. Thus, employee satisfaction can increase, which in turn will contribute to improving overall organizational performance. Therefore, the organization needs to design and implement SIMPEG by considering these two factors ease of use and concrete benefits for employees to encourage better performance.

The Effect of Perception of Ease of Use on Employee Performance Through Satisfaction

This study also tests more deeply the effect of a combination of perception of ease of use and perception of the use of SIMPEG on employee performance through employee satisfaction as a mediation variable. The results of the analysis show that the perception of ease of use and the benefits of the use of SIMPEG has a positive effect on employee satisfaction, which then has a significant impact on employee performance. In other words, employee perception of the ease and benefits of using Simpeg can increase their job satisfaction, which in turn encourages improvement in individual performance in the organization.

This research is in line with the previous findings carried out by [\(Purba et al., 2020\)](#) Contributing to increased satisfaction in the end, improve individual performance. The positive influence of the ease of using this technology on employee job satisfaction is also strengthened by studies

conducted by [\(Hanadia, Rahayu, and Zultilisna 2017\)](#) which states that a system that is easy to operate and beneficial for work will increase employee satisfaction and loyalty to the organization.

TAM theory, developed by [\(Ajzen, 2011\)](#), argues that one of the main factors in the acceptance of technology is the perception of ease of use. Factors of use can affect individual satisfaction with the technology, which then affects the intention to use and, finally, on their performance. In the context of this study, a positive perception of the ease of using Simpeg serves to increase employee satisfaction, which in turn improves their performance. This is in accordance with the motivational theory put forward by Herzberg, which explains that job satisfaction can improve individual performance in the organization.

The implication of this finding is that the organization needs to focus on two main aspects in the development of SIMPEG: Ease of use felt by employees. For this reason, the design and development of the system must consider the needs of employees in carrying out their administrative tasks, as well as providing adequate training so that employees can optimize the use of this system. By increasing employee perception of the ease and benefits of Simpeg, the organization can increase employee job satisfaction, which in turn will improve overall performance.

CONCLUSION

Based on the results of the study conducted, it can be concluded that this research succeeded in identifying the factors that influence employee performance through the use of staffing management information systems (SIMPEG). The results of the analysis prove that the perception of ease of use and perception of the use of the use of SIMPEG has a significant effect on employee performance, both directly and through the mediation variable, namely employee satisfaction. This study made an important contribution to an understanding of how the elements of information technology, such as SIMPEG, can affect the productivity and effectiveness of employees in an organization.

Based on descriptive analysis, there are several suggestions to increase the effectiveness of the use of SIMPEG and employee performance in Class II A Penitentiary Agency. These suggestions include increasing system flexibility and accessibility, optimization of features to increase benefits, and improve user experience through simpler interfaces and better technical support. In addition, there needs to be an evaluation of employee feedback -based systems, training strengthening, improvement of technological infrastructure, and the preparation of SIMPEG data -based performance evaluation systems. The implementation of this recommendation is expected to increase the efficiency of the use of SIMPEG, employee satisfaction, and overall organizational performance.

Every Regional Apparatus Leader in Class II A Jember Lapas needs an effort to increase job satisfaction and employee performance. Management is expected to pay more attention to employee performance in order to reduce the impact of reducing the quality of employee

performance so that organizational goals can be achieved. One way that can be done by management is to provide applications that can facilitate employees in carrying out tasks so as to provide satisfaction and can improve performance.

Although this research provides an important insight into the effect of the perception of ease of use and the benefits of the use of SIMPEG on employee performance, there are several limitations that need to be recorded. First, this research is only conducted at the Class II A Penitentiary in Jember, so the results may not be fully generalized for other organizations with different characteristics. Differences in the type of work, organizational culture, or the level of technology adoption in other institutions can affect the results found.

The second limitation is related to the approach used, which is more focused on collecting data through a questionnaire that relies on respondents' perceptions. This can cause subjectivity biases in the answers given by respondents, which in turn can affect the accuracy and objectivity of the data obtained. In addition, the use of quantitative methods cannot be fully explore qualitative factors that may affect the adoption and use of SIMPEG, such as direct user experience, technical problems, or interpersonal aspects of system use.

Another limitation is that this research only explores the perception of ease of use, use of use, and employee satisfaction as variables that affect performance. Other factors, such as organizational external factors, managerial policies, or technical support, are not used as a focus in this research, although these factors may play a role in the adoption of technology and employee performance.

Finally, in this study, researchers only used cross-sectional data collected at one point of time. To get a deeper understanding of the relationship between the variables studied, it is advisable to conduct further research with a longitudinal approach that makes it possible to see change and dynamics of inter-variable relationships over time.

By understanding these limitations, it is hoped that further research can expand the scope of research, both in terms of samples, variables, and methodological approaches, to produce more comprehensive and applicative findings.

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