

The Effect of Employee Competence and Internet Use on Job Satisfaction at Galuh Book Store in Sidoarjo

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ABSTRACT

Competence is an important thing that must be possessed by every employee. This is because competence does not only cover knowledge but also relates to one's ability to solve problems and be creative. With the development of the era leading to the digital era, employees are expected to be able to use the internet to develop businesses, one of which is a bookstore. The ability to develop itself using the internet not only shows the benefits of an organization but will be self-satisfaction. Therefore, this study aims to determine the effect of competency and internet use on employee job satisfaction. The method used in this study was a quantitative descriptive analysis with a sample of 40 people at the Galuh bookstore in the Sidoarjo area, namely Brigjen Katamso, Tropodo and Wadung Asri. Based on the results of the study indicate that the two variables have an influence on employee job satisfaction. This is shown from the value of T. Count > T. Table and F. Count > F. Table. With these results, it can be concluded that competency development in internet use needs to be continuously developed so that employees can experience optimal job satisfaction so as to reduce employee turnover and out of the organization.

Keywords: Competence; Internet; Job Satisfaction; Book Stores

1. INTRODUCTION

In the era of digitalization, employees are required to have quite a lot of competence. Competence is not only about knowledge but about skills. In general, competence is defined as an ability to carry out or carry out a job or task that is based on skills and knowledge and is supported by a work attitude. A good work attitude can build good relationships between employees and business owners. Attention that can be done by business owners, namely by developing skills through training and good relations between employees is able to create cohesiveness in the work environment (Cebi et al., 2022).

Currently, every employee is required to have competence in the field of information technology, to be precise, the ability to use the internet widely and to be able to provide benefits. This ability can be developed through several trainings, starting from the basics of using the internet to how to use the internet to be able to develop a business. However, it cannot be denied that nowadays the internet is being abused (Kurniawan et al., 2018).

In efforts in the field of meeting educational needs, business owners and employees must continue to follow existing developments. This is because every time a leader changes, the education curriculum changes so that the stock of the needs in the bookstore also changes. There are changes dynamically then this can affect employee satisfaction. Such a situation can show employees who are always satisfied and satisfied with the work they have and there are employees who are dissatisfied due to being too careless (Prasada et al., 2020).

The main things that can affect one's job satisfaction are compensated, working conditions, work-life balance, recognition, rewards, job challenges, safety, career growth and competence. So in this study the

limitation of the problem only uses two factors to be used as independent research variables, namely competence and internet use. Based on the background described, the aimed of this study was to determine the effect of competency and internet use on job satisfaction of Galuh Bookstore employees in Sidoarjo.

2. THEORETICAL FRAMEWORK AND HYPOTHESES FORMULATION

Competence

Competence is an ability to carry out or carry out a job or task that is based on skills and knowledge and is supported by the work attitude required by the job. Competence as a person's ability to produce at a satisfactory level in the workplace, also shows the characteristics of the knowledge and skills possessed or needed by each individual that enable them to carry out their duties and responsibilities effectively and raise professional quality standards in work (Ploger et al., 2019).

Competence according to Sutrisno (2009) is the basic foundation of people's characteristics and indicates how to behave or think, equate situations, and support for long periods of time.

There are five competency characteristics, namely:

- 1 Motives, things that are consistently thought or desire that cause of action. Things that encourage directed and selected behavior towards certain activities or goals. An example of the achievement motive would be to continuously motivate people to set moderately challenging goals and take responsibility for their work and use feedback to get better.
- 2 Characteristics, physical characteristics and reactions that are consistent with situations or information for example, reaction time, and good field of view are competencies for a pilot.
- 3 Self-concept, attitude, self-worth of people. For example, confidence, the belief that he will be effective in various situations, is part of his self-concept.
- 4 Knowledge, namely information that is owned by a person, especially in a specific field. Knowledge is a complex competency. Usually, knowledge tests measure the ability to choose the most correct answer, but cannot see whether a person can do the job based on the knowledge he has
- 5 Skills, the ability to be able to carry out certain physical and mental tasks. The competencies set in the organization consist of various aspects of the development of resources that are owned and conditioned as supporting efforts in achieving organizational performance. The existence of performance excellence is an important capital to lead an organization to achieve an optimal and efficient level of competitive advantage (Novita, 2022).

The Internet and Its Uses

Literally, the Internet stands for Interconnected-Networking which is a series of computers connected in several circuits. Overall, the Internet is a large interconnected network of computer networks that connect people and computers around the world, via telephone, satellite and other communication systems. The internet is formed by millions of computers connected together from all over the world, providing a way for information (from text, images, audio, video and others) to be sent and enjoyed together. To be able to exchange information, standard protocols are used, namely the Transmission Control Protocol and the Internet Protocol, better known as TCP/IP (Ahmad et al., 2020).

According to (Manuhutu et al., 2021) information and communication technology is the use of computer equipment, both hardware and software, which can facilitate a job by using existing technology to process and manage information data which can be in the form of data, sound or video. Meanwhile, based on the Electronic Information and Transaction Law or Law Number 11 of 2008 or the ITE Law, it is a law that regulates information and electronic

transactions, or information technology in general. This Law has jurisdiction that applies to every person who commits legal acts as regulated in this Law, both within the jurisdiction of Indonesia and outside the jurisdiction of Indonesia, which has legal consequences in the jurisdiction of Indonesia and outside the territory of Indonesia and harms the interests of Indonesia (Pilabre et al., 2021).

According to (Suriansyah et al., 2015) states that the role or abilities possessed by teachers in the era of globalization such as technological developments as it is now are:

1. Develop personality; this is because a teacher must be able to guide students towards maturity through smooth interactions with other students.
2. Expertise in science and technology and art (IPTEKS), because teachers will guide students in the world of science and technology which continues to experience rapid development from time to time.
3. Ability to develop students' interest and motivation through mastery of learning methodology.
4. Continuous professional development. With these capabilities, teachers can be better prepared to adapt to any challenges that will arise in the future (Syahriar et al., 2021).

Job satisfaction

Job satisfaction is a form of one's feelings towards work, work situations and relationships with co-workers. Job satisfaction is something that is important for an employee to have, where employees can interact with their work environment so that work can be carried out properly and in accordance with company goals. There are three kinds of job satisfaction theories according to Wexley and Yukl (2017), namely:

a. Discrepancy theory

This theory measures a person's job satisfaction by calculating the difference between what should be and perceived reality. So the satisfaction or dissatisfaction felt by employees is the result of comparisons or gaps made by one against various kinds of things that have been obtained from work and which are their expectations. Satisfaction will be felt by the employee if the difference or gap between his personal standards and what is obtained from work is small. Otherwise dissatisfaction will be felt by employees if there is a difference or gap between their personal standards and what is obtained from a large job (Pasae et al., 2021).

b. Equity theory

The principle of this theory is that people will feel that there is justice or not for in situation. Feelings of equity and inequity in a situation There are three elements of equity theory, namely:

1. Input is anything of value that employees feel as a contribution to the work. Besides that, input can also be interpreted as a valuable factor for employees who are considered to support their work such as education, experience, skills, number of tasks and equipment or equipment used to do their work.
2. Outcomes are something that is considered valuable by an employee obtained from his work such as salaries, side benefits, symbols, status, awards and opportunities for success or self-actualization.
3. Comparison person is a comparison made by employees to the ratio of their input-out comes to that of other employees. So, according to this theory, each employee will compare the input ratio to the results of others. If the comparison is considered fair enough, employees will be satisfied. If the comparison is unbalanced but profitable it can lead to satisfaction, but it can also not. But if the comparison is not balanced dissatisfaction will arise (Rahardjo, 2014).

c. Two factor theory According to Herzberg (Munandar, 2001) the theory of job satisfaction, called the two-factor theory, consists of hygiene factors and motivator factors. According to this theory, what is meant by motivational factors are things that encourage achievement which are intrinsic in nature, which means that they originate within a person, while what is meant by hygiene or maintenance factors are factors that are extrinsic in nature, meaning that they come from outside oneself which also determine behavior someone in someone's life (Susanto et al., 2022).

Hypothesis Development

The research entitled The Influence of Competence on Compensation-Mediated Teacher Performance at SMK Magelang Regency has the goal to be achieved in this study is to analyze the effect of competence on teacher performance, the effect of compensation on teacher performance and the effect of competence and compensation simultaneously on SMK teachers in Magelang Regency. This type of research is research using quantitative analysis of a population of 172 teachers at SMK Negeri Magelang Regency, 125 teachers are taken as a sample. Research data collection techniques through a questionnaire with a Likert scale. Data analysis in this study used path analysis and multiple linear regression analysis. The results of the significant probability relationship between variables were measured by the t test and the mediation test. The results in this study indicate that competence has a significant positive effect on teacher performance, compensation has a positive and significant effect on teacher performance and competence is mediated by compensation having a positive effect on the performance of SMK teachers in Magelang Regency (Wahyudi, 2021).

The study, entitled The Influence of Competence and Motivation on Teacher Performance with the aim of this study was to explain the influence of competence and motivation on teacher performance. This type of research is quantitative. Retrieval of data using a random sampling sample distributed to 71 respondents. Data collection techniques in this study were questionnaires and library data. The method used is multiple linear regressions. With the help of SPSS 22 software. The results of this study indicate that competence and motivation have a simultaneous and significant effect on teacher performance as indicated by the significance level $F < \alpha$ ($0.000 < 0.05$) and R-square of 0.323. This means that the contribution of competence and motivation is 32.3%. While the remaining 67.7%, is explained by other variables outside of this study. Partially, competence has no significant effect on teacher performance of 0.536 and motivation has a significant effect on teacher performance of 5.027 (Restie Fauziana Ulfie, 2018).

H1: Competence (X1) has a positive influence on employee job satisfaction (Y) Galuh Bookstore.

The study, entitled The Effect of Using Information Technology, Work Motivation, and Job Satisfaction on Teacher Performance at SMA Negeri 82 Jakarta during the Covid-19 Pandemic. Which is published in the Journal of Sustainable Community Development (JSCD). This study aims to find out and also analyze changes in the education system due to the COVID-19 pandemic which has resulted in new policies in the learning process with the help of advanced technology and internet devices. This type of method in this study uses quantitative methods. In this study, the population consisted of 34 PNS teachers at SMA Negeri 82 Jakarta. In this study, the researcher took a thoroughly available sample known as a saturated sample. Furthermore, in data collection and variable measurement, namely by using a questionnaire and through a Likert scale measurement. The data analysis technique used in this study uses descriptive analysis, inferential analysis, validity test, reliability test, determinant coefficient test (R^2), and hypothesis testing using t-statistics. Based on the results of data test processing using the SmartPLS 3.0 tools, results have been obtained showing that there is a significant influence from the analysis and

discussion related to the Effect of Using Information Technology, Work Motivation, and Job Satisfaction on Teacher Performance at SMA Negeri 82 Jakarta (Pratiwi, 2021).

Research entitled The Influence of Information and Communication Technology on Learning Quality and Teacher Performance at MIN 2 Bandung City during the Pandemic Period, published in the Wahana Pendidikan Journal. This study aims to determine and also analyze the effect of information and communication technology on the quality of learning and teacher performance at MIN 2 Bandung City. The type of method in this study uses a qualitative descriptive method, namely a method that describes a condition in the form of written or spoken words and the behavior of the observed subject. In this study, the data collection technique was filling out questionnaires or questionnaires, namely parents and teachers, observation or observation of learning, and virtual interviews. The sample used in this study amounted to 71 people consisting of teachers and parents of grade VI students. The data used in this study is primary data, namely data obtained directly from the source obtained is referred to as primary data. Based on the results of testing the hypothesis in this study, it shows that there is a significant influence in utilizing Information and Communication Technology in which there are many media such as WhatsApp, YouTube, Google form, Quiziz, Zoom and others. So, from the results of this analysis, it is the data inputted by the WhatsApp application that dominates the support for online learning. Learning will not run effectively (Rahman, Ummah and Mulyasari, 2021).

H2: Internet use (X2) has a positive influence on job satisfaction (Y) for Galuh Bookstore employees.

3. RESEARCH METHODS

This research was conducted in November 2022 - January 2023 at the Galuh Bookstore Sidoarjo with three branches, namely the Brigjen Katamso, Tropodo and Wadungasri branches. The sample used in this study was 40 employees. The type of research used is quantitative descriptive analysis and inferential statistical analysis. Data collection techniques were carried out by observation, interviews and distributing questionnaires. Observations were made by visiting the research subjects directly and then recording their physical condition. The interview process was conducted on several employees who were at the Galuh Bookstore. After observations and interviews were carried out, questionnaires were distributed to be filled out by employees. Quantitative descriptive analysis was performed using IBM SPSS Statistics 25 to find out the data in general and continued to analyze validity, reliability, multicollinearity, coefficient of determination, hypothesis testing with T-test and F-test

4. RESULTS AND DISCUSSION

4.1 Results

Description of Research Variables

Table 1: Descriptive Statistics of The Research

Variable	N	Mean	Std. Deviation
Competency (X1)	40	4.4844	0.2581
Internet Use(X2)	40	4.5656	0.2578
Job Satisfaction (Y)	40	4.4410	0.2672

Source: Personal data, 2023

Based on the results show that competence has a mean of 4.4844 with a standard deviation of 0.2581. Internet use has a mean of 4.5656 with a standard deviation of 0.2578. While job satisfaction has a mean of 4.4410 with a standard deviation of 0.2672.

Validity Test

Table 2: Validity Test of The Research

Variable	Indicator	R. Count	R. Table	Notes
Competency(C1)	C1	0.590	0.312	Valid
	C2	0.502	0.312	Valid
	C3	0.546	0.312	Valid
	C4	0.434	0.312	Valid
	C5	0.370	0.312	Valid
	C6	0.566	0.312	Valid
	C7	0.508	0.312	Valid
	C8	0.336	0.312	Valid
Internet Use (IU)	IU1	0.630	0.312	Valid
	IU2	0.575	0.312	Valid
	IU3	0.630	0.312	Valid
	IU4	0.504	0.312	Valid
	IU5	0.376	0.312	Valid
	IU6	0.609	0.312	Valid
	IU7	0.626	0.312	Valid
	IU8	0.486	0.312	Valid

Source: Personal data, 2023

Based on the results of validity testing it is known that the measuring instrument used on the competency variable is valid or valid. This is because R Count > R Table.

Reliability Test

Table 3: Reliability Test of The Research

Variable	Reliability	Criteria	Notes
Competency (C1)	0.678	$\geq 0,6$	Reliable
Internet Use (IU)	0.659	$\geq 0,6$	Reliable

Source: Personal data, 2023

Based on the results of the reliability test, it is known that the measuring instrument used on the competence and discipline variables is reliable because the Cronbach Alpha value is > 0.6.

Normality Test

Table 4: Normality Test

Kolmogorov-Smirnov	Unstandardized Residual
Asymp. Sig (2-Tailed)	0.100

Source: Personal data, 2023

This shows that it is normally distributed. A data is said to be normally distributed if sig. > 0.05 and is said to be not normally distributed if sig. < 0.05.

Multicollinearity Test

Table 5: Multicollinearity Test

Variable	Tolerance	VIF
Compeency (X1)	0.221	4.516
Internet Use (X2)	0.221	4.516

Source: Personal data, 2023

Based on the multicollinearity test, it is known that the data does not occurred intercorrection between variables or there are symptoms of multicollinearity. This is because the Tolerance value > 0.10 and $VIF < 10.00$. This means that the data between one independent variable and another in the regression model does not occurred a relationship that is close to perfect or a perfect relationship.

Hypothesis Testing

Table 6: Hypothesis Testing

Type	Competence	Internet Use
F-Test		
Result	52.272	
T-Test		
Result	3.035	4.842
Conclusion	Sig.	Sig.

Source: Personal data, 2023

Based on the results of the F test, the F-count value is 52.272. This shows that the independent variable has an effect on the dependent variable. Because the value of F-Count $> F$ -Table ($52.272 > 3,25$). Meanwhile, based on the results of the T test on each variable, it shows a significant effect. This is because the value of T-Count $> T$ -Table.

Table 7: Model Summary R

Model	R	Square	Adjusted R Square
1	.885 ^a	.739	.724

Source: Personal data, 2023

Based on the test results of the coefficient of determination, the R-square value is 0.739 (73.9%). This means that the ability of the independent variables in this study affects the dependent variable by 73.9%, while the remaining 26.1% ($1 - 73.9$) is explained by variables other than the independent variables in the study.

4.2 Discussion

This is in accordance with Lawler's theory which states that expertise is part of the input factors that affect job satisfaction or dissatisfaction in Munandar, (2012) quoted from the journal *Tepak Business Management*, Master of Management, University of Riau, where research was conducted by Dayu Indah Novriani Parta, H.B Isyandi and Sri Indarti. Then it is also supported by the research of Amador, LB., Nicolas, and L.E. Vila, (2016) where competency mismatch will

reduce the level of job satisfaction. Further research is supported by work. Therefore, it shows a significant influence of job satisfaction in an effort to improve lecturer performance. Setyaningdiyah, Kertahadi, et al (2013) that competence has a positive effect on job satisfaction, then also Yani Haskas (2013) regarding the effect of competence and motivation on achievement, appreciation and job satisfaction of lecturers in high schools of health sciences in South Sulawesi province. Manochehri (2015) suggests that the construct of employee competence as an element of intellectual capital can be seen from three aspects of competence, namely intellectual, emotional, social aspects because competency measurement uses the dimensions of level of knowledge, skills and education

Technology is a method and equipment contained in organizations that are used by individuals to process inputs into outputs. Statistically, it can be seen that technology has a significant effect on job satisfaction, but this effect is not strong enough to maintain the level of employee job satisfaction considering that the determination value is very small. Technological improvements in employee perceptions will lead to an increase in their perceptions of job satisfaction. However, employees' perceptions of their level of job satisfaction will quickly change if there are changes in other variables that affect this satisfaction (Antonietti et al., 2022).

The significant influence of technology on job satisfaction occurs because most employees perceive that technology, whether in the form of methods or equipment applied or used by the company, is appropriate in supporting their work activities. Perceived accuracy includes the latest and the amount of equipment available, in addition, the methods applied are able to create ease in carrying out work and are appropriate for company needs (Syamsir, 2020). The equipment provided causes their work activities to run smoothly and they don't wait for each other in terms of using the equipment. The technology applied by the company is still perceived by employees as a tool to create effectiveness and efficiency in carrying out the work. As for the success of their work, they perceive that it really depends on their own efforts (Joensuu and Peltonen, 2023).

The managerial implication of this research is that if a company wants to quickly increase employee job satisfaction, then managers can consider technological changes in a better direction in the perception of their employees (Suyanto, 2018). However, it must be remembered that if this policy is adopted by managers without being able to maintain other factors that affect employee job satisfaction, then job satisfaction will quickly change (Soininen et al., 2023).

5. CONCLUSIONS AND SUGGESTIONS

5.1 Conclusion

Based on the research results, it can be concluded that competency in the form of knowledge and skills has a positive effect on employee job satisfaction. In addition, the use of the internet in bookstores also affects employee job satisfaction. So that the factors that influence employee job satisfaction are competence and internet use

5.2 Suggestions

Based on the results and conclusions, it can be suggested that business owners must pay attention to employee competencies and continue to develop their competencies because this will be related to job satisfaction. As well as the provision of internet services needs to be considered so that the competencies possessed by employees can be developed.

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