

The Influence Of Librarians' Competence On Their Performance At The Jatinangor Institute Of Home Affairs Governance (IHAG) Library

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ABSTRACT

The purpose of this study is to determine the influence of librarians' digital competence on their performance at the Jatinangor IHAG Library. This is a quantitative study with data collected from 30 respondents through questionnaires. The statement items from Marguna and Sangiasseri (2020) were used to provide answers to the problem formulation. The results showed that the librarians' digital competence and performance are included in the fairly good category. In conclusion, Digital Competence (X) as the independent variable influences the dependent one, namely Librarians' Performance (Y), with a value of 31.1%.

Keywords: Librarians' Performance, Librarians' Digital Competence, Librarians' Competence.

Introduction

Law Number 43 of 2007 mandated that the library is an institution that manages various collections, both written, printed, and recorded works, articles, and journals. It is professionally managed with a standard system established to realize the needs of various elements, including education, research, preservation, information, and recreation for its users. Additionally, university library is expected to boost the literacy rate of their users significantly. Therefore, it needs to pay attention to its vision and mission to achieve these contributions.

In addition to formulating a good vision and mission, the library needs to be supported by adequate human resources, which are measured by quantity and quality. Qualified librarians tend to be able to render quality services as well. University library must provide accessible, cheap, fast, and appropriate user services. The better the service quality, the more satisfied the users are with the library's performance. This is realized by the excellent role of human resources, which consists of organizational leaders, librarians, and administrative staff.

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The quality of human resources is closely related to the competence of these librarians. This is affected by various factors, such as the rapid development of technology. Human resources are expected to adapt continuously to technological advances. The rapid development of science and information technology has an impact on the library, therefore, librarians need to be innovative and creative in carrying out daily tasks and functions, including in terms of rendering services to the users.

Competence is defined as the ability of librarians to complete the daily tasks assigned to them. According to Hermawan (2006), it is also related to one's attitudes, behaviors, characteristics, and values at work. Sari and Permana (2012) stated that it aids librarians in exhibiting excellent performance. The US Special Libraries Association (US-SLA) classified competence into two, namely professional and individual (Supriyanto, 2009). Professional competence is characterized by reading skills, creativity, intelligence, responsiveness, broad-mindedness, forward-looking, ability to absorb knowledge, objectivity, and generalization. It also includes environmental insight, professional ethics, and being highly motivated to conduct research and counselling activities (Supriyanto, 2009). Meanwhile, individual competence is characterized by the fear of God Almighty, accountability and discipline, exceptional work ethics, flexibility, proper communication, friendliness, and responsiveness to technological developments.

Digital competence, closely related to the use of information technology at work, aids librarians and other staff in completing their tasks, thereby improving their performance easily. Wijaya and Rohmah (2020) stated that its use is in line with the ease of completing certain tasks (Shahlaei et al., 2020). According to Ranger (2011), some staff use information systems to discharge their tasks (Rangriz, 2011). Meanwhile, digital competence is considered one aspect that needs to be known regarding adequately running an organization (Shahlaei et al., 2020). It also aids staff in engaging in interactive activities using communication tools, digital media and networks (Cahen & Borini, 2020). Digital competence depends on their ability to use computers for retrieval, presentation purposes, and the exchange of information through the internet (Ilomäki et al., 2011). Punie, Caberra and Ilomaki et al. (2011) stated that it involves critical and confidential information communities in terms of working, spending free time, and communicating.

Digital competence influences performance, defined as the work result of staff related to their duties and functions in an organization (Harinandja, 2002). Moreover, it can also be described as the work output realized at a certain time (Wirawan, 2009). Several factors affect performance,

such as individual competence, job demands, and work environment (Suradji, 2004). Marguna and Sangiasseri (2020) stated that digital competence significantly influences performance. Its indicators consist of skilled, easy, fast, precise, and accurate completion of information technology-based work. The indicators of performance are internal and external environmental components.

Previous studies inspired this research, and besides realizing quality services, librarians are expected to improve their performance (Siregar, 2015). Therefore, their professionalism is needed in searching, managing, and delivering information to users (Kismiyati, 2008). The findings show that there is a need for librarians to enhance their hard and soft skills. The improvement of hard skills is performed through education, training, and seminars that support their main tasks. Spiritual and emotional activities tend to enhance soft skills (Nadhifah, 2019). Some other findings stated that competence is related to the number of standard librarians compositions in accordance with the legislation (Saputro & Amir, 2018). In Indonesia, it comprises three important aspects, namely experts in the field of information, a position based on needs, and adequate facilities (Pendit, 2008). Librarians also need a competent network to maintain their quality in accordance with the industrial revolution 4.0 era (Aini & Istiana, 2018). In the information era, they need to possess a professional attitude with the ability to utilize the acquired data in the field (Marshall et al., 2003). Given the innumerable demands, several perspectives relate to the importance of librarians' competence in terms of improving their performance. First, they are usually updated with the information obtained through blogs or learning forums. Second, prospective librarians are expected to deepen their knowledge regarding their job desks. Third, the curriculum in the school library needs to be evaluated periodically (Hasan, 2018).

The Institute of Home Affairs Governance (IHAG) Library has the vision and mission to provide accessible, cheap, fast, and appropriate services for its users. Therefore, its human resources consist of librarians and administrative staff responsible for executing certain activities. Referring to the statement above, the novelty of this study is focused on digital competence and performance indicators. The digital competence indicators include skilled, easy, fast, precise, and accurate completion of information technology-based work. The performance indicators comprise internal and external environmental components. Surprisingly, this study failed to employ the internal component of librarians because it does not agree with the statement items related to self-confidence, independence, and optimism. The representative statements are related to the emotional and spiritual aspects of the librarians. Therefore, this study focuses on the digital competence variable and aims to determine its influence on the performance of librarians at the Jatinangor IHAG Library.

Method

This research carried out a hypothesis test on 30 respondents consisting of 23 librarians and 7 administrative staff as supporting informants to determine their digital competence and performance, in line with the items proposed by Marguna and Sangiasseri (2020). The formulated hypothesis stated that Digital Competence (X) influences Librarians' Performance (Y). The Likert scale measures the responses from the questionnaires distributed to the respondents. It consists of four values, where 4, 3, 2, and 1 denote strongly agree (SA), agree (A), disagree (D), and strongly disagree (SD). This study uses descriptive and statistical analyses, and the acquired data are processed using SPSS version 23 software. The validity and reliability tests were carried out on each variable using the Cronbach Alpha formula. The hypothesis test consists of adopting a simple linear regression analysis to determine the influence of digital competence on librarians' performance.

Results And Discussion

1) Results

As a guide in answering the questions, this study refers to the statement items proposed by Marguna and Sangiasseri (2020) that digital competence has a significant influence on performance. Its indicators consist of skilled, easy, fast, precise, and accurate completion of information technology-based work. Meanwhile, performance indicators comprise internal and external environmental components. Although, the internal components were not utilized in this research.

Descriptive Statistical Analysis

The descriptive statistical analysis results show that, in total, there are 30 respondents. The frequency of respondents' answers related to the variables is presented in the following table.

Table 1. Frequency of Respondents' Answers Regarding Digital Competence

Statement Items	SD	D	A	SA	N	SCORE	MEAN
	1	2	3	4			
I have sufficient knowledge of ICT and information literacy	0	4	16	10	30	96	3.2
I have ICT skills that are extremely supportive of librarianship tasks	0	6	16	8	30	92	3.1

Table 2 shows that two indicators have a dominant contribution, namely the second and fourth, with an average score of 3.60. This implies that the leader plays an essential role in increasing librarians' work motivation, and their performances are boosted if the work environment is conducive and comfortable. Therefore, these two indicators are used to determine the performance of librarians in the IHAG Library.

An average score of 3.22 was awarded to the librarians' performance variable, which was grouped in the moderate category. Based on these results, their performance is supported by good digital competence. It is also determined by leadership and work culture indicators. However, referring to the information on the table, most of the librarians perform quite well, not because of the first and third statements, where the leader always motivated and directed them and the work culture is extremely supportive, respectively.

Validity and Reliability Tests of Study Instruments

The validity test results of all instruments show that the r_{count} is greater than the r_{table} of 0.361, and reliability depicts that all variables are reliable. The data relating to the validity and reliability tests of the instruments are shown in the following table.

Table 3. Validity Test of Digital Competence Variable

No. Item	r_{xy}	$r_{\text{table}} 5\% (30)$	Description
1	0.802	0.361	Valid
2	0.712	0.361	Valid
3	0.642	0.361	Valid
4	0.696	0.361	Valid
5	0.681	0.361	Valid

Table 4. Validity Test of Librarians' Performance Variable

No. Item	r_{xy}	$r_{\text{table}} 5\% (30)$	Description
1	0.875	0.361	Valid
2	0.732	0.361	Valid
3	0.875	0.361	Valid
4	0.732	0.361	Valid

Table 5. Variable Reliability Test

Variable	r_{xy}	$r_{\text{table}} 5\% (30)$	Description
X	0.746	0.361	Reliable
Y	0.817	0.361	Reliable

Simple Linear Regression Analysis

Simple linear regression analysis can evaluate one independent and dependent variable, namely Digital Competence and Librarians' Performance, respectively. The purpose of calculating the simple linear regression analysis is to determine the extent to which digital competence affects librarians' performance, as shown in the following table.

Table 6. Model Summary

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.558 ^a	.311	.286	1.866

a. Predictors: (Constant), competence

Table 6 shows that the value of the correlation or relationship R is 0.558. Based on the output, the coefficient of determination (R Square) obtained is 0.311. This simply signifies that Digital Competence as the independent variable influences the dependent one, namely Librarians' Performance, with a value of 31.1%.

Table 7. ANOVA (F-Test)

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	43.985	1	43.985	12.634	.001 ^b
	Residual	97.482	28	3.481		
	Total	141.467	29			

a. Dependent Variable: Performance

b. Predictors: (Constant), Competence

The Anova table illustrates that the F_{count} is 12.634 with a significance level of 0.001, which is less than 0.05. Therefore, the regression model can be used to predict the librarians' performance, or in other words, Digital Competence (X) influences Librarians' Performance (Y).

Table 8. Coefficients (t-test)

Coefficients					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		

1	(Constant)	4.276	2.441		1.752	.091
	Competence	.535	.150	.558	3.554	.001

a. Dependent Variable: Performance

The Coefficients table shows that the Constant (a) is 4.376, while the Digital Competence (b or regression coefficient) is 0.535. Therefore, the regression equation is written as follows

$$Y = a + bX$$

$$Y = 4,276 + 0,535 X$$

The equation can be translated as follows

- A constant of 4.276 simply means that the consistent value of Librarians' Performance is 4.276.
- The X regression coefficient of 0.535 states that for every 1% addition of the Digital Competence value, that of the Performance increases by 0.535. The regression coefficient is positive, therefore the direction of the influence of the variable X on Y is positive.

Based on the Coefficients table, the significance value obtained is 0.001, less than 0.005. It was concluded that Digital Competence (X) has an influence on Librarians' Performance (Y). Furthermore, t_{count} is 3.554 greater than t_{table} (2.048), and it was concluded that Digital Competence (X) has an influence on Librarians' Performance (Y).

2) Discussion

The main finding shows that Digital Competence positively and significantly correlates with Librarians' Performance. The Institute of Home Affairs Governance (IHAG) has one mission which is to render library services to its users. One of the dominant factors in providing these services is the presence of librarians who are professionals in their fields. Digital competencies are possessed by librarians, where the IHAG staff utilizes technology and information to render daily services to users. A type of service that utilizes this technology is circulation realized through the Online Public Access Catalog (OPAC). Its services with the use of this technology are certainly convenient for users. Generally, librarians have been able to complete their tasks quite well due to their sufficient knowledge and skills related to ICT and information literacy. In their daily work,

IHAG librarians complete their tasks by utilizing technology because it is believed that its use is of higher-quality work.

The analysis results showed that Digital Competence has a positive and significant influence on librarians' performance. This implies that when the digital competence possessed by librarians is good enough, they are also bound to perform quite well. Therefore, the digital competence of IHAG librarians needs to be improved to support good performance as well. Another aspect that should be enhanced is electronic information retrieval in the context of providing its book services and journals. This finding is in line with previous studies that if the library does not keep up with technological developments, it will open up opportunities for users to leave this institution (Marguna & Sangiasseri, 2020).

The next finding shows that quite good performance of librarians is influenced by several factors, namely the internal and external environmental attributes. The internal environmental factor that tends to influence performance depends on the leader's important role in providing motivation and directing the staff, especially librarians. Meanwhile, the external environmental factor is the need for support from the work culture within the librarians. This finding supports previous studies that the role of the library leader is indispensable, especially in motivating its staff to enhance service quality (Risparyanto, 2017). The library leader is also expected to provide convenience related to licensing and tuition assistance for those unable to boost their competence through formal education (Masruri et al., 2016). Although, their competence influences the performance of these librarians. Based on previous research, competence and motivation partially influence the librarians' performance (Rahim & Jaman, 2019). The competence possessed by these individuals is not limited to digital competence but rather to other types. The previous study stated that librarians require to be competent in being more responsive, skilled, friendly, sympathetic, and happy to serve users, as well as creativity and productivity (Sari & Permana, 2012).

Based on the results, this research considers that the digital competence possessed by IHAG librarians of the Jatinangor Campus needs to be improved in several aspects. They must enhance the technical skills related to the use of computer technology and library applications. Technical skills can be upgraded through technical guidance activities organized by the IHAG Library of Jatinangor Campus in collaboration with the National Library.

Another aspect that needs attention is the availability of a budget for boosting their digital competence. The IHAG Library of Jatinangor Campus can pursue the provision of a performance-based budget. This study believes that the reward and punishment method should also be applied to improve librarians' performance. Meanwhile, those who excel can be rewarded by participating in various skill improvement activities related to digital competence. Some librarians who do not

have the opportunity to participate in these activities are further subjected to knowledge transfer and skills assistance. Therefore, there is a need for harmonization and synergy in the relationship between the leader and librarians as well as among themselves. The reward and punishment method is expected to promote the staff's performances, especially those who have not excelled, thereby ensuring they are more concerned with improving technical skills in their daily work. The rapid development of technology requires the library to be able to respond to changes quickly. Its existence is supported by increasing librarians' digital competence, which affects their performance. Adaptive and professional staff are always expected to renew the implementation of the university library function, especially that of the IHAG in the Jatinangor Campus.

Conclusions

In conclusion, Digital Competence (X) influences Librarians' Performance (Y) at 31.1%, which indicates that librarians need to improve their digital competence in providing services. The library leader is also imperative to provide motivational support and directions on an ongoing basis to complete daily tasks. Further studies are expected to add other independent variables because there is a possibility that other factors not used in this study affect librarians' performance.

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