Application of the Technology Readiness Index to Measure the Readiness of Personnel Information Systems for Village Employees in Tanjungmedar District

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***Abstract*— The development of information technology encourages village governments to adopt digital systems in improving services, including in the field of staffing. However, the readiness of village officials in using this information system is often a major challenge. This study aims to measure the level of readiness of village officials in Tanjungmedar District in adopting a personnel information system using the Technology Readiness Index (TRI) model. This model analyzes four psychological dimensions, namely optimism, innovativeness, discomfort, and insecurity. The study involved all village officials in nine villages in Tanjungmedar District with a total of 96 respondents. Data were collected through a Likert scale-based questionnaire and analyzed using validity, reliability, and TRI calculations. The research results showed a total TRI score of 3.38, which falls into the medium readiness index category. The variables of optimism and innovation received high scores, 1.02 and 1.03 respectively, while discomfort and insecurity scored lower, at 0.66 and 0.68. The research results indicate the need to improve aspects of comfort and security in the use of the information system. As a recommendation, technical training and system improvements are suggested to support optimal adaptation of information technology.**

Keywords*— *Technology Readiness Index, Information System, Village Apparatus.

I. INTRODUCTION

The development of digital technology is always increasing every year in every field. The application of technology to support daily activities is now increasingly widespread. One of the fields that have implemented technological developments to support their activity processes is the digital-based government sector, including the civil service sector. This is evidenced by data showing that as many as 98 agencies are connected to the government interconnection network and as many as 61% of agencies are served by the government service liaison system [1].

As the smallest unit of government in a region, village governments are required to adapt to the development of information technology in order to provide more effective and efficient services to the community [2]. One of the efforts that can be carried out is the implementation of information systems in the management of village government personnel. In Tanjungmedar District, nine villages have implemented a system to support staffing activities and community services, namely Cikaramas, Jingkang, Kamal, Kertamukti, Sukamukti, Sukatani, Tanjungmedar, Tanjungwangi, and Wargaluyu Villages.

In the process of its activities, each village is equipped with a system that helps in the process of service and internal activities in their respective villages. E-Office and SAKIP are two systems that have been implemented in activities carried out by village officials. E-Office facilitates services in correspondence and performance control of village officials, while SAKIP makes the performance achievements of village officials better, organized, and accountable [3]. With the advent of the system as an administrative tool, many administrative approaches have changed due to technological advances [4].

Currently, E-Office and SAKIP are steps taken by the Sumedang Regency Government in creating a system or technology to handle problems in the village administration process [5]. This is done for the process of village apparatus activities in each region, especially Tanjungmedar District, which is well organized and the reports generated are as needed. The evaluation or system assessment stage is a step taken to determine the factors that have an impact on user behavior towards the use of systems or information technology [6].

In research concerning the evaluation of a system or information technology, many model approaches can be used to measure this. Some of these models are the Technology Readiness Index (TRI) and the Digital Readiness Index (DRI), both of which are used to measure the readiness index to use information systems or technology. TRI is applied by involving users' readiness to use the system, which includes four variables: optimism, innovativeness, discomfort, and insecurity [7]. In the meantime, DRI assesses how far a country is able to optimize information and communication

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technology (ICT) to maximize competitiveness and welfare [8]. These two methods are used in assessing user readiness related to the use of technology or information systems that are tailored to the scope of research.

As long as the system or information technology is implemented in each village in Tanjungmedar District, an assessment of the readiness to use a system related to staffing that is already running or experiencing updates has not been carried out specifically. Various previous studies have examined the readiness to use information systems, including in several educational and government agencies [9, 10, 11]. However, this research is unique in that it will assess the readiness to use the civil service information system in all villages in Tanjungmedar District in an integrated manner, which has never been done before in this region.

TRI is an evaluation tool that assesses how ready individuals are to use the latest technology [12]. TRI does not only measure the latest technology, but can also be used to measure existing or developing information systems or technologies [13, 14, 15]. The relevance of using TRI is not limited to measuring the readiness of agencies that have implemented systems to support their work. TRI can also be used as a measuring tool in digital transformation trends, especially in processes that were previously manual and have since shifted to digital systems, whether in the context of business, learning, or health records [16, 17, 18]. In this case, the TRI model is an approach that suits the characteristics of the object, because the measurement is based on the use of a system with four variables whose scope is not too broad. This approach is in line with the concept of technology readiness, which refers to the tendency of individuals to accept and use technology to facilitate their work [7].

In this regard, the assessment process aims to determine how well village officials in Tanjungmedar District view the use of information technology or systems related to employment. The assessment is based on user psychological factors including optimism, innovativeness, discomfort, and insecurity contained in the Technology Readiness Index (TRI) model. Through this research, it is expected to gain an understanding of the level of readiness of village officials in the low, medium, or high category towards the use of information systems, which in turn can support the development of technological capacity in the future.

II. RESEARCH METHOD

The research stages are based on systematic and structured stages, this research consists of several stages. The stages are shown in Figure 1.

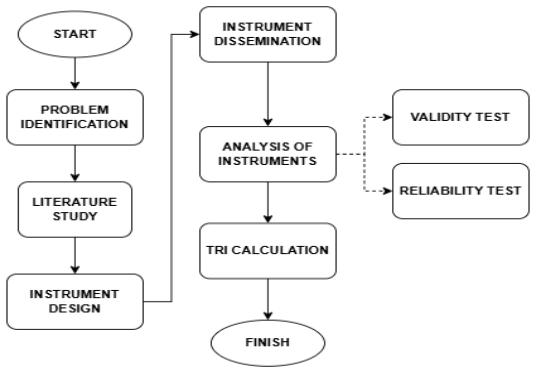

Fig. 1. Research Method Phases

A. Problem Identification

Problem identification is carried out to see the problems in the object and how to solve these problems in accordance with suitable practices.

B. Literature Study

Conduct a literature study to understand how to assess, evaluate, measure related to readiness to use information systems, related previous studies, and development recommendations. Similar research using the TRI method enables information systems and their users to measure the level of readiness in using technology. In a broader research context, the application of TRI in the regencies of Sumenep, Pamekasan, and several other regencies on Madura Island shows that all TRI variables have a significant influence on readiness for Smart Regency [19]. Meanwhile, another study combining the UTAUT and TRI methods shows that certain aspects of each variable have a significant influence on readiness, acceptance, and technology use [20].

C. Instrument Design

Development of appropriate question instruments based on the TRI method with four core variables: optimism, innovativeness, discomfort, and insecurity. TRI offers a psychological and proactive approach, making it more suitable for measuring technological readiness in users who are unfamiliar with digital systems [21]. Meanwhile, other models such as UTAUT (Unified Theory of Acceptance and Use of Technology) are less suitable for the research conditions, as they focus more on analyzing the factors that influence intentions and actual behavior in using information technology [22].

A questionnaire is a list of questions given to respondents who are willing to provide answers according to the questions asked [23]. The distribution of this questionnaire can be seen from the way the respondent answers, in how to answer it is divided into two categories [24]:

- Open-ended questionnaires allow respondents to answer in their own words.
- Closed-questionnaires provide answer options, so respondents only need to choose one.

In an open-ended questionnaire, respondents are given the freedom to respond to questions and can answer to these

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questions with descriptive responses. In contrast, in a closed questionnaire the questions have already been made by the researcher. In this case, the researcher used a closed-questionnaire to make it easier to process data from respondents' answers. The researcher provided a questionnaire with a Likert scale assessment. The Likert scale has an interval of 1-5.

The questionnaire used consisted of 22 questions, with each variable comprising 6 questions on optimism, 5 questions on innovativeness, 5 questions on discomfort, and 6 questions on insecurity. The Likert scale used consist 1: Strongly Disagree, 2: Disagree, 3: Neutral, 4: Agree, and 5: Strongly Agree. The list of questions used is shown in Table I.

TABLE. I. LIST OF QUESTIONS

OPTIMISM	
OPT1	I am confident that the information system will improve work efficiency in the village.
OPT2	I believe that the information system will facilitate coordination among employees.
OPT3	I am optimistic that the information system will improve services to the community.
OPT4	I am not sure that information systems will help villages in their decision-making.
OPT5	I believe information technology will bring progress to the village.
OPT6	I am confident that the information system will facilitate access to information for the public.
INNOVATIVENESS	
INN1	I enjoy trying out new features in information systems.
INN2	I am open to technological changes in the workplace.
INN3	I am willing to take the time to learn how to use the new information system.
INN4	I am interested in learning about the latest developments in information technology.
INN5	I enjoy sharing my knowledge of information technology with my colleagues.
DISCOMFORT	
DIS1	I am worried that I will have difficulty using the information system.
DIS2	I am afraid of making mistakes when using the information system.
DIS3	I feel more comfortable with the old way of working without an information system.
DIS4	I feel burdened by the new information system.
DIS5	I feel that the information system is too complicated for me to understand.
INSECURITY	
INS1	I feel insecure about my ability to use technology.
INS2	I feel I need help from others to use information systems.
INS3	I am concerned that my data will be lost or misused in information systems.
INS4	I don't feel the need to learn new information technology.
INS5	I am worried that information systems will replace my role.
INS6	I feel that information technology is developing too quickly for me to keep up.

D. Instrument Dissemination

Population is a general group consisting of objects or subjects with certain qualities and characteristics that have been determined by researchers to be studied and used as a basis for drawing conclusions [25]. In this study, the population is all village officials in Tanjungmedar District consisting of 9 villages that use the personnel information system, totaling 96 people. If the population is less than 100 people, then the number of samples taken is the total sample of less than 100 people, but if more than 100 people then 10-15% or 20-25% of the population can be taken [24]. The distribution of instruments to respondents was carried out with two approaches, namely via online and printed instruments that were delivered directly.

E. Analysis of Instruments

1) Validity Test

Validity testing refers to how reliable and accurate a measurement tool is in measuring what you want to measure. A measurement tool is said to be valid if it fulfills its function in accordance with the measurement objectives. The validity test is carried out to ensure that instruments such as questionnaires produce relevant and accurate data. A high level of validity indicates that the measurement is fit for purpose, while a low level of validity indicates that the data produced is not accurate. The level of validity is usually calculated through the product moment correlation technique, which is a statistical test to measure the relationship between two variables with interval or ratio scales. The product moment correlation calculation stage is as shown in the following equation [26].

$$rxy = \frac{n(\Sigma xy) - (\Sigma x)(\Sigma y)}{\sqrt{(n\Sigma x^2 - (\Sigma x)^2 . (n\Sigma y^2 - (\Sigma y)^2)}}$$

Description:

rxy : product moment correlation coefficient (Rhitung).
x : score obtained by the subject from all items.
y : total score obtained from all items.
Σx : sum of scores from the x distribution.
Σy : sum of scores from the y distribution.
Σx^2 : the number of quadrants in the score in the distribution x.
Σy^2 : the number of quadrants in the score in the

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distribution *y*.

2) Reliability Test

The reliability test is a test that measures how consistent a research tool produces data. An instrument is considered reliable if it consistently gives the same results when used under the same conditions. The purpose of the reliability test is to ensure that the measuring instrument produces data that is stable and does not change.

$$r11 = (\frac{k}{k-1})(1 - \frac{\Sigma Si}{St})$$

Description:
*r*11 : reliability value.
Σ*Si* : the sum of the variances of the scores of each item.
St : total variance.
k : number of items.

F. TRI Calculation

The TRI score is calculated by multiplying the mean (average) of each questionnaire by the weight of the statement. Each variable is given a weight of 25% of the total and then divided by the number of statements in that variable. After obtaining the weight of each statement, the total score for each statement is calculated by multiplying the mean of the statement by its weight. The variable score is calculated by summing the scores of all statements in the variable, and the total TRI score is the cumulative score of all variables. With the TRI calculation process shown in the formulas (1), (2), (3), (4).

$$Question\ Weight = \frac{25\%}{Number\ of\ Questions\ on\ Variables} \quad (1)$$

$$Question\ Score = \frac{\Sigma(Number\ of\ Responses \times Answer\ Score) \times Weight}{Number\ of\ Respondents} \quad (2)$$

$$Variable\ Score = \Sigma(Question\ Score) \quad (3)$$

$$TRI\ Score = \Sigma(Variable\ Score) \quad (4)$$

Parasuraman made a classification in grouping the results of the TRI calculation [7]:

- Low Technology Readiness category: TRI score ≤ 2.89
- Medium Technology Readiness category: Score 2.90 ≤ TRI ≤ 3.51
- High Technology Readiness category: TRI score > 3.51

III. RESULT AND DISCUSSION

A. Result

Based on the distribution of questionnaires, 96 respondents were obtained, in accordance with the total population. With details of respondents for each village in Tanjungmedar District as attached in Table II.

TABLE II. DETAILS OF VILLAGE RESPONDENTS IN TANJUNGMEDAR DISTRICT

Tanjungmedar District	
Village Origin	***Total Number of Village Officials***
Cikaramas	11
Wargaluyu	10
Jingkang	13
Tanjungmedar	10
Kamal	11
Kertamukti	11
Sukatani	11
Sukamukti	9
Tanjungwangi	10
Total Village Staff in Tanjungmedar	**96**

The demographics of the respondents who filled out the questionnaire varied from village to village. The following are the demographics of the respondents from the nine villages in Tanjungmedar District, as shown in Figure 2 and Figure 3.

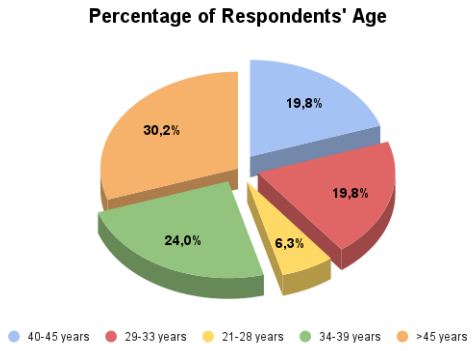

Fig. 2. Percentage of Respondents' Age

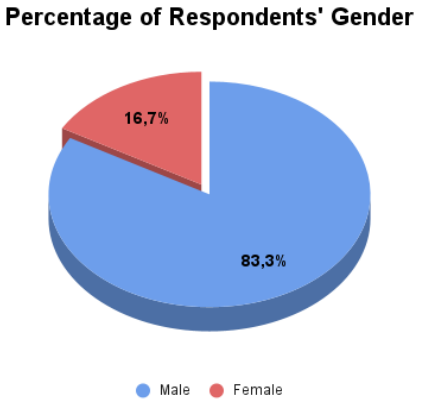

Fig. 3. Percentage of Respondents' Gender

In this study, the validity test was carried out to ensure that the questionnaire used was of good quality and able to measure what should be measured. The process of testing the

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validity of the questionnaire was carried out with the help of the SPSS program at a significance level of 5%. The questions in the instrument were tested using the Rcalculate formula with the criteria if Rhitung > Rtabel, then the instrument is valid, and otherwise the instrument is considered invalid [27]. The degree of freedom, df = n - 2, with a value of n = 96, so the degree of freedom is df = 96 - 2 = 94, and the closest result to 94 is Rtable 0.202. With the validity test results attached in Table III.

TABLE III. VALIDITY TEST

Item	Validity Test		
	Rhitung	*Rtabel (5%)*	*Result*
OPT1	0.805	0.202	Valid
OPT2	0.841	0.202	Valid
OPT3	0.755	0.202	Valid
OPT4	0.418	0.202	Valid
OPT5	0.809	0.202	Valid
OPT6	0.748	0.202	Valid
INN1	0.802	0.202	Valid
INN2	0.888	0.202	Valid
INN3	0.793	0.202	Valid
INN4	0.880	0.202	Valid
INN5	0.796	0.202	Valid
DIS1	0.819	0.202	Valid
DIS2	0.749	0.202	Valid
DIS3	0.720	0.202	Valid
DIS4	0.765	0.202	Valid
DIS5	0.789	0.202	Valid
INS1	0.621	0.202	Valid
INS2	0.597	0.202	Valid
INS3	0.727	0.202	Valid
INS4	0.519	0.202	Valid
INS5	0.695	0.202	Valid
INS6	0.719	0.202	Valid

The most commonly used method for testing reliability is by calculating the Cronbach's Alpha value. A Cronbach's Alpha value above 0.7 indicates good reliability, while a value below 0.6 is considered to indicate low reliability [28, 29]. With the results of the reliability test calculation using the SPSS program attached in Table IV.

TABLE IV. RELIABILITY TEST

Reliability Statistic		
Name of Variable	*Cronbach's Alpha*	*N of Items*
OPT	0.727	6
INN	0.888	5
DIS	0.824	5
INS	0.718	6

If the instrument test results which include validity and reliability tests are appropriate, the TRI calculation process can be carried out. The results of the TRI calculation were obtained from distributing questionnaires to 96 people with a Likert scale for each question, namely 1-5. The final calculation results are attached in Table 5.

TABLE V. TRI RESULT

Technology Readiness Index	
Variable	*Score*
Optimism	1.02
Innovativeness	1.03
Discomfort	0.66
Insecurity	0.68
Total Scores	**3.38**

B. *Discussion*

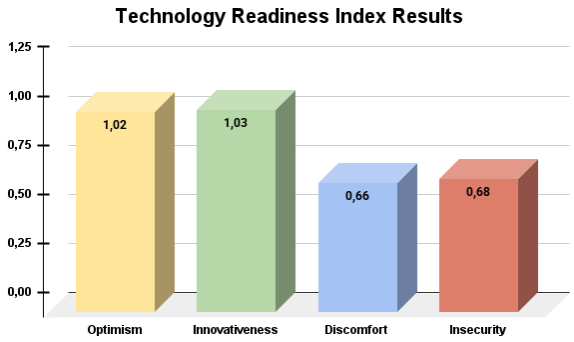

Fig. 4. TRI Results

Based on the results of the calculation and categorization of the results, it is obtained that the readiness index of village officials in Tanjungmedar District in using the personnel information system is 3.38 or falls into the medium index category. The optimism and innovativeness variables obtained good results, with scores 1.02 and 1.03. Meanwhile, the variables of discomfort and insecurity obtained poor results, with scores of 0.66 and 0.68. Based on the age demographic data in Figure 2, the low scores for the variables of discomfort and insecurity were influenced by age. Around 50 percent of village officials in Tanjungmedar District were over 40 years

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old. In addition to age, the organizational culture, which had previously been accustomed to using manual systems, also contributed to the low level of readiness in this aspect. Many village officials feel uncomfortable and insecure when using the personnel information system. Therefore, the aspects of discomfort and insecurity need to be given special attention in order to improve comfort and security in the use of the personnel system in the region.

IV. CONCLUSION

This study found that the readiness of village officials in using the staffing information system in Tanjungmedar District using the Technology Readiness Index (TRI) method is in the medium index category with a final score of 3.38. This study produces calculations of each variable in the TRI method. The optimism and innovativeness variables obtained good results, with scores of 1.02 and 1.03, while the discomfort and insecurity variables obtained poor results, with scores of 0.66 and 0.68.

The results obtained can be used as input for the implementation of information systems or technologies in the future. The information system to be implemented must be able to satisfy the psychological needs of users by taking into account important variables. In addition, before implementing a new system, training for village officials should be conducted to increase comfort and confidence in using the information system.

This research can be continued with the Technology Acceptance Model (TAM) method to understand how system acceptance in a local government agency. However, it is necessary to pay attention to several aspects such as respondents who are likely to change. So that further research can apply the TAM method to measure the level of acceptance of personnel information systems, especially in the Tanjungmedar District area.

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