

The Effect of Use of *Employee Self Service (Ess)* on the Performance of PT Employees. Rp

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Abstract

This research aims to analyze the effect of use of Employee Self Service (ESS) on the performance of PT.RP employees. Employee Self Service (ESS) is an important factor in human resource management that can facilitate employee performance and productivity in the current era of digitalization. This research used a quantitative approach with a saturated sampling method on 34 employees from various levels at PT. RP. Data is collected through a structured questionnaire that measures employee perceptions of usage Employee Self Service (ESS) and employee performance. Data analysis was carried out using a simple linear regression method to test the research hypothesis. The results of this research show that there is an influential Employee Self Service (ESS) regularly partial impact on the performance of PT.RP employees. These findings imply the importance for companies to design and implement Employee Self Service (ESS) which is comprehensive and user friendly to improve employee performance. This research also recommends the need for regular evaluation of employee Self Service (ESS) to ensure its effectiveness in encouraging optimal employee performance.

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1. INTRODUCTION

In the era of increasingly rapid digitalization, companies are required to continue to innovate to increase efficiency and productivity. One innovation that is widely adopted by modern companies is the Employee Self Service (ESS) system. ESS is a technology-based platform that allows employees to access and manage their personnel information independently, without having to go through the human resources (HR) department directly.

PT. RP, as one of the leading companies in Indonesia, has implemented the ESS system in an effort to increase HR management efficiency and empower its employees. This system is expected to optimize personnel administration processes, increase information transparency, and ultimately have a positive impact on employee performance.

However, the implementation of new systems such as ESS does not always go smoothly. There are various factors that can influence the successful adoption of this system, such as ease of use, perceived usefulness, management support, and readiness technology. Therefore, it is important to examine the extent to which the use of ESS affects employee performance at PT. RP.

By understanding the dynamics of the relationship between *Employee Self Service (ESS)* and employee performance in more depth, it is hoped that organizations can optimize the potential of their human resources, increase competitiveness, and ultimately achieve long-term success in an increasingly complex and competitive business environment. For this reason, the author is interested in researching usage variables *Employee Self Service (ESS)* and employee performance at PT. RP, several previous studies with the same variables explain the relationship between usage variables *Employee Self Service (ESS)*

with employee performance as follows. This research shows differences in perceptions between management and employees about ESS, as well as challenges in its implementation, such as the role of HR, cultural adjustment, and project management (Idam & Renwick, 2017).

This research discusses the development of the ESS system at PT. BCP Indonesia is designed to increase job satisfaction and employee performance. (Margatama, 2017) This research shows that there is a positive correlation between compensation and employee performance. The compensation and benefits provided have a positive impact on employee performance (Kadir et al., 2019), This study found that compensation and career development have a significant influence on job satisfaction and employee performance. Increasing compensation and career development can increase employee productivity and performance. (Oseanita et al., 2017)

Assess the impact of the Employee Self-Service system on human resource management at KCM Smelter Co. Limited, Zambia. This study shows that ESS improves efficiency and effectiveness in human capital management, as well as employee performance. (Mutemwa et al., 2023)

Based on the results of previous research, researchers are interested in researching usage variables *Employee Self Service (ESS)* and employee performance with the title Effect of use *Employee Self Service (ESS)* regularly partial impact on the performance of PT employees. RP. Of course, the novelty of this research is that there has been no previous research regarding variables in this area, apart from that this research uses simple regression techniques with quantitative methods. It is hoped that the results of this research can contribute to further research.

2. LITERATURE REVIEW

Usage *Employee Self Service (ESS)*

Employee Self-Service (ESS) is a web-based Human Resources Information System (HRIS) designed to provide employees with personalized access to HR information and services. It allows employees to manage administrative tasks independently, thus improving job satisfaction and performance. (Margatama, 2017)

ESS, driven by AI-powered Human Capital Management (HCM) platforms, enables employees to autonomously manage personal and professional data, access real-time feedback, and utilize personalized solutions. This integration fosters employee autonomy, engagement, and operational efficiency. (Bison, 2023)

ESS systems are advanced technological solutions that streamline human capital management by allowing employees to handle various HR-related tasks, such as updating personal information and accessing employment records. These systems are essential for achieving efficient human capital management and enhancing employee performance. (Mutemwa et al., 2023)

Employee performance

Mangkunegara in (Lysta Lestary & Harmon, 2017) state that performance is the result of collective work quality and the quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given

According to Mathis & Jackson in (Ahmad Rivai, 2020) argue that Performance is basically what employees do or do not do. Employee performance is what influences how much they contribute to the organization, among other things including: (1) output quantity, (2) output quality, (3) output period, (4) presence at work, and (5) cooperative attitude. Wake up deep (Debby Endayani Safitri, 2019) stated, "Performance (*performance*) is the work results achieved by a person based on job requirements." Performance indicators

items **valid 8** items, while the employee performance variable (Y) exists **8 items** declared valid. The test uses a two-sided test with a significance level $\alpha = 0.05$, then obtained $r_{table} = 0.329$. The test criteria for declaring an item valid are $r_{count} > r_{table}$

Reliability Test

Based on the calculation results, it is concluded that each item that has been declared valid is reliable with a level of significance $\alpha = 0.05$ then it is obtained $r_{table} = 0,60$. On variables usage *Employee Self Service* (ESS) (X) $r_{count} = 0.937$ bigger $r_{table} = 0,60$ then reliable, and variable **employee performance** (AND) $r_{count} = 0,796$ bigger $r_{table} = 0,60$ for **reliable**.

Simple Linear Regression Analysis Test

Based on **table 2 coefficients** It can be described as the results of a simple linear regression analysis, regarding the size of the t-count value, the level of significance, and the regression formula can be known. To make it clearer, here are the results. *coefficient* carried out with SPSS;

Table 2
Simple Linear Regression Analysis Table

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	15.969	2.886		5.533	.000
	x	.506	.083	.733	6.088	.000

a. Dependent Variable: y

Source: Data processed from SPSS

In the table above, the calculation results can be seen so that the regression equation that can be used to predict variables can be explained, namely; $Y' = 15.969 + 0.506x$.

As a basis for decision making, it can be seen that by using **thank you** as follows:

- a) If value $t_{count} > \text{value } t_{table}$, then there is an influence of variable X on variable Y.
- b) If value $t_{count} < \text{value } t_{table}$, then there is no influence of variable X on variable Y

Based on the calculation of t-tables that have a significance of 5% can be known by use rumus: $t_{table} = t(\alpha/2; n-k-1)$, **t value_{table} is; $t(0.025; 34-1-1) = t(0.025; 32) = 2.037$** , face **t-count $6,088 > t_{table} 2.037$** and based on significance value: from the Coefficients table the value is obtained **$0,000 < 0,05$** thus it can be concluded that the variable ***use of Employee Self Service (ESS) (X)*** influence employee performance (Y).

From the calculation results in **table 3** coefficient of termination calculation then it can be concluded that the variable ***use of Employee Self Service (ESS)*** has a contribution of **53,7%** on employee performance variables, while the remaining amount is **46,3%** influenced by other factors that have not been studied. Then variable ***use of Employee Self Service (ESS)*** positively influences **employee performance** with an r value of **0,733** (located in the coefficient interval **correlation 0.60- 0.799**).

Table 3
Coefficient of Determination

Source: processed from SPSS	Data	Model Summary				
		Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
		1	.733 ^a	.537	.522	2.238

a. Predictors: (Constant), x

DISCUSSION

From the results of the tests that have been carried out, variable *use of Employee Self Service* (ESS) (X) has an influence on employee performance variables (Y). This is evident from the value **t-count 6,088 > t_{table} 2.037**, and value **themselves 0,000 < 0,05**. So, it partially has a positive and significant effect on employee performance at PT. RP.

Thus, it is in line with previous research which strengthens variables *use of Employee Self Service* (ESS) (X) influence on performance as proven by several previous studies, variables *use of Employee Self Service* (ESS) (X) Examines the role of employees in self-service technology (SST) failure recovery and how the presence of other customers may change that role. This study found that customers preferred that employees take over completely after a failure if no other customers were present (Collier et al., 2017). Examining the influence of ESS application quality on job satisfaction and effectiveness of employee performance at PT. BPR Lestari, Bali (Fatmayoni, 2022). An overview of self-service technology options from the customer and employee perspective, with a focus on self-checkouts in the US retail industry (McWilliams et al., 2016).

5. CONCLUSION

In general, based on the test results and analysis of the relationship between variable X and variable Y regarding influence *use of Employee Self Service* (ESS) (X) regularly partial impact on the performance of PT.RP employees, that there is an influence between the variables *use of Employee Self Service* (ESS) (X) on employee performance variables because t-count then mark **t-count 6,088 > t_{table} 2.037**. And the significance value is $0.00 < 0.005$.

Then variables *use of Employee Self Service* (ESS) (X) positive influence **strong strong** to variables **employee performance** with an r value of **0,733** (located in the coefficient interval **correlation 0.60- 0.799**), as well variable *use of Employee Self Service* (ESS) (X) has a contribution of **53,7%** on employee performance variables, while the remaining amount is **46,3%** influenced by other factors that have not been studied Furthermore, we can find out the regression equation that can be used to predict, namely **Y' = 15.969 + 0.506x**.

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