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Boosting Employee Productivity Through Technological Innovation: Effectiveness of Srikandi Application at Kemenkumham Banten

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Abstract – This study aims to examine the effectiveness of the Integrated Dynamic Archiving Information System (SRIKANDI) application in increasing employee productivity at the Ministry of Law and Human Rights (Kemenkumham) Banten. The SRIKANDI application, which is part of the Electronic-Based Government System (SPBE) policy, is designed to simplify the digital archive administration process and support employee productivity through efficient electronic archive management. The research method used is a quantitative approach with the help of SmartPLS 4 software to test the structural relationship model between variables. This model includes independent variables such as ease of use, application performance, and user satisfaction, which are hypothesized to have a positive effect on the dependent variable, namely employee productivity. Data were collected through questionnaires given to employees who use the SRIKANDI application, and analyzed using the Partial Least Squares Structural Equation Modeling (PLS-SEM) method to measure the significance of the relationship between variables. The results showed that application performance had the most significant effect on employee productivity, followed by user satisfaction and ease of use. The R^2 value of 67% indicates that variations in employee productivity can be significantly explained by the independent variables in this model. The results of the hypothesis testing support that the SRIKANDI application is effective in increasing employee productivity by reducing administrative time and improving work quality. This study underlines the importance of system quality, perceived ease, and user satisfaction as key factors in the success of technology adoption in the public sector.

Keywords: *Effectiveness of the SRIKANDI application, employee productivity, SPBE (Electronic-Based Government System).*

1. INTRODUCTION

In the digital era, technological innovation in the work environment in the government sector is one of the key factors in increasing work effectiveness and efficiency (Edelmann et al., 2023; Yang et al., 2024). Technological innovation not only helps employees to work more efficiently, but also provides tools and solutions that make it easier for employees to work more effectively which will increase work productivity. The right technological innovation will optimize work processes, speed up administrative processes, and support employee productivity (Rohilla et al., 2024; Surya et al., 2021).

Employee productivity is a measure of how efficient an employee is in using existing resources, such as time, energy, and knowledge to produce output (results) in achieving work targets (Duru et al., 2022; Motyka, 2018). Productivity is the main indicator in realizing fast, precise, and responsive public services. However, in reality, this indicator is often faced with various things, such as work procedures in managing archives which are still manual. Archives play a very important role in supporting accountability, transparency, and sustainability of government administration, as a source of information and as evidence of government activities (Permana, 2024). Archive management that was previously done manually often faced several obstacles, such as longer archive search times, the risk of damage or loss of documents, and limited archive storage space that could hinder employee work productivity and reduce efficiency in the administration process (Opgenhaffen, 2022).

Technological innovation is one effective way to increase employee productivity. The implementation of appropriate and accurate technology will be able to accelerate the workflow and provide convenience in managing data and documents (De Wet et al., 2016; Rohilla et al., 2024). The implementation of digital systems in the workplace can save time, simplify workflows, and reduce administrative workloads. One of the impacts of technological innovation is the development of information technology in the field of archiving where this development can affect the way of looking at work, changes in the way of communicating, changes in perceptions about efficiency, changes in the creation, management and use of information/archives, and management of archives for archivists (Zhang, 2016). The development of information technology in the field of archiving allows electronic storage and management of archives, so that the document search process is faster and more efficient and supports the implementation of the Electronic-Based Government System (SPBE) (Fardiah et al., 2024; Limo et al., 2019; Shonhe & Grand, 2019).

Electronic-Based Government System (SPBE) is a national policy regulated in Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning Electronic-Based Government System (SPBE) which stipulates the importance of accelerating the use of information technology through the development of general applications that meet the established criteria, and can be used jointly by the central government and also regional governments that can be integrated between institutions throughout Indonesia to facilitate access and communication between institutions in one application which is a systematic effort made by the government in strengthening governance with the support of technology (Ramelan et al., 2023). This SPBE policy aims to integrate digital systems from various government agencies that support the creation of synergy between institutions and can improve the quality of public services in the future according to increasingly sophisticated technological developments.

One form of SPBE implementation in the field of archiving is the launch of an archive management application called the Integrated Dynamic Archiving Information System (SRIKANDI). The SRIKANDI application is a collaboration between the Ministry of State Apparatus Empowerment and Bureaucratic Reform (PANRB), the Ministry of Communication and Informatics (KOMINFO), the National Cyber and Crypto Agency (BSSN), and the National Archives of the Republic of Indonesia (ANRI) which was then ratified by the Coordinating Minister for Political, Legal, and Security Affairs of the Republic of Indonesia (RI) (Menko Polhukam RI) with the Minister of PAN RB on October 27, 2020 with the Decree of the Minister of PANRB Number 679 of 2020 (Library and Archives Service, 2023). Based on this decision, the National Archives of the Republic of Indonesia (ANRI) issued a regulation regarding the Regulation of the National Archives of the Republic of Indonesia Number 4 of 2021 concerning Guidelines for the Implementation of the Integrated Dynamic Archiving Information System (SRIKANDI) which is the legal basis for digital-based archive management in the Indonesian government environment. Through this guideline, every government agency is required to use the SRIKANDI application which is used as a standard in managing dynamic archives, which makes it easier for employees to record, store, maintain, and monitor archives digitally.

The SRIKANDI application is an application that functions in organizing letters that are created or dynamic archives starting from being created, used, maintained and reduced electronically by saving paper usage which is designed to help employees manage archives faster, safer, and more structured (Devega et al., 2022; Sutirman et al., 2017). This application speeds up the process of distributing letters, uses electronic signatures, and groups letters automatically, so that it can save costs and space for storing letters. The implementation of the SRIKANDI application in Indonesia has currently been reported to have reached 1.9 million users. According to data from anri.go.id since the SRIKANDI application was established in October 2020, this application has been implemented by 442 government agencies or institutions consisting of 141 central agencies or institutions, 28 provinces, and 253 cities/regencies with a total of 1,928,940 State Civil Apparatus users and the number of official documents that have been stored in the national data center in the SRIKANDI application is 28,058,864 documents and will continue to increase along with the implementation of this application (ANRI, 2023 in the journal Devina et al., 2024).

The SRIKANDI application is able to simplify administrative processes, including managing archives which are an important part of government documentation with a paperless office strategy.

Paperless office is a system that aims to reduce the use of paper in office administration. Documents and correspondence that were previously in physical form are now transferred to digital form using the internet for delivery. This application was developed to meet the needs of creating correspondence and electronic archives online and integrated with the aim of increasing employee productivity to be more efficient and effective. This application allows important archives to be stored in digital format which makes it easier to search and access documents. Another benefit of the SRIKANDI application is that work is not limited by time and location because it can be done from anywhere and anytime and wherever you are (Kemenpanrb RI, 2020). The existence of this application will be very useful and have an impact on dynamic and integrated archive management, especially for archiving activities and management in government agencies of the Ministry of Law and Human Rights (Kemenkumham) Banten

The Ministry of Law and Human Rights (Kemenkumham) Banten is one of the many government agencies in Indonesia that participates in using the SRIKANDI application to manage electronic correspondence by all employees including UPT throughout Banten with a total of 1685 employees, 130 employees at Kemenkumham Banten and 1555 UPT throughout Banten based on data obtained from the SRIKANDI administrator of Kemenkumham Banten, Mrs. Devi. This application makes it easier for employees to access and manage letters efficiently. The use of the application at Kemenkumham Banten is expected to be able to create smoothness in effective electronic correspondence and archiving and can realize synergy between the government and the community in the context of organizing national archives, especially in the field of developing and optimizing dynamic correspondence and archiving management (Humas Kemenkumham Banten in banten.kemenkumham.go.id). The use of the SRIKANDI application at the Banten Ministry of Law and Human Rights has been implemented since November 2023 with a total usage of more than 5000 users to date. The use of the SRIKANDI application is used for inputting incoming letters, registering outgoing letters, managing archives, reducing archives, internal outgoing letters from the ministry, and electronic signatures (Senior Expert Archivist of the General Bureau of the Ministry of Law and Human Rights Alkana Yudha in banten.kemenkumham.go.id). The implementation of this application at the Banten Ministry of Law and Human Rights is able to overcome the constraints of the manual system which has so far been an obstacle to employee productivity, such as the length of time it takes to search for archives which takes longer, the risk of damage or loss of documents, and the limited storage space for archives.

This study aims to analyze the effect of the effectiveness of the SRIKADI application on employee productivity. The hypotheses proposed in this study are:

H1: Convenience has a positive effect on employee productivity.

H2: Application performance has a positive effect on employee productivity

H3: User satisfaction has a positive effect on employee productivity

2. LITERATURE REVIEW

Technological innovation has been shown to play an important role in improving public sector performance, including in government administration. Information and communication technology (ICT) enables public organizations to operate more efficiently, reduce bureaucracy, and provide faster and more accurate services to the public (Shin & Rakhmatullayev, 2019) showing that the implementation of e-Government and web-based technology can increase transparency, reduce corruption, and increase public involvement in the government process.

E-Government itself is a term used to describe the use of technology by the government in providing services to the public, increasing internal organizational efficiency, and improving administrative processes (Molobela T. Terrance, 2024). The Technology Acceptance Model (TAM) states that ease of use and usefulness of applications are two main factors that drive technology adoption, including in the public sector (Elvis & Kim, 2022). The implementation of technological innovations such as the SRIKANDI application at the Banten Ministry of Law and Human Rights focuses on increasing employee efficiency and effectiveness in carrying out daily administrative tasks.

In the context of the government sector, technological applications such as SRIKANDI play a role in increasing employee productivity, especially in terms of completing administrative tasks. (Kouziokas, 2017) revealed that the adoption of technology-based applications in the government

sector can shorten the time required to complete various administrative processes and improve the quality of employee work. By automating various routine tasks, technology gives employees more time to focus on more valuable work and increases overall efficiency. The right information technology, when implemented correctly, can increase individual productivity by reducing manual workloads, speeding up data processing, and minimizing human error (Trisninawati et al., 2023). In this case, applications such as SRIKANDI, which simplify administrative data processing, allow employees to complete more work in less time.

Time efficiency is one of the main aspects that is often used as a benchmark in assessing the success of implementing technology applications in the public sector (Hoti et al., 2021). In the context of the Banten Ministry of Law and Human Rights, the SRIKANDI application is designed to reduce the time needed for employees to complete administrative tasks, which can ultimately boost productivity. Technology that speeds up workflow can reduce the time needed to complete routine and administrative tasks. In the government sector, this means that employees can complete more tasks in less time, increasing overall productivity (Diawati et al., 2023).

By automating manual work, the SRIKANDI application reduces employee dependence on time-consuming processes such as manual data searches or information processing. This allows employees to save time and allocate more time to other tasks, which in turn increases individual productivity. Acceptance and successful use of technology applications depend not only on the quality of the system or application itself, but also on external and internal factors, such as training, system support, openness to change, and employee readiness to adopt new technologies (Méndez-Rivera et al., 2023).

The main factors that influence technology acceptance are: performance expectancy, effort expectancy, social influence, and facilitating conditions (Awa & Ukoha, 2020; Dwivedi et al., 2019). In the context of the SRIKANDI application, performance expectancy and effort expectancy are the two main factors that can encourage employees to adopt this application and increase employee productivity. However, although this application has the potential to increase productivity, technical barriers and limited training can prevent employees from using it optimally.

The application of technology in the public sector stated that the lack of training and socialization (Rila Setyaningsih & Shoffin Nahwa Utama, 2022; Zulfa Hazizah & Henry Aditia Rigianti, 2021) about the benefits of digital applications is one of the main reasons why employees cannot optimize the use of technology in their work. Measuring employee productivity in the public sector, especially in the context of the use of technology applications, can be done by looking at several factors, such as time saved, the number of tasks completed, and the quality of work produced (Polovkina & Grigoreva, 2018).

Digital transformation in the public sector is not only about introducing new technologies, but also about how these technologies are accepted, adopted, and optimally used by employees. In this regard, the implementation of the SRIKANDI application as a form of technological innovation must be evaluated to ensure that this technology truly has a positive impact on employee productivity. The purpose of this study is to test the SRIKANDI application, which was introduced to facilitate administrative work, really has a positive impact on employee productivity. The use of this application is expected to speed up task completion, reduce administrative errors, and help employees complete more tasks in less time.

3. METHODS

This study aims to measure the effectiveness of the SRIKANDI application in increasing employee productivity at the Banten Ministry of Law and Human Rights, with a focus on the direct relationship between the use of the SRIKANDI application and employee productivity. As an analysis tool, this study uses SmartPLS 4, a software that allows researchers to test Structural Equation Modeling (SEM) models based on Partial Least Squares (PLS). The use of SmartPLS 4 in this study is very appropriate because it can handle models with complex variables and allows testing the relationship between variables even though the sample used is not too large. Through this quantitative approach, this study will explore how much the SRIKANDI application can affect employee productivity at the Banten Ministry of Law and Human Rights (Hair, Jr. et al., 2022).

The main hypothesis to be tested is the hypothesis (H_1) which states that the use of the SRIKANDI application significantly increases employee productivity. For this reason, this study will

measure several main variables, namely the effectiveness of the SRIKANDI application and employee productivity. The effectiveness variable of the SRIKANDI application will be measured by indicators such as ease of use, application performance, and user satisfaction, which refer to the Technology Acceptance Model (TAM) developed by Davis (1989). Meanwhile, employee productivity will be measured based on time efficiency, quality of work, and the number of tasks completed (see table 1). Data will be collected through a questionnaire distributed to employees of the Banten Ministry of Law and Human Rights who use the SRIKANDI application in their administrative work, using a 5-point Likert scale, ranging from 1 (strongly disagree) to 5 (strongly agree), to measure their perceptions of the use of the SRIKANDI application and its impact on their productivity.

Next, analyze the relationship between variables in this study. The first process carried out is testing the measurement model (outer model) to check the validity and reliability of the indicators used in this study. Convergent validity testing is carried out by looking at the loading factor of each indicator, with a value greater than 0.7 indicating good validity. In addition, the reliability of the model will be tested by measuring Cronbach's Alpha and Composite Reliability, with a value greater than 0.7 indicating that the indicators are reliable in measuring the intended construct. Bootstrapping will be used to generate T-statistics and P-values which are used to test the significance of the relationship between variables. The hypothesis will be accepted if the T-value is greater than 1.96 and the P-value is less than 0.05 (Hair, Jr. et al., 2022). which indicates that the relationship between the two variables is statistically significant. In addition, the R^2 value will be calculated to assess how much the model can explain the variance in the dependent variable, namely employee productivity.

Table 1. Description of Research Variables

Variables	Indicator	Reference
Ease of Use	SRIKANDI application is easy to understand and use without intensive training. Users feel comfortable and have no difficulty when using the application in their daily activities	(Venkatesh et al., 2016)
Application Performance	The SRIKANDI application has fast and stable performance without technical disruptions. The application can handle large data loads and multiple user requests without delay.	(Deng et al., 2018)
User Satisfaction	Employees are satisfied with the use of the SRIKANDI application in their administrative work. The application provides significant added value in terms of time and quality of work	(Ilieva et al., 2024)
Time Efficiency	The use of the SRIKANDI application saves time in completing administrative tasks. Employees can complete more tasks in less time	(Khayer et al., 2020)
Quality of Work	The use of the SRIKANDI application reduces errors in administrative work. The work produced is more organized and of higher quality after using the application	(Diawati et al., 2023)
Individual Productivity	The SRIKANDI application allows employees to complete more tasks in less time. Employees can focus more on core tasks without being distracted by time-consuming administrative work	(Aral et al., 2019)
Job Satisfaction	The use of the SRIKANDI application increases employee job satisfaction because it provides convenience in work. Employees feel more productive and satisfied with the results they achieve after using the application	(W. Jabid et al., 2023)

4. RESULTS AND DISCUSSIONS

This study was conducted to explore the relationship between the effectiveness of the SRIKANDI application on employee productivity. Data analysis using the PLS SEM technique with smart PLS 4 analysis is illustrated in Figure 1.

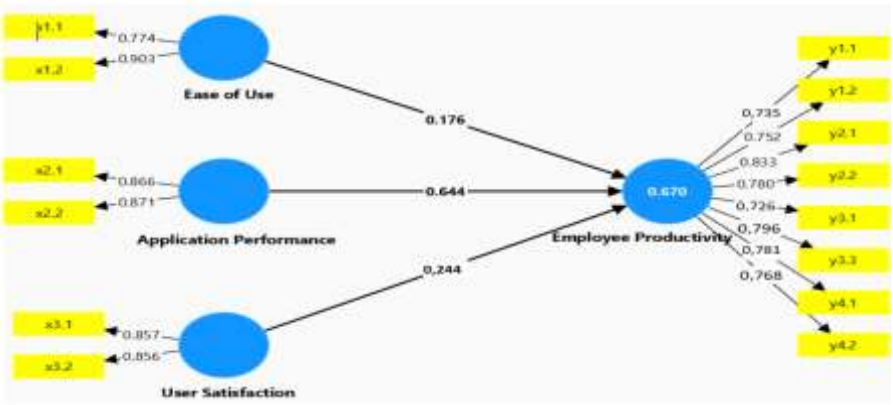

Figure 1. Loading indicator model

The figure shows a path analysis model that describes the influence of several factors on employee productivity. In this model, there are three independent latent variables: ease of use, application performance, user satisfaction, each of which plays a role in influencing the dependent latent variable, namely employee productivity. Each independent variable has an indicator or item that measures it. The results of the model show that each independent variable has a direct influence on employee productivity. Among these three variables, application performance has the greatest influence with a value of 0.644, followed by user satisfaction with an influence of 0.244, and ease of use with the smallest influence of 0.176. This shows that improvements in application performance have the most significant impact on employee productivity, followed by user satisfaction, and finally by ease of use.

Test of reliability and validity of the measurement model

The results of the reliability and validity evaluation of the constructs in the PLS samr analysis measurement model show several main indicators (see table 2).

Tabel 2. Construct reliability and validity

Construct	Cronbach's alpha	rho_a	rho_c	AVE
Application Performance	0,775	0,675	0,860	0,754
Ease of Use	0,799	0,659	0,828	0,708
Employee Productivity	0,808	0,830	0,851	0,726
User Satisfaction	0,736	0,636	0,846	0,733

The results of the reliability and validity analysis of the four constructs of the effectiveness of the SRIKANDI application in increasing employee productivity at the Banten Ministry of Law and Human Rights. Each construct is assessed based on internal reliability (Cronbach's Alpha) and composite reliability consistency (rho_a and rho_c) as well as convergent validity as measured by the Average Variance Extracted (AVE). The application performance construct has a Cronbach's Alpha value of 0.775 and a Composite Reliability (rho_c) of 0.860, indicating good internal consistency. The AVE value of 0.754 indicates that this construct has strong convergent validity, with this construct being able to explain most of the variance of its measurement items. According to the information system success model developed by DeLone and McLean (2003), high system quality contributes significantly to user satisfaction and system effectiveness in increasing productivity (Cahyati & Nurlinda, 2023). In the context of the SRIKANDI application, good application performance will greatly assist employees in completing their work more efficiently, which ultimately contributes to increased productivity.

The ease of use construct has a Cronbach's Alpha value of 0.799 and a rho_c of 0.828, indicating adequate reliability. However, the rho_a value of 0.659 indicates internal inconsistency that needs to be fixed. However, the AVE value of 0.708 indicates that this construct has good convergent validity. Based on the Technology Acceptance Model (TAM) proposed by Davis (1989), user perceptions of the ease of use of technology greatly determine the level of acceptance and

utilization of the technology. In this study, the SRIKANDI application was generally considered quite easy to use by employees, although there is room for improving internal consistency in this construct.

The employee productivity construct has a high reliability value with a Cronbach's Alpha of 0.808 and a rho_c of 0.851, and an AVE value of 0.726 which indicates good convergent validity. This shows that the SRIKANDI application is quite reliable in supporting employee productivity. Research by Venkatesh et al. (2003) suggests that increasing employee productivity can be achieved if the technology applied is in accordance with user needs and is supported by adequate operations (Roro Vebiana & Agusdin, 2023). In this case, the SRIKANDI application is expected to be able to provide features that support employee daily work, which will ultimately have a positive impact on productivity.

Finally, the user satisfaction construct has a Cronbach's Alpha of 0.736 and a rho_c of 0.846, which indicates quite good reliability, although the rho_a value of 0.636 indicates the need for increased consistency. The AVE value of 0.733 indicates good convergent validity, meaning that this construct can explain the variance of its measurement items well. According to Seddon (1997), user satisfaction is the main indicator of the success of an information system. The high AVE value for this construct indicates that the SRIKANDI application has succeeded in meeting user expectations, which will support their motivation to use this application effectively in their daily work.

Overall, the results of this table indicate that the SRIKANDI application has good performance and has the potential to support the productivity of Banten Kemenkumham employees. Although some aspects need to be improved, especially in internal consistency in the ease of use and user satisfaction constructs, this application still shows great potential in driving productivity. This finding is in line with previous studies that emphasize the importance of system quality, ease of use, and user satisfaction as the main factors in the successful adoption of technology to increase productivity in the public sector (Cahyati & Nurlinda, 2023; Pitao et al., 2022).

Furthermore, discriminant validity can ensure that each construct actually measures different aspects, so that the research results can provide more specific insights into the factors that influence employee productivity (see table 3).

Table 3. Discriminant validity with the Fornell-Larcker criterionFornell-Larcker criterion

	Application Performance	**Ease of Use**	**Employee Productivity**	**User Satisfaction**
Application Performance	0,869			
Ease of Use	0,739	0,841		
Employee Productivity	0,809	0,679	0,653	
User Satisfaction	0,807	0,619	0,672	0,856

Discriminant validity analysis uses the Fornell-Larcker criteria. Discriminant validity is needed to ensure that the constructs measured in the study have significant differences from each other and do not overlap. According to the Fornell-Larcker criteria, the correlation value between constructs and other variables should be lower than the square root of the Average Variance Extracted (AVE) value of the construct. The diagonal value (bold value) shows the square root of the AVE of each construct, while values outside the diagonal show the correlation between constructs. These results indicate that each construct has good discriminant validity, where each construct is more related to the items that measure it than to other constructs (Henseler et al., 2015). In the context of the SRIKANDI application, these results indicate that constructs such as application performance, ease of use, employee productivity, and user satisfaction measure different aspects of the effectiveness of this application in increasing employee productivity. Discriminant validity shows that each construct (user satisfaction and application performance) is a unique variable that can have a separate impact on employee productivity. This provides evidence that the SRIKANDI application can be evaluated from various interrelated but still unique aspects, which supports deeper conclusions regarding the effectiveness of this application at the Banten Ministry of Law and Human Rights.

Structural Model Evaluation and Hypothesis Testing

This evaluation helps determine how strong and significant the relationship between constructs in the model is, with the analysis of R-square and Adjusted R-square values showing its ability to explain variations in data related to application effectiveness and employee productivity. R-Square (R^2) is used to see how much variance from the dependent variable can be explained by the independent variables in the model to assess the predictive power of the model. Adjusted R-square provides a more accurate estimate and helps avoid overfitting in the model.

Table 4. R-square

Construct	R-square	R-square adjusted
Employee Productivity	0,670	0,638

The R-square and adjusted R-square values for the employee productivity construct R-square are 0.670 and adjusted R-square are 0.638. The R-square value shows how much variation in employee productivity can be explained by the independent variables in this research model. With an R-square value of 0.670, this means that 67% of the variation in employee productivity can be explained by the existing constructs, such as application performance, ease of use, and user satisfaction. Meanwhile, the slightly lower adjusted R-square (0.638) provides a more conservative estimate and takes into account the complexity of the model, indicating that when there are additional insignificant predictors, their influence will be corrected. A high R-square value indicates that the constructs in the model are relevant and have a significant influence in explaining the dependent variable (Hair, Jr. et al., 2022). In the context of the SRIKANDI application, these results indicate that application performance, ease of use, and user satisfaction can play an important role in driving employee productivity. This finding is also in line with research by Venkatesh (Sulaiman, 2017) that the adoption of good and easy-to-use technology will have a positive impact on productivity if users feel the application helps in their daily work.

Table 5. The Structural Model

Construct	Standard deviation (STDEV)	T statistics	P values	Hypothesis	Decision
Application Performance -> Employee Productivity	0,087	2,599	0,009	H1	Accepted
Ease of Use -> Employee Productivity	0,176	5,998	0,000	H2	Accepted
User Satisfaction -> Employee Productivity	0,104	5,218	0,000	H3	Accepted

The results of the structural model analysis that tested the effect of application performance, ease of use, and user satisfaction on employee productivity. Based on these results, the three hypotheses (H1, H2, and H3) are accepted, which means that each construct has a significant effect on employee productivity. In the first hypothesis (H1), the T-statistic value of 2.599 and the P-value of 0.009 indicate that application performance has a significant effect on employee productivity. This means that the better the application performance, the higher the employee productivity. This is in accordance with the findings of DeLone and McLean (2003) (Cahyati & Nurlinda, 2023) which state that good information system quality can increase user satisfaction and productivity because applications that function well help employe complete tasks more efficiently.

The second hypothesis (H2) shows that Ease of Use also has a significant effect on employee productivity, with a T-statistic value of 5.998 and a P-value of 0.000. This means that the easier the application is to use, the higher the employee productivity will be. This finding is consistent with the Technology Acceptance Model introduced by Davis (1989) (Elvis & Kim, 2022), where the perception of ease of use of technology greatly influences the acceptance and utilization of the technology. In this case, the easy-to-use SRIKANDI application helps employees adapt faster, thereby reducing the time and effort required to complete tasks, which leads to increased productivity.

In the third hypothesis (H3), User Satisfaction is also proven to have a significant effect on employee productivity with a T-statistic value of 5.218 and a P-value of 0.000. User satisfaction with the application plays an important role in driving productivity, because when users are satisfied, they tend to use the application optimally in their work. According to Seddon (1997), user satisfaction is an important indicator of the success of an information system, and applications that meet employee needs tend to be more effective in increasing productivity (Ithnin et al., 2023; Silva & Oliveira, 2014; Siti Kemala Sari Tambunan et al., 2023).

Overall, the results of this analysis indicate that application performance, ease of use, and user satisfaction are important factors that affect employee productivity. This finding is consistent with previous studies that emphasize the importance of system quality, perceived ease of use, and user satisfaction in supporting the effectiveness of technology adoption in the work environment (Aktı et al., 2022). Thus, the SRIKANDI application at the Banten Ministry of Law and Human Rights has great potential in increasing employee productivity by optimizing application performance and user experience.

Data analysis using SmartPLS 4, the results of this study show a significant relationship between the use of the SRIKANDI application and employee productivity at the Banten Ministry of Law and Human Rights. Testing the structural model with bootstrapping produced significant T-statistics (greater than 1.96) and a P-value smaller than 0.05 for all relationships between variables, indicating that the proposed hypothesis can be accepted. In addition, the R^2 value for the dependent variable, namely employee productivity, shows that the model used can explain most of the variance in the variable.

5. CONCLUSION

The effectiveness of the SRIKANDI application in increasing employee productivity at the Ministry of Law and Human Rights of Banten. Based on the results of the analysis conducted using SmartPLS 4, this study successfully proved that the use of the SRIKANDI application has a significant positive impact on employee productivity, especially in terms of time efficiency, number of tasks completed, and quality of work. This study shows that several important factors that affect employee productivity through the use of the SRIKANDI application include ease of use, application performance and user satisfaction. All of these factors have a significant relationship with increased employee productivity, as indicated by the results of the hypothesis test which produces a T-value greater than 1.96 and a P-value smaller than 0.05. Therefore, the main hypothesis stating that the use of the SRIKANDI application significantly increases employee productivity at the Ministry of Law and Human Rights of Banten is accepted.

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