Influence of Information Technology and Working Time on the Competency and Quality of Administration Services at Hasanuddin University

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Abstract
This study aims to analyze the effect of information technology and tenure on the competence and quality of administrative services at Hasanuddin University. This type of research uses this type of quantitative research is a type of research which is a type of research with the researcher as the decision-maker for what research will be carried out, compiling specific questions, limiting questions, collecting measurable data from participants, analyzing numbers using statistics, conducting an impartial investigation, in objective ways. In analyzing data, researchers collect, classify, analyze, and interpret data in order to provide a clear picture of the problem under study. The results showed that information technology partially has a positive and significant effect on competence, tenure partially has a positive and significant effect on competence, information technology partially has a positive and significant effect on service quality, tenure partially has a positive and significant effect on service quality, Competence partially has a positive and significant effect on service quality. Information technology partially has a positive and significant effect on the quality of administrative services through competence, then tenure partially has a positive and significant effect on the quality of administrative services through competence.

Keywords: information technology; service period; competence; service quality.

INTRODUCTION
Administration in a university is not only about issues regarding administration but is related to the whole series of operational activities as well as the quality of servants. There is an understanding of service quality as the use of services as well as evaluation of the quality of a service process or evaluation of all sides of service, as well as the factors that influence, and the extent to which the knowledge of service users about the service is perceived. Quality management is needed in higher education because it has two core functions, namely service and education (Sultan & Wong, 2010).

Basically, a quality of service can refer to everything that is provided, as for its functional aspects, namely paying attention to how a service is provided to service users. (Arimawati, 2013). The application of information technology can support the academic community in accessing information at the university, national and international levels (Setriyanti et al., 2019; Pahlawan et al., 2019).

Higher education institutions are also engaged in service delivery and must pay attention to service quality. The quality of administrative service can be maximally achieved if it is supported by good technology and information (Ruffiah & Muhsin, 2018). Data processed using computer devices has output with more value in terms of information where information technology is one of the
design studies, data management implementation, development, and support from computer-based information system management, especially using software and hardware applications from computers. (Wijayanti et al., 2017).

The increasing dependence of organizations on information systems encourages management attention to improving the quality of information systems. The quality of information technology can influence efforts to improve the quality of service of an organization (Gorla et al., 2010). Information systems have a key role in organizational development, enabling them to reduce costs, increase productivity, efficiency and effectiveness, improve product and service quality, and optimize decision-making processes. (Martins et al., 2019).

The development of science regarding information technology has had a lot of influence on community development in terms of thought patterns and actions. Starting from the discovery of television, computer equipment, radio media, telephones to communicate, to the emergence of the internet that can be accessed via cell phones, which has improved technology, so that people are free to access from any aspect of it, or those included in communication networks (Umanailo, 2016).

Educational institutions have been involved in combining information systems and technologies that allow for more efficient management of their market resources and "business" and, in parallel, also allow students to actively interact with the entire scope of the learning process (Professor, learning materials, assessment, and colleagues), thereby triggering the performance and success of both parties (Martins et al., 2019).

The application of information technology will have an impact on the quality of administrative services such as the results of research that has been carried out by Noer Bahry Noor, Burhanuddin Bahar (2013) while the research results from Rahmawati (2010) finding the use of information technology has not been able to have a significant effect on improving the quality of service from the admin.

Mortensen (1988) in Jin (2003) provides an explanation of information technology that has become an inseparable component of the office operational process. This also applies to university administration activities. Even though there are many program providers, it will still be difficult if used by incompetent personnel. Complete understanding of the system is the key to the effective use of the system. Opinions of Mawhinney and Lederer (1990) in Jin (2003) describes the model of a research that has been developed with a description of information technology that is used to support organizational and personal elements as well as information technology system equipment needed to process data. From this process, data will be generated as a form of information. Gellinas and Dull (2012: 12) provide an additional explanation of information which is a presentation of data that has been processed to be considered in the decision-making process.

Opinions from Compeau, et al. (1999) in Jin (2003) explains the use of information technology as a relationship between the effective use of information technology and the required data output as the output of the use of information technology. The expected effectiveness or output expectations can have an influence on individual behavioral and emotional reactions to the data results from information technology. Romney and Steinbart (2015: 4) define information as a data management process for consideration in decision making. Therefore, the competence of information service providers is needed.

Harris (Rahmadhani, 2018) describes competence as a basic knowledge that includes abilities to all the requirements needed in carrying out work to achieve goals and success. The definition of competence can then be interpreted as a mixture of knowledge, skills to carry out work, and individual attitudes (employees) that show the ability to carry out tasks properly. Therefore according to Rahmadhani (2018), competence is a basic factor that an employee needs to have which will make him have advantages and make him different from others.

Various competencies of employees are required to have behavior that is in accordance with what has been expected so that when communicating, it can be carried out properly in the organization according to predetermined performance standards and is a characteristic of employees.
Then also these employees have a very important role to carry out the operational activities of the organization (Mukharom, 2012). Sari (2017) in his research found that employee competence affects the quality of administrative services. In addition to competence, the tenure of an employee can affect the quality of administrative services.

The work period can be a level in terms of employee mastery in implementing the technical aspects of equipment and work. There are factors that determine the experience of employees and become indicators of work experience, namely the length of time working, the level of knowledge and skills as well as mastery of equipment and work processes (Aprilyanti, 2017). Furthermore, according to Oktaviani (2009) in research Septiana (2015) tenure can also indicate the length of time an employee has contributed energy to the organization and the extent to which the employee's work has been achieved (Septiana, 2015).

The work period provides work experience, knowledge and work skills of an employee. Work experience makes a person have a skilled, fast, steady, calm work attitude, can analyze difficulties and be ready to overcome them (Septiana, 2015).

Hasanuddin University as one of the largest educational institutions in Indonesia has 940 employees in the category of PNS. With such a large number, it is expected that the service can be maximized in quantity and quality, but based on pre-observation, the author observes that the quality of administrative services is not optimal in the academic offices in the faculties at Hasanuddin University. The performance shown is also not fully maximal, such as the slow process of administrative services so that service users often pile up and queue at the academic office. The lack of maximum administrative service quality and employee performance can be affected by tenure and mastery of information technology facilities. Sometimes employees with new tenure are more responsive than employees who have worked for a long time, but there are still old employees who are also still responsive. You can also see some employees who are slow in processing administration using computers, but some are very fast in processing administrative service applications using computers.

LITERATURE REVIEW

The Influence of Information Technology on Employee Competence

Walter Buckingham in his Pariyatin (2015) research stated that technology is a science that is applied to industrial arts, including tools that enable workforce efficiency to be carried out according to diversity of abilities and increase employee competence.

Hemani and Rashidi (2016: 122) in Kurniawati (2019) defines competence as the ability or behavior of employees in carrying out and supporting their field of work. Furthermore, Chan (2006) expressed the opinion that employee competence is a reflection of the knowledge, skills and attitudes of these employees (Kurniawati, 2019).

The Effect of Service Period on Employee Competence

Nitisemito in research Wungow et al., (2016) argues that the term length of service or length of service is a concept for employees who have contributed their labor and time to the organization related to the extent to which an employee is able to produce satisfactory work according to certain skills, skills and abilities to complete the job. In this case the tenure can provide influence on competence.

From various literatures which are the results of both empirical and conceptual studies, the definition of competence in general can be seen from two perspectives. The first perspective describes competence from an organizational point of view, where competence is described as the knowledge, expertise and abilities of an organization that can make the organization have an advantage over its competitors. The definition of competence in this case is concentrated on the competence of an organization as a whole and whole. Meanwhile, the second perspective leads to the competencies possessed by individuals. In this context, competence is defined as the identifiable
characteristics of a person who does his job effectively. These characteristics can include motives, traits, skills, self-image, social roles and knowledge (Kartika & Sugiarto, 2016).

The Influence of Information Technology on Service Quality

Mawhinney and Lederer (1990) in Jin (2003) describe the development of a research model that describes the use of information technology as a function of organizational, personal, information technology systems and equipment for processing. From this process, data will be generated as a form of information. Gellinas and Dull (2012: 12) explain information as a result of data processing which is shown in the form of data that will be useful for decision-making activities. Furthermore, the opinion of Romney and Steinbart (2015: 4) regarding information as a collection of processed data results for the purpose of making decisions based on the quality of service received.

Tjiptono inside Resusun et al., (2019) research defines quality as the quality of services. A way is needed to provide an explanation of the meaning of quality that is free from subjective opinions. Furthermore, the service which comes from the word "service" means to provide assistance in terms of providing various aspects that are needed by others to carry out their activities of serving (Fitriana, 2014).

The Influence of Service Period on Service Quality

Nitiseemito (1996) in the research of Wungow et al., (2016) argues that the term length of service or tenure is a concept for employees who have contributed their labor and time to the organization related to the extent to which an employee is able to produce satisfactory work according to skills as well as certain abilities to get work done.

The Effect of Competence on Service Quality

Hemani and Rashidi (2016: 122) in Kurniawati (2019) define competence as the ability or behavior of employees in carrying out and supporting their field of work. Furthermore, Chan (2006) expressed the opinion that employee competence is a reflection of the knowledge, skills and attitudes of these employees (Kurniawati, 2019).

The competence of an employee will affect the quality of administrative services such as research that has been carried out by Nurmasitha (2013) and Sari (2017) who found empirical facts that the competence of employees will affect the process and the quality of administrative services.

The Effect of Information Technology on the Quality of Administrative Services through Competence

Mortensen (1988) in Jin (2003) provides an explanation of information technology which has become an inseparable component of the office operational process. This also applies to university administration activities. Even though there are many program providers, it will still be difficult if used by incompetent personnel. Complete understanding of the system is the key to the effective use of the system. Mawhinney and Lederer (1990) in Jin (2003) describe the development of a research model that describes the use of information technology as a function of organizational, personal, information technology systems and equipment for processing. From this process, data will be generated as a form of information.

Gellinas and Dull (2012: 12) explain information as a result of data processing which is shown in the form of data that will be useful for decision-making activities. Furthermore, the opinion of Romney and Steinbart (2015: 4) regarding information as a collection of processed data results for decision-making purposes. Therefore, the available information technology is strongly supported by the competence of its users in carrying out good administrative services.

Hemani and Rashidi (2016: 122) in Kurniawati (2019) defines competence as the ability or behavior of employees in carrying out and supporting their field of work. Furthermore, Chan (2006) expressed the opinion that employee competence is a reflection of the knowledge, skills and attitudes
of these employees (Kurniawati, 2019). As for Tjiptono in Resusun et al., (2019) defines quality as the quality of services. A way is needed to provide an explanation of the meaning of quality that is free from subjective opinions. Furthermore, the service that comes from the word "service" means to provide assistance in terms of providing various aspects that are needed by others to carry out serving activities (Fitriana, 2014).

The Effect of Service Period on the Quality of Administrative Services through Competence

The working period is the time that has passed by an employee to contribute his energy to carry out the determined organizational goals (Wungow et al., 2016). It can be assumed that the longer the employee's tenure will increase the work competency as the working period increases (Mukharom, 2012).

From various literatures which are the results of both empirical and conceptual studies, the definition of competence in general can be seen from two perspectives. The first perspective describes competence from an organizational point of view, where competence is described as the knowledge, expertise and abilities of an organization that can make the organization have an advantage over its competitors. The definition of competence in this case is concentrated on the competence of an organization as a whole and whole. Meanwhile, the second perspective leads to the competencies possessed by individuals. In this context, competence is defined as the identifiable characteristics of a person who does his job effectively. These characteristics can include motives, traits, skills, self-image, social roles and knowledge (Kartika & Sugiarto, 2016). With good competencies supported by information technology it will be able to have an influence on the quality of administrative services.

Mahendra (2008) in Rahmawati (2010) provides an explanation of service quality as a relationship between service products offered with the needs of those who are users of these services so that service quality can also be defined as the response and perceptions of service recipients of services that have been supported by the application of information technology (Ruffiah & Muhsin, 2018).

Conceptual Model

Based on the explanation above, the conceptual framework of this research can be seen in the following figure:

**Figure 1**: The Conceptual Model

**Hypothesis**

1. Information technology has a positive and significant effect on competence.
2. Tenure has a positive and significant effect on competence
3. Information technology has a positive and significant effect on the quality of administrative services.

4. Tenure has a positive and significant effect on the quality of administrative services.

5. Competence has a positive and significant effect on the quality of administrative services.

6. Information technology has a positive and significant effect on the quality of administrative services if it is mediated by competence.

7. Service period has a positive and significant effect on the quality of administrative services if it is mediated by competence.

RESEARCH METHOD

Quantitative research is a type of research which is a type of research with the researcher as the decision maker for what research to carry out, formulating specific questions, limiting questions, collecting measurable data from participants, analyzing numbers using statistics, conducting impartial investigations, in objective ways (Akbar, 2018). Quantitative research requires the study of a sample of the population and relies heavily on numerical data and statistical analysis. Most quantitative research is carried out by researchers who adhere to the epistemology of positivity. They determine an interesting theme in terms of observable behavior (Akbar, 2018). This research was conducted in the Faculty of Law, Hasanuddin University Makassar with an implementation time of approximately two months after the implementation of the proposal exam which is targeted for April 2020. The population in this study were all students of the Faculty of Law, Faculty of Medicine and Faculty of Forestry, Hasanuddin University, totaling 7,719 people. The number of samples in this study was determined using the Slovin formula with a standard error of 10% so that a sample of 99 people was determined.

EMPIRICAL RESULTS

In this study, bootstrapping calculations were carried out to test the hypothesis using Smart PLS 3.2.8 to see the direct effect and the indirect effect (mediation).

Direct Influence.

Hypothesis test of the direct effect of the results of data processing can be seen in the following table:

<table>
<thead>
<tr>
<th>Source: Smart PLS (2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Table 1. Direct Influence</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Competency &lt;-&gt; Quality of Service</th>
<th>Original Sample (O)</th>
<th>T Statistics</th>
<th>P Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working Period &lt;-&gt; Competency</td>
<td>0.237</td>
<td>3.893</td>
<td>0.000</td>
</tr>
<tr>
<td>Working Period &lt;-&gt; Quality of Service</td>
<td>0.327</td>
<td>6.666</td>
<td>0.000</td>
</tr>
<tr>
<td>Information Technology &lt;-&gt; Competency</td>
<td>0.652</td>
<td>6.044</td>
<td>0.000</td>
</tr>
<tr>
<td>Information Technology &lt;-&gt; Service Quality</td>
<td>0.449</td>
<td>8.266</td>
<td>0.000</td>
</tr>
</tbody>
</table>

Based on the data processing table using Smart PLS 3.2.8 software, the results of the direct influence hypothesis test can be described as follows:

1) Influence of information technology on Competency

Based on the table above, the influence of information technology on competency shows a coefficient value of 0.652 (positive), a statistical t value of 6.044 which is greater than t-table 1.66 and P Values which is 0.000 which is smaller than 0.05. It can be said that information technology has a significant positive effect on competence so in this case the research hypothesis is accepted.

2) The effect of working period on competence

Based on the table above, the effect of working period on competence shows a coefficient value of 0.239 (positive), a statistical t value of 2.047 which is greater than t-table 1.66 and P Values which is 0.041 which is smaller than 0.05. It can be said that the working period has a positive and significant effect on competence so in this case the research hypothesis is accepted.
3) The influence of information technology on the quality of administrative services

   Based on the table above, the influence of information technology on the quality of administrative services shows a coefficient value of 0.449 (positive), a statistical t value of 8.266 which is greater than t-table 1.66 and P Values which is 0.000 which is smaller than at 0.05. It can be said that information technology has a positive and significant effect on the quality of administrative services so in this case the research hypothesis is accepted.

4) Effect of working period on the quality of administrative services

   Based on the table above, the effect of working period on the quality of administrative services shows a coefficient value of 0.327 (positive), a statistical t value of 6.666 which is greater than t-table 1.66 and P Values which is 0.000 which is smaller than at 0.05. It can be said that the working period has a positive and significant effect on the quality of administrative services so in this case the research hypothesis is accepted.

5) Effect of Competency on the quality of administrative services

   Based on the table above, the effect of competence on the quality of administrative services shows a coefficient value of 0.237 (positive), a statistical t value of 3.893 which is greater than t-table 1.66 and P Values which is 0.000 which is smaller than at 0.05. It can be said that competence has a positive and significant effect on the quality of administrative services so in this case the research hypothesis is accepted.

*Indirect Influence (Mediation)*

The indirect effect (mediation) can be seen from the bootstrapping calculation results in the specific indirect effects section whose results can be seen in the following table:

<table>
<thead>
<tr>
<th>Table 2. Indirect Influence (Mediation)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working Period -&gt; Competency -&gt; Service Quality</td>
</tr>
<tr>
<td>Information Technology -&gt; Competency -&gt; Service Quality</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Source: Smart PLS (2020)

1) The influence of information technology on the competence and quality of administrative services

   Based on the table above, it can be known the influence of information technology on the competence and quality of administrative services shows a coefficient value of 0.154 (positive), a statistical t value of 3.168 which is greater than t-table 1.66 and P Values which is 0.002 which is smaller than at 0.05. It can be said that information technology has a significant positive effect on the quality of administrative services if mediated by competence so that in this case the research hypothesis is accepted.

2) Effect of working period on competence and quality of administrative services

   Based on the table above, it can be known the effect of working period on the competence and quality of administrative services shows a coefficient value of 0.056 (positive), a statistical t value of 1.971 which is greater than t-table 1.66 and P Values which is 0.049 which is smaller than at 0.05. It can be said that the working period has a significant positive effect on the quality of administrative services if mediated by competence so in this case the research hypothesis is accepted.

**DISCUSSION**

*The Influence of Information Technology on Competence*

   Based on the results of statistical tests for information technology variables, it is concluded that information technology partially has a positive and significant effect on the competence of education personnel at Hasanuddin University. This shows that if information technology is getting better, it will increase the competence of the teaching staff at Hasanuddin University. The results also show the respondent's response about information technology to the competence of education personnel which shows a high / good average response of respondents although there are still those
who show a doubtful response and disagree with the currently perceived competence of educational staff towards information technology. Based on the results of interviews and observations, it shows that not all of the teaching staff at Hasanuddin University are good at information technology so that it has an impact on competence.

This is in line with the theory put forward by Walter Buckingham in the research of Pariyatin (2015) which states that technology is a science that is applied to industrial arts, including tools that enable the implementation of workforce efficiency according to the diversity of abilities and increase employee competence.

These results are also supported by the research of Yeni Pariyatin (2015) with the title The Effect of Information Technology Application on Service Quality in Kampung Sampireun Resort & Spa. The results of the analysis show that information technology has a positive and significant effect on service quality.

**Effect of tenure on competence**

Based on the results of statistical tests for the variable of tenure, it is concluded that tenure partially has a positive and significant effect on the competence of educational personnel at Hasanuddin University. This shows that if the working period is getting longer, it will increase the competence of the teaching staff at Hasanuddin University. The results also show respondents' responses about tenure to the competence of education personnel which indicate a high / good average response of respondents although there are still those who show doubtful and disagreeing responses to the competence of educational personnel currently being felt on tenure. Based on the results of interviews and observations, it shows that educational personnel at Hasanuddin University have not worked too long so that it has an impact on competence.

This is in line with the theory put forward by Nitisemito (1996) in Wungow et al., (2016) argues that the term length of service or tenure is a concept for employees who have contributed their labor and time to the organization related to the extent to which an employee is able to produce satisfying work according to certain skills, abilities and abilities to complete the job. In this case the tenure can provide influence on competence.

These results are also supported by research by Mar'ati, FS, Putra, YS, & Pujiasih, S. (2012) with the title Effect of tenure and education level on employee competency with competency based training as an intervening variable (study on employees of the spinning unit at PT. apacinti corpora). Where the research results show tenure has a positive and significant effect on employee competence.

**The Effect of Information Technology on the Quality of Administrative Services**

Based on the results of statistical tests for information technology variables, it is concluded that information technology partially has a positive and significant effect on the quality of administrative services for education personnel at Hasanuddin University. This shows that if information technology is getting better, it will improve the quality of administrative services for teaching staff at Hasanuddin University. The results also show the responses of respondents about information technology on the quality of administrative services for education personnel, which shows a high / good average response of respondents, although there are still those who have doubts and disagreements about the quality of administrative service for education personnel that is currently being felt on information technology. Based on the results of interviews and observations, it shows that not all of the educational staff at Hasanuddin University are good at information technology so that it has an impact on the quality of administrative services.

Based on these results, the results of this study are supported by the opinion expressed by Mawhinney and Lederer (1990) in Jin (2003) explaining the development of a research model that describes the use of information technology as a function of organization, personnel, information technology systems and equipment in processing. From this process, data will be generated as a form of information. Gellinas and Dull (2012: 12) explain information as a result of data processing which
is shown in the form of data that will be useful for decision-making activities. Furthermore, the opinion of Rommey and Steinbart (2015: 4) regarding information as a collection of processed data results for the purpose of making decisions based on the quality of service received.

These results are also supported by the research of Rahmawati, D. (2010) with the title The Influence of Information Technology Utilization on the Quality of Administrative Staff Services and the Effect of the Quality of Administrative Staff Services on Student Satisfaction in the FISE UNY Environment.

Effect of tenure on service quality

Based on the results of statistical tests for the variable of tenure, it is concluded that tenure partially has a positive and significant effect on the quality of service for education personnel at Hasanuddin University. This shows that if the mastery of the working period is getting longer, it will improve the quality of administrative services for educational personnel. The results also show the responses of respondents about the tenure of service to the quality of administrative services in education personnel which shows a high average response rate of respondents, although there are still those who show a doubtful and disagreeing response to the quality of administrative services in education personnel who are currently perceived as work. Based on the results of interviews and observations, it shows that the tenure of teaching staff at Hasanuddin University is still very minimal so that it has an impact on the quality of administrative services.

Based on these results, the results of this study are supported by the opinion expressed by (Septiana, 2015) which states that the work period provides work experience, knowledge and work skills of an employee. Work experience makes a person have a skilled, fast, steady, calm work attitude. difficulties and ready to overcome them.

These results are also supported by research by Lumbanraja, S. N., & Aryanti, C. (2016) with the title Influence of Education Levels, Working Period and Training of Midwives on the Quality of Counseling, Information, and Education in Antenatal Services.

The Effect of Competence on the Quality of Administration services

Based on the results of statistical tests for the competency variable, it is concluded that competence partially has a positive and significant effect on the quality of administrative services for educational personnel at Hasanuddin University. This shows that if the competence is getting better, it will improve the quality of administrative services for education personnel. The results of the study also show the responses of respondents about the competence of the quality of administrative services for education staff which shows a high / good average response rate of respondents, although there are still those who show doubts and disagreements about the quality of administrative services for education personnel who are currently perceived as being competent. Based on the results of interviews and observations, it shows that the tenure of teaching staff at Hasanuddin University is still very minimal so that it has an impact on the quality of administrative services.

Based on these results, the results of this study are supported by the opinion expressed by Rivai in Faiza Nurmasitha (2013), namely that in order to achieve good quality public services, a government organization needs to consider several factors. Where these factors influence each other in order to achieve a good quality public service. Several factors include employee competency factors.

These results are also supported by research by Faiza Nurmasitha (2013) entitled The Influence of Employee Competence and Work Environment on Service Quality (Study at the Department of Population and Civil Registration, Sidoarjo Regency). The results of the analysis show that competence has a potential and significant effect on service quality.

The influence of information technology on the competence and quality of administrative services

The results of the study show that information technology has a positive and significant effect on the quality of administrative services when mediated by competence. Based on these results, it shows that if information technology is getting better, it will improve the quality of administrative
services if it is mediated by competence. The results of the study show the responses of respondents about information technology, competence and quality of administrative services which indicate a high / good average response rate of respondents although there are still those who show doubts, disagree and strongly disagree with the competence and quality of administrative services currently being felt against information Technology. Based on the results of interviews with several educational staff at Hasanuddin University who were met, it was said that for information technology related to the quality of administrative services through competence, it shows that the mastery of information technology in education personnel is still low so that it has an impact on competence and information technology.

This research is in line with the opinion put forward by Mortensen (1988) in Jin (2003) which provides an explanation of information technology which has become an integral component of the office operational process. This also applies to university administration activities. Even though there are many program providers, it will still be difficult if used by incompetent personalities. Complete understanding of the system is the key to the effective use of the system. Mawhinney and Lederer (1990) in Jin (2003) describe the development of a research model that describes the use of information technology as a function of organizational, personal, information technology systems and equipment for processing. From this process, data will be generated as a form of information.

Gellinas and Dull (2012: 12) explain information as a result of data processing which is shown in the form of data that will be useful for decision-making activities. Furthermore, the opinion of Rommey and Steinbart (2015: 4) regarding information as a collection of processed data results for decision making purposes. Therefore, the available information technology is strongly supported by the competence of its users in carrying out good administrative services.

Hemani and Rashidi (2016: 122) in Kurniawati (2019) define competence as the ability or behavior of employees in carrying out and supporting their field of work. Furthermore, Chan (2006) expressed the opinion that employee competence is a reflection of the knowledge, skills and attitudes of these employees (Kurniawati, 2019). As for Tjiptono in Resusun et al., (2019) defines quality as the quality of service. A way is needed to provide an explanation of the meaning of quality that is free from subjective opinions. Furthermore, service which comes from the word "service" means to provide assistance in terms of providing various aspects that are needed by others to carry out their service activities (Fitriana, 2014).

These results are supported by research by Pariyatin, Y. (2015) with the title of research on the Effect of Information Technology Application on Service Quality in Kampung Sampireun Resort & Spa.

Effect of tenure on the competence and quality of administrative services.

The results of the study show that tenure has a positive and significant effect on the quality of administrative services when mediated by competence. Based on these results, it shows that if the working period is getting better, it will improve the quality of administrative services if mediated by competence. The results showed the respondents' responses about the tenure, competence and quality of administrative services which showed a high / good average response of respondents although there were still those who showed doubts, disagreed and strongly disagree with the competence and quality of administrative services that were currently being felt towards years of service. Based on the results of interviews with several educational staff at Hasanuddin University who were met, it was said that for the period of service related to the quality of administrative services through competence, it shows that the tenure of education personnel has not been too long so that it has an impact on competence and quality of administrative services.

This research is in line with the opinion expressed by Wungow et al., (2016), The working period is the time that has been passed by an employee to contribute energy in order to carry out the determined organizational goals. It can be assumed that the longer the employee's tenure will increase the work competence as the working period increases (Mukharom, 2012).
From various literatures which are the results of both empirical and conceptual studies, the definition of competence in general can be seen from two perspectives. The first perspective describes competence from an organizational point of view, where competence is described as the knowledge, expertise and abilities of an organization that can make the organization have an advantage over its competitors. The definition of competence in this case is concentrated on the competence of an organization as a whole and whole. Meanwhile, the second perspective leads to the competencies possessed by individuals. In this context, competence is defined as the identifiable characteristics of a person who does his job effectively. These characteristics can include motives, traits, skills, self-image, social roles and knowledge (Kartika & Sugiarto, 2016). With good competencies supported by information technology it will be able to have an influence on the quality of administrative services.

Mahendra (2008) in Rahmawati (2010) provides an explanation of service quality as a relationship between service products offered with the needs of those who are users of these services so that service quality can also be defined as responses and perceptions of service recipients of the services that have been supported. the application of information technology (Ruffiah & Muhsin, 2018)

This result is supported by the research of Septiana, V. A. (2015) with the title of research The effect of tenure, compensation and education factors on work motivation of Binamarga officials in Central Java province with work productivity as an intervening variable.

CONCLUSION

Information technology and the working period have a positive and significant effect on the competence of teaching staff at Hasanuddin University. Information technology, working period, and competency have a positive and significant effect on the quality of administrative services for teaching staff at Hasanuddin University. Information technology have a positive and significant effect on the quality of administrative services through the competence of teaching staff at Hasanuddin University. This also occur that the working period has a positive and significant effect on the quality of administrative services through the competence of the teaching staff at Hasanuddin University.

REFERENCE


