


Analysis of the use of Learning Management System (LMS) Platforms to Enhance the Competencies of Civil Servants in the Human Resource Development Agency of East Java Provincial Government

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Article Info	ABSTRACT
Keywords: East Java Provincial Civil Servants, Competence, Learning Management System.	Competence is essential in forming attitudes and behaviors that contribute to achieving superior performance. This has prompted the Human Resource Development Agency of the East Java Provincial Government to develop the L-Bos Learning Management System platform to enhance the competencies of Civil Servants (ASN) in East Java. This study intends to examine how utilizing the LMS affects platform on the competencies of ASN within the Human Resource Development Agency of the East Java Provincial Government. The research employs a qualitative method with descriptive qualitative methods of analysis. Methods of gathering data include observations and interviews. The findings reveal that the implementation of LMS satisfies the metrics for perceived utility and usability, effectively enhancing the competencies of civil servants in East Java Province.
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INTRODUCTION

Competence represents the characteristics of effective attitudes and behaviors essential for realizing superior performance. It drives individuals to achieve their best performance, contributing to organizational success. Efforts to continuously improve and refine regulations in the field of civil service are implemented through Law Number 20 of 2023 in conjunction with Law Number 5 of 2014 on Civil Servants, which states that all ASNs have the chance and right to acquire new skills through education and training, courses, seminars, and workshops.

In competency development, every government institution is required to prepare an annual competency development plan, integrated into their annual work and budget plans.

Competency Development in Civil Servants, Developing the competencies of civil servants is a key priority for local governments, involving budgeting, the availability of facilities and infrastructure, and program planning. Competency development and the

enhancement of human resource capabilities are core aspects of Human Resource Administration. HR administration is essential to improving competencies to ensure organizational success.

Today, skill qualifications and training have become standard criteria for job roles, providing a baseline of knowledge and performance standards required for accomplishing tasks. To achieve a competitive advantage, effective human resource management is necessary to prepare employees to meet the challenges of globalization (Ayuningtyas, 2023).

Technology and Competency Development, The advancement of science and technology (IPTEK) requires modern society to adapt to current technological developments, particularly the internet (Ma'rifah et al., 2022). Human resource development is vital for organizations to enhance the knowledge and competencies of their employees. Training programs are essential for improving competencies, enabling employees to contribute optimally to organizational goals. Training can be conducted through classical methods or online learning, tailored to organizational needs (Gustiana, 2022). This approach ensures that employees remain skilled, competitive, and prepared to meet the demands of a dynamic, technology-driven era.

The National Institute of Public Administration (LAN) oversees online instruction for the Basic Training for Civil Servant Candidates (Latsar CPNS) using the Kolabjar ASN Pintar Learning Management System (LMS), available at <https://kolabjar-asnpintar.lan.go.id/>. This LMS is a web-based application designed to facilitate a series of online learning processes.

The Kolabjar ASN Pintar LMS is expected to deliver online learning outcomes aligned with the curriculum, aiming to develop ASN Ber-AKHLAK (Civil Servants with Integrity and Professionalism) and SMART ASN (Smart Civil Servants). Additionally, the LMS is designed to provide a collaborative learning environment, allowing learning to occur anytime and anywhere, while also offering engaging and flexible online learning experiences.

Definition and Functions of Online Learning and LMS, Online learning is a form of distance learning that utilizes telecommunication and information technology, such as the internet (Arizona et al., 2020). It can be facilitated through an online program called a Learning Management System (LMS), which allows teachers and learners to interact, present materials, facilitate discussions, and download various learning resources, such as images or videos (Sfenrianto et al., 2018).

The LMS serves three main functions, Interaction Function: Facilitates notifications, schedules, assignments, estimations, user guides, and an address book. Presentation Function: Provides information display, documents and files, books and references, as well as links to important websites. Communication Function: Supports sending and receiving messages, hosting discussion forums, and conducting virtual classrooms.

The integration of LMS in Latsar CPNS ensures a more flexible and engaging training process, helping to meet learning objectives while preparing competent and future-ready civil servants.

Online learning using LMS (Learning Management System) is considered successful if users are able to accept or adopt the LMS used in the learning process (al Hafidz, 2022). The acceptance of LMS is influenced by user perception factors. The failure to utilize LMS in the learning process is generally impacted by users' perceptions of the credibility of the application itself, which includes perceptions of acceptance, usefulness, ease of use, and user-friendliness. Other factors that can influence this include behavioral attitudes, motivation, and attitude (R. Ibrahim et al., 2017). According to Napitupulu (2017), by understanding the level of user acceptance of a technology, its level of utilization can be predicted. If the user acceptance level is high, it can be expected that the level of technology utilization will also be high, which means the implementation of LMS in learning can be considered successful.

To understand the factors affecting LMS acceptance by ASN (Civil Servant Employees), this study adopts Davis (1989) created the Technology Acceptance Model (TAM). A popular paradigm for describing how people embrace new technologies is called TAM. Perceptions of perceived utility and simplicity of use have an impact on a person's inclination to utilize a technology, according to TAM. Perceptions of ease of use in relation to LMS encompass the system's accessibility, intuitive navigation, and user-friendly features. Meanwhile, the perception of usefulness can include how much LMS can help ASN improve knowledge and skills and achieve job objectives.

Role of BPSDM in Human Resource Development, The government institution responsible for the management and development of the knowledge and skills of Civil Servants (ASN) is the Human Resource Development Agency (BPSDM) of the East Java Provincial Government. BPSDM is a regional agency tasked with supporting government affairs in the field of education and training. BPSDM East Java is responsible for carrying out several functions, including:

- a. Formulating technical policies, plans, and programs for provincial human resource development;
- b. Organizing competency development in the settings of district/city and provincial governments;
- c. Organizing competency certification under the settings of district/city and provincial governments;
- d. Monitoring, evaluating, and reporting on the implementation of human resource development for apparatus in the province and districts/cities; and
- e. Managing the administration of the Human Resource Development Agency of the Province.

This research will examine BPSDM's function in the human resources development process within the East Java Provincial Government, as BPSDM East Java is the primary institution for the competency development of all ASN employees in the East Java Provincial Government. This aligns with Article 49, Paragraph 1 of Law No. 20 of 2023 on Civil Servants, which states, "Every ASN employee must develop their competencies through continuous

learning to remain relevant to the demands of the organization.” In Paragraph 2 of Article 49 of Law No. 20 of 2023, it is stated that “The learning referred to in paragraph (1) shall be carried out through an integrated learning system.” The meaning of this integrated learning system is explained in Paragraph 3 of Article 49, which reads, "The integrated learning system is an approach that comprehensively places the learning process for ASN employees: a) integrated with work; b) an essential and interconnected component of ASN Management; and c) connected with other ASN employees across government agencies and related parties.”

To enhance the knowledge and skills of employees at the Human Resource Development Agency (BPSDM) of the East Java Provincial Government, LBOS "Legend Bos" Learning Management System installation and Collaborative System (LMS) is carried out. This LMS can be accessed through the link <https://lms.bpsdm.net/>.

In this LMS, various training programs are available, including:

- a. Functional competency training
- b. Technical competency training
- c. Managerial competency training
- d. Regional Budget (APBD) pattern competency training
- e. Contribution pattern competency training
- f. Partnership pattern competency training

The LMS is equipped with various modules and videos that can be accessed by employees of the Human Resource Development Agency of the East Java Provincial Government to enhance their skills and capabilities.

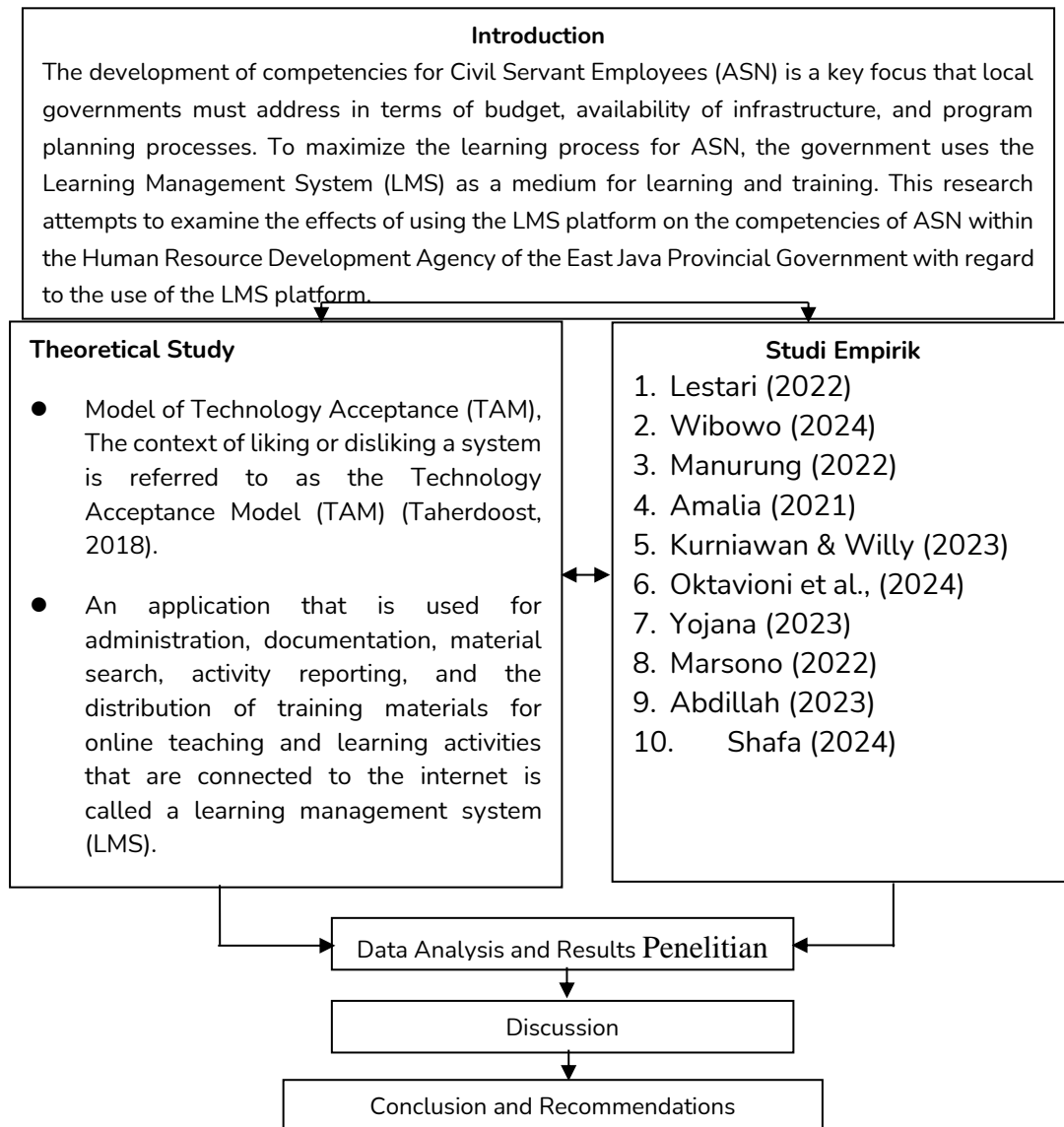
East Java Province, as one of the provinces with a large number of ASN (Civil Servant Employees), has begun adopting LMS (Learning Management Systems) as an effort to improve public service quality. However, based on observations of LMS usage among employees of the Human Resource Development Agency (BPSDM) of the East Java Provincial Government, it is evident that the acceptance of LMS among ASN in East Java, especially within the BPSDM, and its impact on competency improvement still requires further investigation. This is because many employees of the BPSDM of East Java still lack new knowledge or skills, even after undergoing training through the LMS. Therefore, the researcher will conduct a study on the Evaluation of Learning Management System (LMS) Platform Usage.

The purpose of this study is to examine the impact of LMS platform usage on the competencies of ASN within the Human Resource Development Agency of the East Java Provincial Government. Thus, It is anticipated that this research will aid in the creation of policies. related to the use of LMS as one of the instruments for enhancing the caliber of ASN personnel within the Human Resource Development Agency of East Java Province.

METHODS

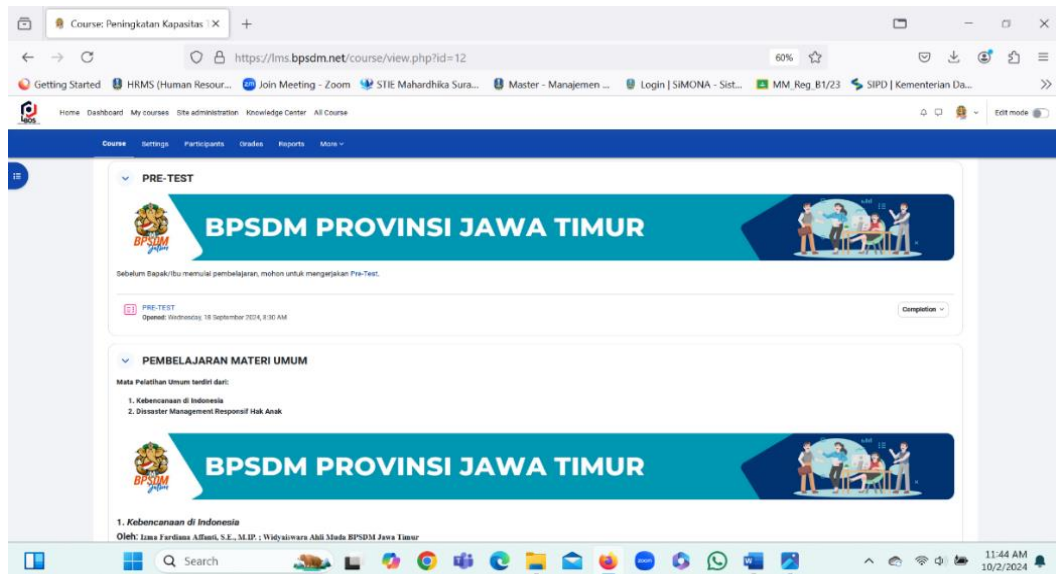
In light of the previously mentioned background, the research problem formulation is as follows: What is the impact of the use of the LMS platform on the competencies of ASN

in the Human Resource Development Agency of the East Java Provincial Government in relation to the use of the LMS platform?.



RESULTS AND DISCUSSION

Here is the organizational structure of the Human Resource Development Agency (BPSDM) of the East Java Provincial Government:



In the use of the Learning Management System (LMS) platform to improve the competency of State Civil Apparatus (ASN) in the Environment of the Human Resource Development Agency (BPSDM) of the East Java Provincial Government, the LBoS “Legend Bos” (Learning Management and Collaborative System) Platform is used. LBoS can be accessed via the link <https://lms.bpsdm.net/course/search.php>.

Here are the research results based on each of the indicators:

- a. Accelerating Work: The research shows that the use of LMS enables ASN to independently access training materials, take exams, and receive certificates in a flexible manner. This significantly accelerates the competency development process compared to conventional training methods, which rely more on face-to-face schedules. For example, ASN can study new training modules anytime and anywhere, without having to wait for scheduled training sessions.
- b. Improving Performance: The research demonstrates that the use of the application can enhance performance. In the context of LMS, features such as interactive quizzes, simulations, and discussion forums can improve ASN’s understanding of training materials. Additionally, LMS can track the learning progress of each ASN, enabling regular evaluation and feedback. This, in turn, enhances the performance of ASN in carrying out their duties.
- c. Increasing Productivity: LMS can improve ASN productivity by providing easy and quick access to learning resources. ASN can access training materials, tutorial videos, and articles related to their work online. Additionally, collaboration features like discussion forums allow ASN to share knowledge and experiences with coworkers, improving efficiency in completing tasks.
- d. Effectiveness: LMS enables more targeted and effective training. By analyzing learning data, training institutions can identify areas that need improvement and develop more

relevant training materials. Furthermore, LMS can be used to measure the success of the training, allowing for continuous improvements.

- e. Simplifying Work: LMS simplifies the learning and competency development process. ASN no longer needs to manually search for training materials or attend training in various locations. Everything they need is available in one easily accessible platform.
- f. Benefits: Overall, the interview results indicate that the use of the application provides significant benefits. This also applies to the use of LMS in improving ASN competencies. LMS provides a flexible, interactive, and effective learning environment, which helps ASN improve the knowledge and skills needed to perform their tasks more effectively.

CONCLUSION

Considering the outcomes of the data processing and research projects regarding the impact of using the LMS platform on the competencies of ASN in the environment of the Human Resource Development Agency (BPSDM) of the East Java Provincial Government, the following conclusions can be drawn: Impact of LMS Platform on ASN Competency: The impact of the LMS platform on ASN competency is assessed using the Technology Acceptance Model (TAM), which includes assessment elements including perceived utility and perceived usability. First, regarding the perception of usefulness, the use of LMS allows ASN to independently access training materials, take exams, and receive certificates flexibly. The use of the application has been shown to improve performance. In the LMS context, features such as interactive quizzes, simulations, and discussion forums enhance ASN's understanding of training materials. LMS also boosts ASN productivity by providing easy and quick access to learning resources. Furthermore, LMS allows for more targeted and effective training, simplifying the learning and competency development process. LMS offers a flexible, interactive, and effective learning environment, helping ASN improve the knowledge and skills required to perform their tasks more effectively. Second, regarding ASN finds it simple to learn how to utilize the perceived simplicity of usage provided LMS. Interactive tutorial features and clear user guides have helped ASN from various technical backgrounds quickly master the platform. A well-designed LMS allows ASN to easily find the training materials they need, take quizzes, and interact with instructors. The attractive design of the LMS and interactive features, such as gamification and rewards, have successfully increased ASN's motivation to learn.

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