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## Knowledge and Experience in Shaping Administrator Professionalism: The Role of Information Systems Administration

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### Abstract

In the context of globalization and the rapid advancement of information technology, organizations are mandated to adapt and enhance the quality of their human resources to maintain competitive advantage. This situation has posed challenges to the professionalism of administrators in delivering prompt, accurate, and responsive services to students and faculty members. The professionalism of administrators is substantially influenced by their capacity to manage information effectively and to optimize the utilization of information technology. This study aimed to design and develop an administrative information system that functions as a moderator in the relationship between administrators' knowledge and experience and their professionalism. Primary data were collected from a population of 100 operators responsible for managing the PDDikti system at Jember State Polytechnic, with a total sample size of 100 respondents. Structural Equation Modeling (SEM) was utilized for data analysis employing WarpPLS software. The findings revealed that knowledge and experience exert a positive and significant effect on administrator professionalism. Furthermore, knowledge and experience positively and significantly influenced the administrative information system, which in turn mediated the enhancement of administrator professionalism. This study recommends the improvement of training programs, the development of information systems, and the reinforcement of work experience's role within higher education administration.

### KEYWORDS

knowledge, experience, administration system, professionalism of administrator.

### Introduction

In the era of globalization and the rapid development of information technology, every organization is required to be able to adapt and improve the quality of its human resources in order to compete effectively according to (Wulandari et al., 2024). One of the aspects that greatly determines the success of the organization is professionalism in the implementation of administration. Professional administration not only plays a role as a data and information manager, but also as a driver of efficiency, effectiveness, and accountability in every work process according to (Nugroho & Zaman, 2024). The development of information technology has brought significant changes in the way of administrative management, especially with the presence of an integrated administrative information system according to (Syafitri et al., 2022). This system simplifies data processing, speeds up the decision-making process, and improves transparency and accuracy of information. However, the success of the implementation of the information system is highly dependent on the ability and competence of the administrators who operate it.

Education is very important to ensure the development and survival of a nation. (Oktavia, 2021) stating that education is a conscious effort to prepare students through guidance, teaching and/or practice activities for their role in the future. Every Indonesian citizen has the right to receive education at any stage in his life journey. Education can be obtained both through school and out-of-school education. Improving and equitable

education is one of the aspects of development that receives the main priority from the Indonesian government according to (Arifin, 2023). The current national education system is regulated through the national education law.

Law of the Republic of Indonesia Number 20 of 2003 concerning the National Education System states that the national education system must be able to ensure equal distribution of educational opportunities, quality improvement, and relevance and efficiency of education management to face challenges according to the sequence of changes in local, national, and global life so that it is necessary to carry out educational reforms in a planned, directed, and sustainable manner according to (Ambat et al., 2023). In the Law of the Republic of Indonesia Number 20 of 2003 concerning the National Education System, it is clearly illustrated that to face challenges both local, national and global, education management must be directed to school empowerment as an effort to achieve the goals of national education, namely by developing abilities and forming a dignified national character and civilization in order to educate the life of the nation, and aim to develop the potential of participants educate to become a human being who believes in the fear of God Almighty, has noble character, knowledge, capability, creativity, independence (Fricticarani et al., 2023).

Jember State Polytechnic is a vocational education institution that is committed to developing students' knowledge and skills to face the challenges of the increasingly competitive industrial world. One of the efforts made is to provide a curriculum that emphasizes the integration between theory and practice, where internship activities are a mandatory part for students (Ninditama & Porwani, 2023). Through the internship program, students not only gain real work experience, but also have the opportunity to apply the knowledge they have gained in college in a professional environment relevant to their field of expertise. This approach aims to build the character of graduates who are competitive and ready to compete in the world of work, while improving their understanding of procedures, operational systems, and work culture in the industry (Mayhesya et al., 2024a).

Along with the development of information technology, the need for an effective and efficient administrative system in the higher education environment is increasing. The Jember State Polytechnic realizes the importance of implementing an integrated administrative information system to support smooth operations, data management, and professional administrative services. Administrative information systems, such as those developed at the Department of Health through the SILAB application, play an important role in increasing the effectiveness of services, speeding up the data processing process, and minimizing the recording errors that often occur in manual or semi-computerized systems (Botifar et al., 2024). With this information system, administrators can carry out their duties more quickly, accurately, and informatively, so that the quality of administrative services is increased according to (Budiman et al., 2022).

The professionalism of administrators greatly determines the success of administrative management in educational institutions. Professionalism in office administration includes high attitudes, skills, and work standards, as well as a commitment to quality and integrity in carrying out duties according to (Ichsan, 2014). Professional administrators are able to manage time and resources effectively, maintain work ethics, and build trust from all stakeholders. In the context of information technology, professionalism also requires mastery of technical competence, continuous knowledge updates, and integrity in maintaining data security and confidentiality according to (Putra et al., 2021).

Knowledge and experience are the two main factors that affect the level of professionalism of administrators. (Yanna Sri, 2024) Sufficient knowledge, especially related to

administrative information systems, enables administrators to understand and utilize technology optimally in support of administrative tasks. Meanwhile, the experience gained through hands-on practice, training, and involvement in various administrative situations will improve skills and responsiveness in dealing with challenges in the field (Sya'diyah, 2022). This collaboration between knowledge and experience is an important foundation for administrators to be able to adapt to changes, implement innovation, and maintain the quality of administrative services in the digital era.

The real research gap lies in the lack of empirical studies that explore the role of administrative information systems as a moderating variable in the relationship between knowledge, experience, and professionalism of administrators in vocational education environments, particularly Jember State Polytechnic. There is no integration of conceptual models that combine these variables comprehensively in one study. Limited empirical evidence related to the effectiveness of administrative information systems as moderators in the context of vocational education administration.

Jember State Polytechnic is a vocational college that offers Diploma Three, Applied Bachelor, and Applied Masters programs with a focus on vocational education and human resource competency development. In its operations, Polije has various departments and technical implementation units that support the process of education, research, and community service. The administrative information system at Polije is currently still facing several challenges. Although there is already a one-stop integrated service application that integrates various administrative services through the official website, academic administrative information systems in some majors still rely on manual or semi-computerized processes, such as the use of Microsoft Excel for grade processing, attendance, and scheduling. This leads to the risk of recording errors, delays in data processing, and difficulties in managing archives, which are still mostly paper-based, according to (Syafitri et al., 2022).

This study addresses core challenges in educational administration, particularly those related to digitalization and human resource readiness, which are highly relevant to ongoing policy and institutional development in higher education. It focuses on how the development of a computerized academic information system can support administrative processes by improving access to and management of academic data quickly, accurately, and efficiently for administrative staff, lecturers, and students. This system is designed to improve the quality of academic services and support the decision-making process at the institution. The following are the problems that occur to the administrator of the Jember State Polytechnic (table 1).

**Table 1.** Problems that occur to the administrator of the Jember State Polytechnic

Yes	Problems	Description
1.	Administrative Information Systems Are Less Interactive and Difficult to Access	<ul style="list-style-type: none"> <li>- The information services on the Department of Information Technology website are less interactive.</li> <li>- Students have to navigate through multiple pages which is time-consuming.</li> <li>- Procedural information (street vendors, Final Project, KHS) is not clear and does not automatically answer questions.</li> </ul>

2.	Data Management Is Still Manual and Error-Prone	<ul style="list-style-type: none"> <li>- Processing of grades, attendance, and scheduling is still manual/semi-manual using Excel.</li> <li>- Vulnerable to recording errors and data loss.</li> <li>- Administration difficulties in data input and schedule checking due to lack of system integration.</li> </ul>
3.	Archive Management Has Not Been Digitally Integrated	<ul style="list-style-type: none"> <li>- Archives are still paper-based and physically stored.</li> <li>- The archive search process is slow and inefficient.</li> <li>- The risk of losing important documents is high.</li> </ul>
4.	Limitations in Laboratory Information Presentation	<ul style="list-style-type: none"> <li>- Laboratory information in the health department is less comprehensive and difficult to access.</li> <li>- Hinder service promotion, industry collaboration, and research development.</li> </ul>
5.	The Need for More Effective Information System Development	<ul style="list-style-type: none"> <li>- Administrative information systems need to be more responsive and accurate.</li> <li>- Need solutions such as NLP-based chatbots and digitization of archiving to improve services.</li> </ul>

Source : Data processed by researchers (2025)

Based on the results of observations conducted at the Jember State Polytechnic with a concentration on the field of administration. Administrative information systems that are less interactive and difficult to access are the main obstacles that affect the professionalism of administrators. (Londa, 2021) stated Professionalism is reflected in the ability to provide fast, accurate, and accessible information services. In addition, data management that is still manual and error-prone has a negative impact on professionalism. Professionalism demands rigor, speed, and accuracy in managing data such as grades, attendances, and schedules. Archive management that has not been digitally integrated is also a serious problem. The professionalism of administrators is also measured by the ability to maintain the security, confidentiality, and regularity of archives (Oktavia, 2021). Manual archiving systems slow down document searches and increase the risk of losing important archives, so administrators are considered less professional in the management of institutional documents. Limitations in the presentation of laboratory information also affect professionalism. Professional administrators must be able to present information comprehensively and easily accessible. Finally, the need for the development of a more effective information system is closely related to professionalism (Costa et al., 2022).

This condition hinders the professionalism of administrators in providing fast, accurate, and responsive services to students and lecturers. The professionalism of administrators is highly dependent on their ability to manage information appropriately and make optimal use of information technology according to (Welni et al., 2024).

Therefore, the development of a more interactive, integrated, and easily accessible administrative information system is an urgent need to support bureaucratic reform and improve the quality of services at Polije. This paper introduces a new conceptual model that integrates human capital (knowledge and experience) with information systems as moderators construct that has not been widely explored in previous literature, particularly in vocational education in Indonesia. With a more effective system, it is hoped that the academic and non-academic administrative processes can run more efficiently, accurately, and transparently, thereby supporting the vision of the Jember State Polytechnic as a smart, innovative, and professional vocational education institution (Novelita & Devian, 2023).

## Methods

This research used a quantitative approach with a descriptive design. According to (Sugiyono, 2019), quantitative research is a method that produces numerical data analyzed using statistical techniques or other quantitative methods. Primary data were collected through observation and questionnaires using a five-point Likert scale. Secondary data were obtained from various sources, including scientific journals, annual reports, institutional databases (e.g., Scopus, Google Scholar, and the Jember State Polytechnic repository), and other credible publications. The literature review focused on studies published between 2020 and 2025. Keywords used in the search included "administrative professionalism," "administrative information systems," "knowledge and experience," and "administrator performance." Each construct in this research was operationalized into measurable indicators as follows:

1. Knowledge (X1): Understanding of administrative tasks and procedures, mastery of educational policies and regulations, ability to manage academic and non-academic processes, proficiency in information technology applications, data-based decision-making ability, and communication and coordination skills.
2. Experience (X2): Length of service, level of knowledge, mastery of work and tools, level of administrative skills, commitment and active participation, and user satisfaction with administrative services.
3. Administrative Information Systems (Z): Effectiveness, efficiency, quality, timeliness, productivity, safety, and adequacy of facilities and infrastructure.
4. Administrative Professionalism (Y): Reliability, responsiveness, assurance, empathy, administrative competence, and adherence to professional ethics and responsibilities.

Data were analyzed using the Structural Equation Modeling (SEM) method with the help of WarpPLS software version. The analysis procedure included several steps: (1) testing data validity and reliability, (2) assessing the model fit, (3) evaluating direct and indirect relationships among variables, and (4) interpreting the path coefficients based on SEM theory. This approach was applied in a case study at the Jember State Polytechnic to examine the effect of knowledge and experience on administrator professionalism, mediated by administrative information systems.

## Result and Discussion

Test Outer Model

Validity Test

The validity test criteria were to use the criteria of loading

**Table 2.** Combined loadings and cross-loadings

	X1	X2	Z	Y	Type (As Defined)	ONE	P-Value
X1.1	<b>(0.838)</b>	0.683	0.804	0.308	Reflective	0.082	<0.001
X1.2	<b>(0.888)</b>	0.388	0.275	0.097	Reflective	0.079	<0.001
X1.3	<b>(0.893)</b>	0.198	0.038	0.044	Reflective	0.078	<0.001
X1.4	<b>(0.820)</b>	0.470	0.286	0.062	Reflective	0.080	<0.001
X1.5	<b>(0.894)</b>	0.335	0.148	0.278	Reflective	0.078	<0.001
X1.6	<b>(0.884)</b>	0.015	0.494	0.029	Reflective	0.079	<0.001
X2.1	0.014	<b>(0.894)</b>	0.056	0.093	Reflective	0.078	<0.001
X2.2	0.066	<b>(0.890)</b>	0.380	0.017	Reflective	0.079	<0.001
X2.3	0.234	<b>(0.895)</b>	0.174	0.147	Reflective	0.078	<0.001
X2.4	0.273	<b>(0.874)</b>	0.138	0.025	Reflective	0.079	<0.001
X2.5	0.033	<b>(0.876)</b>	0.391	0.105	Reflective	0.079	<0.001
X2.6	0.056	<b>(0.826)</b>	0.401	0.156	Reflective	0.080	<0.001
Z.1	0.218	0.165	<b>(0.893)</b>	0.078	Reflective	0.078	<0.001
Z.2	0.398	0.272	<b>(0.842)</b>	0.092	Reflective	0.080	<0.001
Z.3	0.157	0.143	<b>(0.919)</b>	0.000	Reflective	0.078	<0.001
Z.4	0.064	0.092	<b>(0.902)</b>	0.285	Reflective	0.078	<0.001
Z.5	0.048	0.141	<b>(0.831)</b>	0.088	Reflective	0.080	<0.001
Z.6	0.555	0.368	<b>(0.847)</b>	0.474	Reflective	0.099	<0.001
Z.7	0.441	0.187	<b>(0.828)</b>	0.461	Reflective	0.099	<0.001
Y.1	0.080	0.394	1.289	<b>(0.890)</b>	Reflective	0.098	<0.001
Y.2	0.244	0.232	0.042	<b>(0.907)</b>	Reflective	0.078	<0.001
Y.3	0.015	0.263	0.153	<b>(0.877)</b>	Reflective	0.079	<0.001
Y.4	0.069	0.029	0.219	<b>(0.912)</b>	Reflective	0.078	<0.001
Y.5	0.174	0.026	0.107	<b>(0.878)</b>	Reflective	0.079	<0.001
Y.6	0.349	0.013	0.375	<b>(0.835)</b>	Reflective	0.080	<0.001

Source: Data processed research (2025)

**Table 3.** Reliability Test

Composite reliability coefficients			
X1	X2	Z	Y
0.942	0.952	0.864	0.906
Cronbach's alpha coefficients			
X1	X2	Z	Y
0.925	0.939	0.794	0.858

Source: Data processed research (2025)

**Table 4.** Direct Influence Path Coefficient Value

Hypothesis	Path coefficients	P-Value	Information
X1 > Z	0.309	<0.001	Positive and Significant
X2 > Z	0.632	<0.001	Positive and Significant
X1 > Y	0.279	0.002	Positive and Significant
X2 > Y	0.400	<0.001	Positive and Significant
Z > Y	0.280	0.002	Positive and Significant

Source: Data processed research (2025)

**Table 5.** Value of the Indirect Influence Path Coefficient

Hypothesis	Indirect and total effects	P values for sums of indirect effects	Information
X1 > Y > Z	0.186	0.007	Positive and Significant
X2 > Y > Z	0.177	0.005	Positive and Significant

Source: Data processed research (2025)

factor (cross loadings factor) with a value of more than 0.70 and average variance extracted (AVE) with a value greater than 0.50 for the test convergent validity and Discriminant validity using the root comparison of AVE with correlations between variables. The AVE value of the construct should be higher than the correlation between variables. The AVE value of the construct should be higher compared to the correlation between latent variables (Ghozali, 2018). The results of WarpPLS 8.0 are as follows (table 2).

The criterion of the factor of cross-loadings with a value of more than 0.70 is said to be high, while a value of 0.50 – 0.60 can be considered sufficient. In the results of the WarpPLS 8.0 calculation in table 2, above indicates that the value of cross-loadings above 0.70 is considered high and 0.50–0.60 is sufficient. The results of WarpPLS 8.0 show all cross-loadings values above 0.50 with a p< significance of 0.001, indicating that these factors significantly affect the related variables and meet the convergent validity criteria well.

Reliability Test

Reliability testing is carried out with the aim of ensuring that the research instrument used can present concept measurements consistently without any bias (Sugiyono, 2016). The results of WarpPLS 8.0 data processing are as follows (table 3).

The basis used in the reliability test is the Composite reliability coefficient value and Cronbach's alpha coefficients above 0.7. Results in table 3, shows that the questionnaire instrument in this study has met the requirements of the reliability test.

Direct Influence Path Coefficient Calculation

The results in Table 4, are the results of PLS analysis which will then be interpreted to answer the hypothesis proposed. The explanation of the results of the hypothesis test can be stated as follows. The results indicate that knowledge (X1) significantly influences the information system (Z) with a path coefficient of 0.309 and p-value < 0.001, while experience (X2) also significantly affects the information system with a path

coefficient of 0.632 and  $p$ -value  $< 0.001$ . Additionally, knowledge (X1) and experience (X2) have positive and significant effects on administrator professionalism (Y), with path coefficients of 0.279 ( $p = 0.002$ ) and 0.400 ( $p < 0.001$ ), respectively. Furthermore, the information system (Z) significantly impacts administrator professionalism (Y) with a path coefficient of 0.280 and  $p$ -value of 0.002. All  $P$ -Value are below the significance threshold of 0.05, confirming positive and significant influences in all tested relationships.

#### Indirect Influence Path Calculation

The results given in [table 5](#). above show the indirect influence of variables X1 (knowledge), X2 (experience), on variables Y (administrator professionalism) through Z (information systems) as follows:

- The indirect influence from X1 (knowledge) to Y (administrator professionalism) has a path coefficient value of 0.186 with a  $p$ -value of 0.007. Because the  $p$ -value is lower than the significance level of  $\alpha$  ( $0.007 < 0.05$ ). This indicates that there is a significant positive influence of knowledge (X1) on the professionalism of administrators (Y) through a path involving variable Z (information systems).
- The indirect influence from X2 (experience) to Y (administrator professionalism) has a path coefficient of 0.314 with a  $p$ -value of 0.005. Because the  $p$ -value is lower than the significance level of  $\alpha$  ( $0.005 < 0.05$ ). This indicates that there is a significant positive influence of experience (X2) on the professionalism of administrators (Y) through a path involving variable Z (information systems).

#### Detrimination Efficiency Test

The results of the structural model (*Inner Model*) test can be seen at the  $R$ -square ( $R^2$ ) of each endogenous construct, the value of the path coefficient, the value of  $t$ , and the value of  $p$  for each path relationship between constructs. The value of the path coefficient and the value of  $t$  in each path will be explained in the sub-discussion of the results of the hypothesis test.

**Table 6.** Test Research Model

Adjusted R-squared coefficients			
X1	X2	Z	Y
		0.839	0.857

Source: Data processed research (2025)

The above determination coefficients are presented in the form of *Adjusted R-squared coefficients* in the table. Based on the  $r$ -square value in [table 6](#). it shows that knowledge and experience are able to explain information system variables by 83.9% or categorized as good correlation, and the remaining 16.1% are explained by other constructors other than those studied in this study. Meanwhile, knowledge and experience were able to explain the variables of administrator professionalism by 85.7% or categorized as good correlation, and the remaining 14.3% were explained by other constraints outside those studied in this study.

Knowledge has a positive and significant effect on the professionalism of administrators at the Jember State Polytechnic

The mediating role of information systems in enhancing professionalism represents a new and promising theoretical extension. However, to make a more comprehensive contribution, this argument should be based on established models such as the Technology Acceptance Model (TAM) and SECI (Socialization, Externalization, Combination, Internalization) to contextualize how information systems can facilitate the enhancement of administrators' knowledge and

professionalism. For example, knowledge remains a key factor influencing administrator professionalism at Jember State Polytechnic, where mastery of relevant administrative aspects supports the effectiveness and efficiency of work and the quality of organizational services. Previous research confirms that knowledge has a positive and significant influence on administrator professionalism, and the role of information systems as a mediator can strengthen this relationship when analyzed within a relevant theoretical framework ([Mayhesya et al., 2024b](#)).

The findings show that each knowledge indicator significantly contributes to enhancing administrators' professionalism at Jember State Polytechnic (Polije). First, mastery of administrative procedures based on the Regulation of the Minister of Education, Culture, Research, and Technology No.19 of 2022 enables administrators to perform tasks accurately and efficiently, reinforcing professional conduct. Second, understanding education policies and institutional regulations ensures compliance and service quality, shaping professionalism through adherence to standards. Third, the ability to manage academic and non-academic data such as grades, attendance, and schedules supports effective coordination across units, leading to more responsive and integrated administration. Fourth, proficiency in administrative information technology reflects adaptation to the digital era, improving efficiency and accuracy while demonstrating modern professional competence. Fifth, data-driven decision-making skills allow administrators to make informed and accountable decisions consistent with good governance principles. Finally, communication and coordination capabilities strengthen collaboration with lecturers, students, and departments, fostering a cohesive and professional administrative environment at Polije.

Research conducted by ([Marliani, 2021](#)) and ([Sudarmanto et al., 2024](#)) It also supports these findings by stating that complete and up-to-date knowledge of policies, procedures, and information technology plays a significant role in the formation of the professionalism of administrative staff in higher education environments. In addition, other research results from ([Sya'diyah, 2022](#)) and ([Budiman et al., 2022](#)) revealed that the ability to make effective data-based and communication decisions is the main pillar in improving the performance and professionalism of education administration which is able to respond to the demands of changing technological and regulatory developments. Thus, the findings of this study strengthen the understanding that multidimensional knowledge is an important foundation in supporting Jember State Polytechnic administrators to achieve superior and competitive professional performance.

Experience has positive and significant effect on the professionalism of administrators at the Jember State Polytechnic

Work experience is one of the crucial factors that contribute positively and significantly to the professionalism of administrators at the Jember State Polytechnic. Through experience gained from working years, mastery of knowledge, technical skills, and active participation in the organization, administrative staff are able to carry out their duties effectively and provide high-quality services.

The findings reveal that experience indicators strongly influence administrators' professionalism at Jember State Polytechnic. The first indicator, length of service, demonstrates that longer tenure enhances understanding of complex procedures and administrative efficiency, thereby improving professionalism over time. The second indicator, level of knowledge, ensures that administrative staff can carry out processes in line with institutional standards and provide swift, appropriate solutions to problems. The third indicator, mastery of work and equipment, highlights the importance of technical ability and familiarity with administrative software, which

enhances accuracy and work quality. The fourth indicator, skill level, emphasizes communication, record-keeping, and interpersonal skills that strengthen collaboration with lecturers, students, and related units, leading to higher service satisfaction. Commitment and active participation, as the fifth indicator, reflect dedication and responsibility, driving innovation and continuous improvement within the administrative system. Finally, service user satisfaction among students, lecturers, and stakeholders serves as the ultimate measure of professionalism. Feedback and evaluations help identify areas for improvement, ensuring continuous service enhancement and reinforcing the administrators' professional standards.

The support of the research results in line also corroborates these findings. For example, research by (Kristanti et al., 2021a) It shows that the working period and technical experience of administrative staff have a significant positive relationship with work professionalism in vocational colleges. In addition, a study by (Hairudin, 2025) revealed that the active involvement and commitment of administrative employees in organizations increases innovation as well as service quality, which further strengthens their professionalism. Other research by (Sya'diyah, 2022) also highlights the importance of user satisfaction as an indicator of the success of a professional and responsive administration. Thus, experience as a multidimensional indicator plays a central role in the formation of administrator professionalism at the Jember State Polytechnic.

Knowledge has on the administrative information system at the Jember State Polytechnic

Knowledge is a fundamental factor that affects the quality and effectiveness of the administrative information system at the Jember State Polytechnic. Mastery of various aspects of knowledge by administrators, ranging from understanding administrative tasks to communication and coordination skills, is key in optimizing the management of information systems that support the smooth process of administration and academic services. The following is a description of how each knowledge indicator has a positive and significant impact on the administrative information system at the Jember State Polytechnic.

The findings of this study show that the first indicator, understanding administrative tasks and procedures, requires administrators at Jember State Polytechnic to master the processes according to the Regulation of the Minister of Education, Culture, Research, and Technology No.19 of 2022. This understanding ensures that the administrative information system is managed properly and in compliance with official standards. Mastery of education policies and regulations, as the second indicator, enables administrators to operate systems that are both effective and legally compliant, maintaining data integrity and security. The third indicator, the ability to manage academic and non-academic processes, highlights the need to handle various data grades, attendance, schedules, and administrative records in an integrated manner, promoting efficiency and coordination across work units. The fourth indicator, mastery of information technology, reflects Polije's adaptation to the digital era and Society 5.0. Proficiency in operating digital systems, such as the Tax Center platform and other e-services, improves accuracy and efficiency, supporting decision-making and administrative performance. The fifth indicator, data-driven decision-making, demonstrates the crucial role of knowledge in using available information for informed and accountable actions aligned with good governance principles. Lastly, communication and coordination skills, as the sixth indicator, stress the importance of maintaining effective interactions with lecturers, students, and units to optimize system utilization. This capability strengthens integration, ensuring administrative services remain smooth, responsive, and

aligned with institutional needs.

The support of harmonized research results also corroborates these findings. For example, research by (Putra et al., 2021) stated that the mastery of procedures and regulations contributes significantly to the accuracy and security of administrative information systems in higher education institutions. The study by (Ramadhan & Muhyadi, 2021) also emphasized the importance of data management and information technology capabilities in supporting data-based decision-making, thereby increasing the effectiveness of the administrative system. In addition, the research (Sya'diyah, 2022) It shows that good communication and coordination between organizational elements strengthens the integration and optimal use of information systems. Thus, a multidimensional understanding of administrative knowledge is the main factor that strengthens the administrative information system at the Jember State Polytechnic.

Experience has on the Administrative Information System at the Jember State Polytechnic

The experience of administrative staff plays an important role in improving the quality and effectiveness of the administrative information system at the Jember State Polytechnic. Through various dimensions of experience, ranging from long tenures to active involvement in organizations, administrative staff acquire the skills and knowledge necessary to manage information systems well. The following is a description of how each of these experience indicators contributes positively and significantly in supporting the success of the administrative information system at the Jember State Polytechnic.

The study findings show that the first indicator, length of service, demonstrates that longer tenure reflects higher experience in administrative tasks and information system management. Extended service enables staff to better understand procedures and workflows, allowing for more efficient system operation and fewer technical errors, thus improving system reliability and stability at Jember State Polytechnic. The second indicator, level of knowledge, determines the effectiveness of system management. Adequate understanding of applicable concepts, policies, and procedures helps staff maintain the system properly and solve arising issues promptly, ensuring accurate and compliant administrative processes. The third indicator, mastery of work and equipment, highlights the technical ability to operate administrative software and technology, facilitating timely and accurate data management while minimizing system failures. The fourth indicator, skill level, emphasizes competence in communication, archiving, and digital document management, ensuring information is well-organized and accessible. Strong interpersonal skills also support coordination across units, creating responsive and obstacle-free service delivery. The fifth indicator, commitment and active participation, reflects dedication to innovation and continuous improvement in information systems. Engaged staff foster better system optimization through improvements in features, security, and usability. Finally, user satisfaction from students, lecturers, and other stakeholders serves as the key benchmark for system success. Consistent feedback helps evaluate system performance, and high satisfaction indicates professionalism and reliability in administrative information system management at Jember State Polytechnic.

The support of harmonized research results corroborates these findings. For example, a study by (Yulia et al., 2025) states that the work experience of administrative staff has a significant effect on the effectiveness of information system management in educational institutions, especially related to technology operation and technical problem solving. Research by (Aulia et al., 2021) also confirms the importance of technical skills and staff commitment in driving innovation and continuous improvement in administrative information

systems. In addition, a study by (Mayhesya et al., 2024b) and (Sya'diyah, 2022) It shows that user satisfaction is the main indicator of the success of the information system, which correlates positively with the professionalism and experience of the system manager. Thus, the experience of administrative staff is a crucial factor in ensuring that the administrative information system at the Jember State Polytechnic runs optimally and sustainably.

#### Administrative Information System Has on the Professionalism of Administrators at Jember State Polytechnic

The administrative information system is an important element in supporting the professionalism of administrators at the Jember State Polytechnic. Through the use of technology and effective data management, this system can improve the quality of work, process efficiency, and accuracy of administrative decision-making. Various aspects of the administrative information system which include effectiveness, efficiency, data quality, timeliness, productivity, security, and supporting facilities are the main determinants of how the professionalism of administrators can continue to develop and be maintained optimally. The following is an explanation of the influence of these indicators on the level of professionalism of administrators at the Jember State Polytechnic.

The findings of this study show that, the first indicator, the effectiveness of the administrative information system, shows that the system is able to meet the needs of administrative employees by providing accurate and relevant data and information. An effective system helps administrators complete administrative tasks appropriately and supports the achievement of institutional goals. With an effective information system, the level of professionalism of administrators increases because they are supported by reliable information to carry out daily tasks optimally. The second indicator is the efficiency of the use of administrative information systems. This efficiency is reflected in the way administrative employees use system resources such as data processing time and operational costs in generating administrative output. An efficient system makes it easier for administrators to get work done quickly and efficiently, resulting in increased productivity and reduced resource wastage. This has an impact on the professionalism of administrators who are able to optimize time and resources well in the implementation of administrative tasks. The third indicator, the quality of data and information generated by the administrative information system, greatly determines the success of the implementation of administrative tasks. Accurate, consistent, and reliable information makes it easier for administrators to make decisions and carry out daily administrative processes. The quality of this system builds trust in the data used, so that the professionalism of administrators is reflected in the accuracy and accuracy in administrative management. The fourth indicator, the timeliness of information provision, shows the importance of fast and up-to-date data access for administrators. Information systems that are able to provide timely information support the smooth administration process and enable a quick response to the needs of service users. Thus, the professionalism of administrators increases because they can provide responsive and accurate services based on current information. The fifth indicator, productivity, measures how many documents or reports can be produced effectively in a given time using an administrative information system. Adequate system support improves work output and quality of administrative services. This high productivity shows the professionalism of administrators in utilizing information technology to achieve optimal work results. The sixth indicator, the security of the administrative information system, plays an important role in protecting data from the

risk of loss, theft, or damage. A secure system provides administrators with peace of mind in managing the institution's critical data. This condition encourages professionalism because administrators can work without concern for the security of the information they manage. Finally, the fulfillment of adequate facilities and infrastructure, such as up-to-date hardware and software, greatly supports the smooth use of administrative information systems. The availability of optimal facilities allows administrators to carry out tasks smoothly and efficiently, strengthening their professionalism in the management of modern and standardized administration.

Research results that support these findings can be found in the study (Huda, 2022) and (Panjaitan et al., 2024) which states that the effectiveness and efficiency of administrative information systems significantly increase the professionalism of administrative staff in higher education institutions. Research by (Mayhesya et al., 2024b) Iso confirms that data quality and timeliness of information play a major role in increasing the satisfaction and productivity of administrative employees. In addition, the results of the study by (Ninditama & Porwani, 2023) It shows that security aspects and the availability of technology facilities are key factors in ensuring reliable and professional system operations. With this conclusion, it can be ensured that the optimal management of the administrative information system contributes directly to the professionalism of administrators at the Jember State Polytechnic.

#### Knowledge has on the professionalism of administrators at the Jember State Polytechnic through information systems

Knowledge is the main factor that plays a very positive and significant role in building the professionalism of administrators at the Jember State Polytechnic, especially through the use of the existing administrative information system. Administrators who have in-depth knowledge related to administrative tasks and procedures, regulatory mastery, academic and non-academic data management, information technology, data-based decision-making, and communication and coordination, can operate information systems optimally to support superior administrative performance.

The findings of this study show that a strong understanding of administrative tasks and procedures ensures that administrators are able to carry out every management process in the information system in accordance with applicable policies and standards, thereby avoiding operational errors and increasing the reliability of administrative data. This contributes directly to professionalism in terms of precision and consistency of work. Furthermore, mastery of education policies and regulations allows administrators to utilize information systems appropriately in accordance with internal and government regulations, maintain the integrity and accuracy of administrative data and increase confidence in the results of administrative work processed through the system. The ability to manage academic and non-academic processes through an integrated information system makes administrators more efficient in providing services and data management, improving coordination across work units. This is in line with increased professionalism that demonstrates the ability to work in a structured and systematic manner. Mastery of information technology is the key to optimizing the function of administrative information systems such as the Tax Center and other digital applications at the Jember State Polytechnic. With the optimal utilization of technology, administrators not only improve efficiency, but also the accuracy and speed of administrative services which ultimately reflect the professionalism of the Society 5.0 era. Reliable data-driven decision-making capabilities, supported by a robust information system and adequate administrator knowledge, enable administrative decisions to be taken precisely, accountably, and transparently. This strengthens effective and results-oriented administrative governance, an important

aspect of professionalism. Finally, good communication and coordination skills facilitate the synergistic use of information systems between work units, lecturers, and students, so that the administrative information system is not only a data storage tool, but also a communication platform that supports the smooth running of administrative processes and professional work culture in the organization.

The support of other research results also corroborates these findings. Study (Ramadhan & Muhyadi, 2021) and (Mayhesya et al., 2024b) show that adequate knowledge of administrative staff plays a major role in the effectiveness of information system management, which in turn improves professionalism and service quality. Research by (Sya'diyah, 2022) and (Sari et al., 2020) also proves that the combination of knowledge with information technology capabilities increases administrative accuracy and productivity. In addition, the findings (Rakhmatullah et al., 2018) confirm that the integration of communication and coordination skills in information systems strengthens the collaboration and professionalism of the administrative staff as a whole.

Experience has on the professionalism of administrators at the Jember State Polytechnic through information systems

The experience of administrative staff is an important factor that contributes positively and significantly to the professionalism of administrators at the Jember State Polytechnic, whose influence can be mediated through the use of administrative information systems. With increased experience that includes service life, practical knowledge, technical mastery, skills, commitment, and user satisfaction, staff become more proficient in operating and utilizing information systems to support their professional performance.

The findings of this study show that the first indicator, namely the length of time or working period of administrative staff, affects a thorough understanding of information system procedures and workflows. This experience provides a better foundation of expertise in managing data and administrative processes efficiently and accurately, so that information systems can be operated optimally to maintain the reliability and smooth running of administrative services. The level of knowledge gained through work experience also supports the ability of administrative staff to master the concepts, policies, and procedures that apply at the Jember State Polytechnic. This knowledge is essential to ensure that information system management runs according to standards and regulations, making system-generated data-driven decision-making more precise and accountable. Technical mastery of information system work and equipment develops along with the experience of staff in the use of software and supporting technology at the Jember State Polytechnic. This ability helps optimize digital administrative processes, reduce data input errors, and improve work efficiency, which in turn strengthens the professionalism of administrative work. Improved skills, including communication and coordination, facilitate interaction between work units through an integrated information system. This creates a more responsive and high-quality administrative service, which directly reflects the professionalism of the administrator in carrying out his duties. The commitment and active participation of administrative staff in managing and developing information systems demonstrates a high dedication to innovation and continuous improvement. This proactive attitude strengthens a sense of belonging to the information system and encourages an increase in overall professionalism. Finally, the satisfaction of

service users such as students, lecturers, and other stakeholders is an indicator of the success of the implementation of an experienced managed information system. Positive feedback indicates an information system that supports user needs in a timely and accurate manner, indicating high professionalism of administrators who are able to respond to technical and service demands.

The support of the research results is in line with these findings. Study (Sya'diyah, 2022) and (Kristanti et al., 2021b) which show that the work experience of administrative staff has a significant effect on the effectiveness of information systems in educational institutions, which then strengthens the professionalism of employees. Research (Mayhesya et al., 2024b) also emphasized that the combination of technical experience and optimal use of information systems increases productivity and quality of administrative services. In addition, the findings (Hartono, 2019) highlight that active involvement and commitment in the management of information systems contribute significantly to improving the professionalism of administrative staff.

## Conclusion

Based on the analysis, knowledge and experience both have positive and significant effects on the professionalism of administrators and the effectiveness of the administrative information system at Jember State Polytechnic. In-depth knowledge enhances administrators' ability to manage tasks accurately and utilize information systems optimally, while extensive experience improves technical skills, commitment, and efficient system use. Furthermore, the administrative information system positively influences professionalism by supporting timely, secure, and quality task completion. Both knowledge and experience also indirectly strengthen professionalism through their role in optimizing the use of information systems, leading to better data management, decision-making, and coordination. The study's real-world relevance is strong, offering actionable recommendations for digital transformation in administrative practices. This aligns with broader efforts to modernize public services in emerging economies.

Based on the study results, several recommendations are proposed: First, Jember State Polytechnic should regularly conduct training and workshops to enhance administrators' knowledge of tasks, procedures, policies, and information system management. Second, programs that increase work experience and active involvement, such as task rotation and mentoring, should be developed to boost practical skills and professionalism. Third, the administrative information system must be continuously optimized for effectiveness, efficiency, and security, supported by adequate IT infrastructure. Fourth, regular measurement and monitoring of user satisfaction are needed to improve administrative services. Fifth, further research should explore additional factors like work motivation, organizational culture, and leadership that may influence professionalism. Sixth, future studies should deepen exploration of information systems as mediators between knowledge, experience, and professionalism using mixed methods. Finally, developing integrated training models combining knowledge, experience, and system use is recommended to enhance administrative staff professionalism effectively.

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