

Analysis of Factors Affecting Pais Optimization in Performance Assessment Police Personnel (Human Resources Bureau of Riau Police)

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Abstract

This study uses a quantitative method with a descriptive and verifiable research design. The population in this study is all personnel in the Riau Police Human Resources Bureau involved in the use of the Performance Appraisal Information System (PAIS), totaling 77 people. Samples were taken using census sampling techniques, as the population is relatively small. Thus, all members of the population are used as research samples. Based on the results of the study on the analysis of factors that affect the optimization of PAIS in the assessment of the performance of police personnel at the Riau Police Human Resources Bureau, it is concluded that human resources, information system technology, and policies and regulations have a significant influence both partially and simultaneously on the optimization of PAIS. These three factors together contributed 57.8% to the optimization of PAIS, while the remaining 42.2% were influenced by other factors outside the variables studied. These findings affirm the importance of improving the quality of human resources, developing information technology, and developing appropriate policies to maximize the performance of the assessment system.

INTRODUCTION

The National Police is the spearhead of security owned by the state to protect the community. The workload owned by the National Police is not easy, where the safety of the community's environment is a benchmark in achieving performance. Diseases in the community are currently very prevalent, so that the National Police has to fight hard to secure and eradicate the disease in order to maintain the safety of the community environment, especially in the Riau area.

The work of members of the Riau Police is very large, depending on the division and the workload they carry. Performance assessments are carried out, so that the Riau Police can be more enthusiastic in doing their work and encourage the fighting spirit of the National Police in achieving their desired goals. Many Riau Police have different goals in achieving performance, there are desires that need to be fulfilled and there are desires that want to be achieved.

There are many ways of assessment carried out by organizations for employees, especially members of the National Police. One of the ways to assess performance is to use a digital transformation system using the Performance Assessment Information System (PAIS). This system is presented to support the assessment process electronically, structured, and data-based.

Prior to the existence of the Performance Assessment Information System (PAIS), the previous performance assessment still used manual administrative data where the assessment process was carried out at the Riau Police Human Resources Bureau office. Assessments like this

are less efficient because the Riau Regional Police have a lot of duties outside the organizational environment, so access to the Riau Regional Police takes longer.

Therefore, the Riau Police is trying to improve the quality of its human resource assessment by using the Performance Assessment Information System (PAIS), so that the performance assessment of the National Police is more efficient and structured wherever the position of the National Police is located. However, the implementation of the Performance Assessment Information System (PAIS) within the Riau Police Human Resources Bureau has not run optimally and there are still obstacles such as delays in filling in performance data, low utilization of system features, and limited technical understanding from PAIS users.

In addition to technical constraints, there are also challenges from the individual and organizational side. Not all personnel have a positive attitude towards the use of PAIS, some see it as an administrative burden, not as a strategic tool. The lack of training, socialization, and structural support reinforces the low adoption and utilization rates of the system as a whole. This shows that the success of PAIS is heavily influenced by the readiness of technology, organizations and individuals.

If the Performance Appraisal Information System (PAIS) is not optimized, then the main risk is the disruption of objectivity in the appraisal, the decrease in managerial accountability, and the failure to achieve the goal of systemic performance improvement. In fact, PAIS should be an instrument to build a professional, transparent, and accountable assessment system. Therefore, it is necessary to analyze the factors that affect the optimization of the Performance Appraisal Information System (PAIS).

This study aims to identify and analyze the technical, organizational, and individual factors that affect the effectiveness of the implementation of the Performance Appraisal Information System (PAIS). The results of the research are expected to provide strategic recommendations in strengthening the system, increasing organizational support, and developing personnel competencies. Thus, the Performance Appraisal Information System (PAIS) can really function optimally as a performance measurement tool that encourages professionalism and accountability within the Riau Police Human Resources Bureau.

METHODS

This study uses a quantitative method with a descriptive and verifiable research design. The population in this study is all personnel in the Riau Police Human Resources Bureau involved in the use of the Performance Appraisal Information System (PAIS), totaling 77 people. Samples were taken using census sampling techniques, as the population is relatively small. Thus, all members of the population are used as research samples.

RESULTS AND DISCUSSION

Results Research

This study raises the problem of analyzing factors that affect the optimization of PAIS in the performance assessment of police personnel (Riau Police Human Resources Bureau). The respondents used in this study were 77 police personnel of the Riau Police Human Resources Bureau, the questionnaire distributed was 77 exemplars. The results of the research test can be seen as follows :

1. Multiple Linear Regression

Based on data from 77 respondents, after testing, the regression equation using the SPSS formula yielded a value of $a = 8.216$, $b_1 = 0.212$, $b_2 = 0.368$, $b_3 = 0.412$, so the multiple linear regression equation is as follows:

Table 1
Multiple Linear Regression Results
Coefficients^a

Model	Unstandardized Coefficients	
	B	Std. Error
1 (Constant)	8.216	1.704
Human Resources	.212	.291
Information Systems Technology	.368	.242
Policies and Regulations	.412	.454

a. Dependent Variable: PAIS Optimization

Source : SPSS Processed Data. 2025.

$$Y = 8.216 + 0.212X_1 + 0.368X_2 + 0.412X_3$$

Based on the above equation, then:

- a. Constant 8,216. This means that when human resources, information system technology, policies and regulations are ignored or zero, the optimization of PAIS is 8,216 units.
- b. The coefficient of the human resource variable (X_1) is 0.212. This means that if the human resource variable is increased by 1 unit and information system technology as well as policies and regulations are ignored/considered zero, then the optimization of the PAIS of police personnel of the Riau Police Human Resources Bureau will increase by 0.212 units.
- c. The coefficient of the variable of information system technology (X_2) is 0.368. This means that if the variable of information system technology is increased by 1 unit and human resources as well as policies and regulations are ignored/considered zero, then the optimization of PAIS for police personnel of the Riau Police Human Resources Bureau will increase by 0.368 units.
- d. The coefficient of policy and regulatory variables (X_3) is 0.412. This means that if the policy and regulatory variables are increased by 1 unit and human resources and information system technology are ignored, then the optimization of the PAIS of police personnel of the Riau Police Human Resources Bureau will increase by 0.412 units.

1. T test

The t-test is used to find out whether *the independent* variable partially has a positive and significant effect on the *dependent* variable. To see the results of the t-test, you can see from table 2 below :

Tabel 2
Hasil Uji t

Coefficients^a

Model	t	Sig.
(Constant)	3.938	.000
Human Resources	2.067	.029
Information Systems Technology	2.168	.002
Policies and Regulations	2.248	.000

a. Dependent Variable: PAIS Optimization

Source : SPSS Processed Data. 2025.

From table 2, it can be seen that the value of human resources (X_1) is 2,067, information system technology (X_2) is 2,168, and policies and regulations (X_3) is 2,248. The significance rate of this study was 5% or 0.025 (2-sided test). To perform the t-test, the following steps were taken: The significant level of this study was 5% or 0.025 (2-sided test). It means that in the ttable of 1,993. So it is proven that :

- Human resources (X_1) with a calculation of 2.067 are greater than t_{table} 1.993 with a significant level of 0.029 is less than 0.05. So H_0 was accepted and H_a was rejected, meaning that the human resource variable had a significant effect on the optimization of the PAIS of police personnel of the Riau Police Human Resources Bureau.
- Information system technology (X_2) with a calculation of 2,168 is greater than the table of 1,993 with a significant level of 0.002 is smaller than 0.05. So H_0 was rejected and H_a was accepted, meaning that information system technology variables have a significant effect on the optimization of PAIS of police personnel of the Riau Police Human Resources Bureau.
- Policies and regulations (X_3) with a count of 2,248 are greater than table 1,993 with a significant level of 0.000 smaller than 0.05. So H_0 was rejected and H_a was accepted, meaning that policy and regulatory variables have a significant effect on the optimization of PAIS of police personnel of the Riau Police Human Resources Bureau.

3. Uji F

The F test is used to determine whether *independent* variables (human resources, information system technology, policies and regulations) together have a significant effect on *the dependent variables* (PAIS optimization). The following are the results of the F test which can be seen in table 3 :

Tabel 3
Hasil Uji F

ANOVA^b

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	285.541	5	57.528	20.526	.000 ^a
	Residual	387.654	73	4.333		
	Total	673.195	77			

a. Predictors: (Constant), Human Resources, Information Systems Technology, Policy and Regulation

b. Dependent Variable: PAIS Optimization

Source : SPSS Processed Data. 2025.

To see whether or not the significant influence of human resources, information system technology, policies and regulations on the optimization of PAIS of police personnel of the Riau Police Human Resources Bureau is used, the F test is used. The F value of the table is obtained as $F(0.05)(73) = 3,122$, while the F calculation in the F test obtained from processed data is $= 20,526$ meaning F is calculated $= 20,526 > 3,122$, then H_0 is rejected and H_a is accepted, means that simultaneously the variables of human resources, information system technology, policies and regulations have an effect on the optimization of the PAIS of police personnel of the Riau Police Human Resources Bureau.

4. Coefficient of Determination (R²)

To find out the magnitude of the influence of human resources, information system technology, policies and regulations on the optimization of PAIS of police personnel of the Riau Police Human Resources Bureau is used a determination coefficient (R²), after data processing can be seen in table 4 below:

Tabel 4
Hasil Adjusted R Square (Analisis Determinan)
Model Summary^b

	Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1		.619 ^a	.590	.578	2.13062

Predictors: (Constant), Human Resources, Information Systems Technology, Policy and Regulation

b. Dependent Variable: PAIS Optimization

Source : SPSS Processed Data. 2025.

From table 4, the value of R 0.619 can be obtained. This means that human resources, information system technology, policies and regulations simultaneously have a closeness of 61.9% to the optimization of PAIS of police personnel of the Riau Police Human Resources Bureau. Meanwhile, the result of the *adjusted r square* value (determination analysis) was 0.578. This means that human resources, information system technology, policies and regulations contribute to the optimization of PAIS of police personnel of the Riau Police Human Resources Bureau by 57.8% while the remaining $(100\% - 57.8\%) = 42.2\%$ are influenced by other variables

outside the variables in this study.

DISCUSSION

The results of the study show that human resources have a significant effect on the optimization of the PAIS of police personnel of the Riau Police Human Resources Bureau. This means that competent and qualified human resources will be able to optimize PAIS in the Riau Police Human Resources Bureau. This is because qualified human resources can do the work or comply with the rules and policies made by the organization so that the organization's operations can run smoothly. Nadapdap (2022) management is the science and art of managing the process of utilizing human resources and other resources effectively and efficiently to achieve a certain goal. Management is seen as a field of knowledge that systematically seeks to understand why and how people work together to achieve goals and make this system of cooperation more beneficial to humanity. This is in accordance with research conducted by Selva Silvia (2023) which states that quality human resources will have an impact on the performance they carry out so that the policies set by the organization can be completed properly in accordance with the provisions.

The results of the study show that information system technology has a significant effect on the optimization of PAIS of police personnel of the Riau Police Human Resources Bureau. This means that good information system technology will equip the police personnel of the Human Resources Bureau in using the PAIS application to do the work provided by the organization. Good and adequate information system technology will have an impact on the speed of work of police personnel so that organizational goals can be achieved properly. Arifin et al. (2021) stated that an information system can be interpreted as a system made by humans that includes various components in the organization to achieve findings, namely producing information. This is in accordance with research conducted by Yofi (2021) which states that information system technology has a good influence on the work done by employees.

The results of the study show that policies and regulations have a significant effect on the optimization of PAIS of police personnel of the Riau Police Human Resources Bureau. This means that systematic policies and regulations will help in the management, development and utilization of PAIS properly and clearly. Systematic policies and regulations will make it easier for the HR Bureau police personnel to optimize and use PAIS in accordance with the stipulated provisions. Belkaoui (2017) regulation is generally assumed to be acquired by a particular industry and designed and operated primarily for its own benefit. This is in accordance with research conducted by Adinda Kusuma (2024) which states that good policies and regulations will help in evaluating employee performance assessments.

CONCLUSION

Based on the results of the study on the analysis of factors that affect the optimization of PAIS in the assessment of the performance of police personnel at the Riau Police Human Resources Bureau, it is concluded that human resources, information system technology, and policies and regulations have a significant influence both partially and simultaneously on the optimization of PAIS. These three factors together contributed 57.8% to the optimization of PAIS, while the remaining 42.2% were influenced by other factors outside the variables studied. These findings affirm the importance of improving the quality of human resources, developing information technology, and developing appropriate policies to maximize the performance of the assessment system..

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