#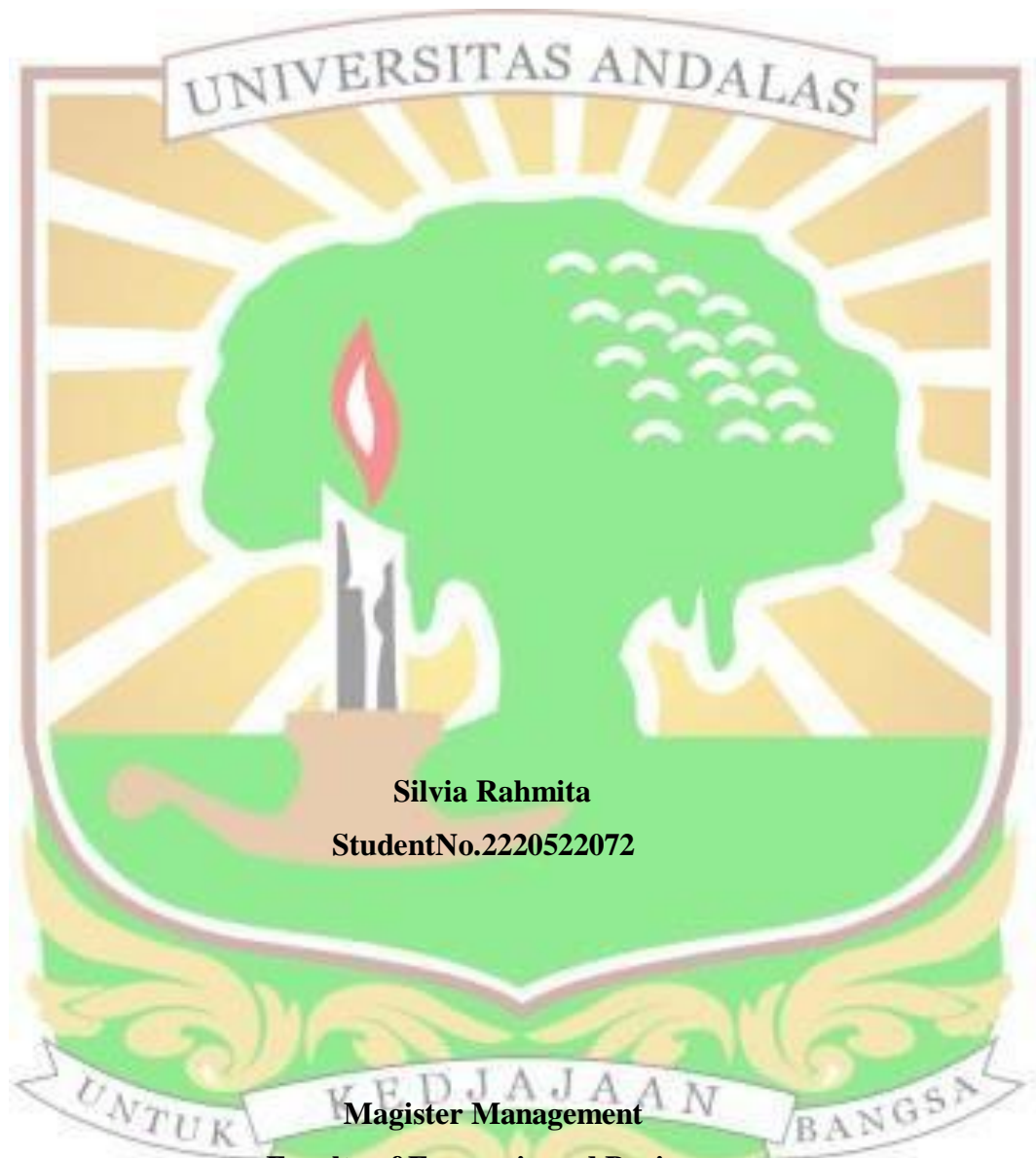 EXPLORING THE IMPACT OF EFFECTIVE PERFORMANCE MANAGEMENT SYSTEMS AND WORK-RELATED TECHNO STRESS ON EMPLOYEE PERFORMANCE: THE MODERATING ROLE OF DIGITAL LITERACY IN THE INDONESIAN PUBLIC SECTOR CASE STUDY INREGIONAL OFFICE XII BKN PEKANBARU

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Abstract

Employee performance in the public sector is crucial for delivering high-quality public services. The effectiveness of performance management systems (PMS)andtheimplementationofdigitaltransformationinthepublicsectorarekey factorsinfluencing individual performance. However, extensive use of technology may trigger work-related technostress, which, alongside PMS effectiveness, can impact individual performance dimensions, such as task performance, contextual performance,andcounterproductiveworkbehavior.Thisstudyaimstoanalyzethe effect of employees' perceptions of PMS effectiveness and work-related technostress on individual performance, with digital literacy as a moderating variable.

ThisresearchemployedaquantitativeapproachusingPartialLeastSquares - StructuralEquationModeling(PLS-SEM) onasampleofpublicsectoremployees inIndonesia.AcasestudywasconductedattheRegionalOfficeXIIoftheNational Civil Service Agency in Pekanbaru, involving 100 respondents. The constructs demonstrated strong predictive power, with an R² value of 0.579. The results revealed that the perceived effectiveness of PMS positively and significantly influences individual employee performance. Conversely, work-related technostress and digital literacy do not have significant effects on employee performance. Furthermore, digital literacy does not moderate the relationship between PMS effectiveness and work-related technostress with employee performance.

This study provides practical implications for public sector organizations to enhance the effectiveness of performance management systems and address technostress through strategies that improve digital literacy. Theoretically, this research contributes to the strategic human resource management literature by examining the role of PMS and technology in influencing employee performance. Thisstudyisthefirsttoexplorethemoderatingroleofdigitalliteracyinthecontext of PMS effectiveness and technostress, opening avenues for future research using mixed-method approaches and larger sample sizes.

Keyword: Employee Performance, Performance Management System Effectiveness, Work-related Technostress, Digital Literacy