

Study of Management Information Systems on Employee Performance through Interpersonal Communication at Regional State Intelligence Agency Offices South Sulawesi Province

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Abstract

Management Information System is a planning system within an agency that involves internal control such as the use of resources, documents, technology, and interpersonal communication as one of the strategies in the organization. This study used systematic review to review various reviews of clearly formulated questions that used the metode systematically and explicitly to identify, select, and critically assess relevant research, and to collect and analyze data from studies included in the review. Data obtained from 54 references relevant to the study of management information systems. As a result of the research above, it appears that the Information Quality Factor for Management Information Systems is still not optimal with the demands needed to improve employee interpersonal communication at the Regional State Intelligence Agency Office of South Sulawesi Province, and the Communication Factor is very meaningful for improving employee performance.

Keywords: Management Information System; Interpersonal Communication; Performance.

1. Introduction

Performance is the result of work in quality and quantity that can be achieved by an employee in carrying out duties in accordance with the responsibilities assigned to him, Hugh J. Arnold et al, 2012. Interpersonal communication is often used as a concept of effectiveness where an organization aims to produce, this can be done by paying attention to the goals to be achieved in an organization as the fulfillment of aspirations, the development of the organization's human resources and aspirations owned, as well as having a positive impact on society.

Management Information System is a planning system within the company that involves internal control such as the use of resources, documents, technology, and management accounting as one of the strategies in business. Employees are organizational assets that need to be developed in order to have good performance so that the activities in the organization so that what is the target or goal can be achieved (O'Brien, 2003). The Office of the Regional State Intelligence Agency of South Sulawesi Province in carrying out the main duties, functions, details of unit duties and work procedures experienced various obstacles in its implementation, considering the limited ability of employees to communicate and the limited facilities owned, so that work results still need to be maximized. These obstacles affect the overall work of the organization which causes more effective communication in achieving organizational goals. The Management Information System still needs to be optimized by the Regional State Intelligence Agency Office of South Sulawesi Province

2. Research Method

This research is a type of quantitative research, used to examine certain populations or samples, data collection using research instruments, data analysis is quantitative / statistical, with the aim of testing predetermined hypotheses. To meet these criteria, sample measurements are calculated using the Slovin formula in Singarimbun (2006: 620) as follows:

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$$\frac{n - N}{1 + Ne^2}$$

Information:

n = Sample Size

N = Population Size

e = Precision Used

The population in this study was 63 people. In this study, a 5% sampling precision was taken to maintain the representative of the research sample. So that a sample of 54 people was obtained. This study includes two variables, namely (X) which includes 3 factors, namely: System Quality Factor, Information Quality Factor, and Usage Factor. The Variable (Y) which includes 2 measures, namely: Interpersonal communication measures and Performance Measures.

2.1. Research Instruments

The research instruments in question are cameras, mobile phones for recorders, pencils, ballpoints, books and picture books. Cameras are used when the author makes observations to record important events at an event both in the form of photos and videos. Recorder, used to record voice when conducting data collection, either using the method of interview, observation, and so on. Meanwhile, pencils, ballpoints, books, and drawing books are used to write down or describe data information obtained from sources.

2.2. Data Analysis Techniques

Research hypothesis testing was carried out with a Structural Equation Model (SEM) approach using Partial Least Square (PLS) software. PLS is a structural equation (SEM) model based on components or variants (variance). PLS is an analytical method that can be used to confirm theories, PLS can also be used to explain the presence or absence of relationships between latent variables, and can simultaneously analyze constructs formed with reflexive and formative indicators.

3. Results and Discussions

The study consisted of three independent variables and two dependent variables. The three free variables are respectively the quality of the system as the first free variable (X1), the quality of information as the second free variable (X2), and the Use as the third free variable (X3) while the non-free variables are Interpersonal Communication (Y1) and Performance (Y2).

3.1. System Quality

System quality is a measurement of information system processes that focuses on the results of interaction between the user and the system. System quality has attributes such as equipment availability, equipment reliability, ease of use, and response time are determining factors why an information system is used or not used.

3.2. Quality Of Information

Information quality is the extent to which information can consistently meet the requirements and expectations of everyone who needs that information to carry out their processes. This concept is associated with the concept of information products that use data as input and information is defined as data that has been processed so as to provide meaning for the recipient of information. The quality of information is multidimensional and various variations of gauge characteristics have been proposed by several authors. In general, the dimensions of information quality can be grouped into four categories: (1) intrinsic, (2) contextual, (3) representation, and (4) accessibility or accessibility.

3.3. Usage

Use is a process, way or deed of using something.

3.4. Interpersonal communication

Interpersonal Communication is communication that is carried out face-to-face which interacts, listens, makes statements, and opens up to each other. Sensitivity is the most effective way to change a person's attitudes, opinions, and behavior with the effect of immediate feedback.

3.5. Performance

Performance comes from the word job performance or actual performance which means work performance or actual achievement achieved by a person. The definition of performance (work performance) is the result of work in quality and quantity achieved by an employee in carrying out his functions in accordance with the responsibilities assigned to him.

a. Gender

Table 1. Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	men	45	83.3	83.3	83.3
	Woman	9	16.7	16.7	100.0
	Total	54	100.0	100.0	

Based on table 4 above from a total of 54 respondents, 45 respondents were male or 83.3% and 9 responden were female or 16.7%.

b. Age

Table 2. Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	≤ 30 years	22	40.7	40.7	40.7
	31 years - 35 years	25	46.3	46.3	59.3
	>35 years old	7	13.0	13.0	100.0
	Total	54	100.0	100.0	

Analysis of research data was carried out with the Smart PLS Version 3.0 program. The first stage is to conduct an overall evaluation of the fit model for the structural model and analyze the estimation parameters between factors. The parameter describes the causality relationship between factors

3.6. Evaluation of Data Normality

Tests of data normality, both univariate and multivariate, were evaluated using the criterion of skewness values smaller than ± 1 (Ferdinand, 2005). The results of testing the normality of the data are presented in the following table.

Table 3. Data Normality Evaluation

Variable	Average	Median	Minimum	Maximum	Daviasi Standards	Pros of Kurtosis	Skewness
X1	21.1	21	15	25	1.96	0.6	-0.7
X2	20.3	20	15	24	2.1	-0.7	-0.3
X3	21.3	22	16	28	2.2	0.5	-0.2
Y1	21.7	22	15	24	1.9	1.6	-1.3
Y2	21.5	22	14	25	2.2	1.2	-1.2

Based on the test results in the table 3, the entire variable produces a skewness value smaller than ± 1. The results show that the model has met the assumption of data normality.

3.7. Full Structural Equation Model Analysis

The results of the full latent variable model estimate are shown in the figure 1.

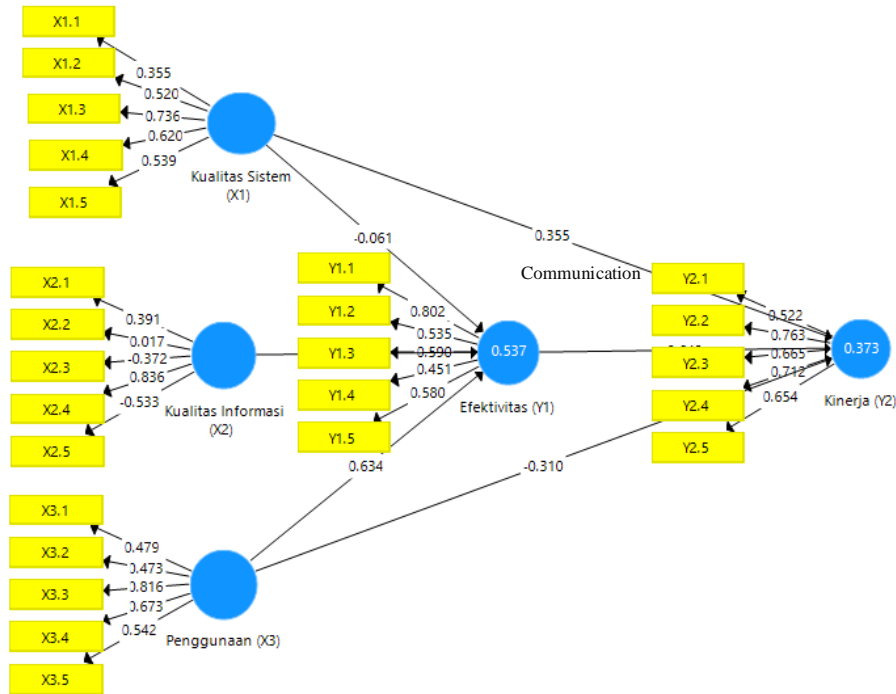


Figure 1. Full Structural Equation Model Standardized Estimates

Table 4. Line Coefficient

	Original Sample	Sample Average	Standard Deviation	T Statistics	P Values
System Quality (X1) → Effectiveness (Y1)	-0.061	0.006	0.146	0.417	0.677
Quality of Information (X2) → Effectiveness (Y1)	0.153	0.070	0.241	0.634	0.526
Usage (X3) → Effectiveness (Y1)	0.634	0.593	0.159	3.996	0.000
Inter Communication (Y1) → Performance (Y2)	0.649	0.609	0.212	3.056	0.002
System Quality (X1) → Performance (Y2)	0.355	0.382	0.160	2.224	0.027
Usage (x3) → performance (y2)	-0.310	-0.279	0.214	1.446	0.149

Discussion on the Effect of System Quality on Interpersonal Communication of Employee Work at the Office of the State Intelligence Agency of the Province of South Sulawesi.

From table 4, it explains the magnitude of P.Values, which is 0.677 and T.Statistic, which is 0.47, which contains the understanding that variable X1 (system quality) has no effect on variable Y1 (Interpersonal Communication). The System Quality Factor does not provide significance for improving interpersonal communication of employees in the Office of the Regional State Intelligence Agency of the Province of South Sulawesi. Based on the results of research the influence of System Quality Factors can be analyzed through each indicator consisting of indicators of System Accuracy, Ease of use and Generating information. The influence of the System Quality factor through the System Accuracy indicator, that the system used has not shown its accuracy to support the completion of the duties of employees. Through the Ease of use indicator, the system used is difficult to use so that employees have difficulty when using it. Through the indicator Generating information, that the system used has not produced the information as desired.

The Effect of Information Quality on Interpersonal Communication of Employee Work at the Office of the Regional State Intelligence Agency of the Province of South Sulawesi. From table 4 above, it explains the magnitude of P.Values, which is 0.526 and T.Statistics which is 0.634 which contains the understanding that variable X2 (information quality)

has no effect on variable Y1 (Effectiveness). The influence of Information Quality Factors can be analyzed through each of the indicators consisting of indicators Relevant information, Speed of information and Consistency of information. The influence of the Information Quality factor through the relevant Information indicator, that the system used has produced relevant information and in accordance with the provisions. Through the Information speed indicator, that the existing system is able to produce information faster than the process manually. Through the information consistency indicator, that the system used is able to produce consistent information, so that the output results or outputs can be trusted.

Meanwhile, the effect of system use on interpersonal communication of employees at the Office of the Regional State Intelligence Agency of the Province of South Sulawesi. T abel 4 above describes the magnitude of P.Values which is 0.000 and T.Statistics which is 3,996 which contains the understanding that variable X3 (usage) affects the variable Y1 (Effectiveness).

The Use Factor is very meaningful for improving interpersonal communication of employees at the Office of the Regional State Intelligence Agency of the Province of South Sulawesi. The high influence of the Use Factor on Interpersonal Communication of Employee Work is because almost all employees use the system to help complete daily work. Looking at the results of the research above, it appears that the Use Factor for Management Information Systems has been fully implemented on employee interpersonal communication at the Office of the Regional State Intelligence Agency of the Province of South Sulawesi. The effect of interpersonal communication on employee performance at the Office of the Regional State Intelligence Agency of the Province of South Sulawesi. From table 4 above, it explains the magnitude of P.Values, which is 0.002 and T.Statistic, which is 3,056 which contains the understanding that the variable Y1 (effectiveness) affects the variable Y2 (performance).

The interpersonal communication factor is very meaningful for improving the performance of employees in the Office of the Regional State Intelligence Agency of the Province of South Sulawesi. Based on the results of respondents' answers, it can be seen that inter-personal communication has been carried out effectively at the Office of the Regional State Intelligence Agency of the Province of South Sulawesi and has performed very well because it is able to complete the vision and mission and achieve the direction and goals.

3.8. Discussion

Discussion on the Effect of System Quality on Employee Performance at the Office of the Regional State Intelligence Agency of the Province of South Sulawesi.

From table 4 above, it explains the magnitude of P.Values, which is 0.027 and T.Statistics which is 2,224 which contains the understanding that variable X1 (system quality) affects the variable Y2 (performance). The System Quality Factor provides an important meaning for improving Employee Performance in the Office of the State Intelligence Agency of the Province of South Sulawesi.

For the Effect of System Use on Employee Performance at the Office of the Regional State Intelligence Agency of the Province of South Sulawesi. T abel 4 above describes the magnitude of P.Values which is 0.149 and T.Statistics which is 1.446 which contains the understanding that variable X3 (usage) has no effect on variable Y2 (performance). From these data, it can be concluded that the Use Factor is not very meaningful for improving Employee Performance in the Office of the Regional State Intelligence Agency of the Province of South Sulawesi. variables that most influence the performance of employees at the Office of the State Intelligence Agency of the Province of South Sulawesi.

Interpersonal Communication is the precise achievement of goals or choosing the right goals from a series of alternatives or choices of ways and making choices from several other options. Communication can also be interpreted as a measurement of success in achieving predetermined goals. Meanwhile, performance is the level at which employees achieve job requirements efficiently and effectively (Simamora, 2006: 34). Employee performance is work performance, which is a comparison between work results that can be seen in real terms with work standards that have been set by the organization.

4. Conclusion

The System Quality Factor has no effect on improving Interpersonal Communication of Employees in the Office of the State Intelligence Agency of the Province of South Sulawesi, the Information Quality Factor is not very important for the improvement of Interpersonal Communication of Employees in the Office of the Regional State Intelligence Agency of the Province of South Sulawesi. Looking at the results of the research above, it appears that the Information

Quality Factor for the Management Information System is not in accordance with the demands needed to improve Interpersonal Communication of Employees at the Office of the State Intelligence Agency of the South Sulawesi Province Region, and the Use Factor is very meaningful for the improvement of Interpersonal Communication of Employee Work in Office of the Regional State Intelligence Agency of the Province of South Sulawesi. The high influence of the Use Factor on Interpersonally Communication of Employee Work is because almost all employees use the system to help complete daily work, and the communication factor is very meaningful for improving employee performance at the Office of the Regional State Intelligence Agency of the Province of South Sulawesi.

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