

Research Article

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Strategy to Improve the Quality of Management Information Systems and Work Environment on Employee Performance

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Received: August 18, 2024; Accepted: August 27, 2024; Online: August 31, 2024 | DOI: <https://doi.org/10.47353/ijema.v2i3.191>

Abstract: *This research is motivated by the lack of management information systems for employees, so data is needed related to strategies for improving the quality of management information systems and the work environment on employee performance. This type of research uses field research, with a qualitative approach. The results of this research show that in the management information system and work environment the key to employee performance is good communication. Where this communication can obtain clear and accurate information, if in a company there is no good communication then the information system will be in disarray without direction. The essence of the strategy to improve the quality of information systems and the work environment on employee performance is communication and cohesion between teams to become one goal.*

Keywords: *Quality; Management Information System, Work Environment, Employee Performance.*

Introduction

Employee performance is the result of a worker's achievements in completing the tasks and roles carried out in an organization. An action taken by an employee in carrying out work is the result of the employee's performance. Factors that influence employee performance are management information systems and the work environment. This is as explained by Gomes and Faustino Cardoso quoted (Nasem, 2018).

Employee performance is a record of the results of a function over a certain period. Environment work at in an organization too influence employee performance, the work environment itself consists of physical and non-physical elements that are attached to employees so that they cannot be separated from efforts to develop employee performance.

A physical work environment that is fresh, comfortable and meets appropriate standards will contribute to employee comfort in carrying out their duties. A non-physical work environment which includes friendly attitudes of employees, mutual respect when there are differences of opinion, and so on is a mandatory requirement to continue to develop the quality of employees' thinking which can ultimately improve their performance continuously (Damayanti, 2020).

Management information systems are very important for an organization or company where management information systems are one way for a company to operate smoothly. If a company does not have a good management information system, then a company's operations will not run smoothly. Therefore, a management information system is very important for a company and the positive impact of a management information system is getting valid information, forming good communication.

Management Information System is an information system that performs functions to provide all information that affects all organizational operations (Sari dkk, 2023).

Management Information Systems are systems that provide information to be used in making decisions to solve problems for its users (Arifudin, 2022). Troubleshooter (Problem solving) consists of

responses to things that are going well, as well as to things that are going badly by defining problems as conditions or events that are dangerous or can harm the company or are beneficial.

Along with global developments in the information era, the existence of society is experiencing a dynamic shift in patterns. The presence of human work in the field of information technology is a characteristic of society in the current era known as an informational society. However, not all people are able to manage information well, in other words there are still several groups of employees who do not understand the importance of information.

In this definition, management information systems are one of the most important functions for an organization or company. Where this management information system has a big influence on the running of a company.

The development of information technology in the current modern era is the right solution and cannot be stopped, in supporting decision making in an organization which allows work to be completed precisely, accurately, and efficiently (Pamungkas, 2017).

In this era of digitalization, it is very easy for this management information system to be conveyed, for example using e-mail. This email can convey information about policies or regulations.

Management principles in Islam are as follows: 1) Tawakal: The company places its trust in Allah and strives to achieve organizational or company goals by following Islamic values, 2) Trust: Managers are responsible for carrying out their duties and responsibilities well and do not harm other people. And 3) Fair: Managers treat employees and customers fairly and do not discriminate (Fasa, 2020).

There are several benefits of Management Information Systems, namely ensuring the availability of quality and skills in utilizing information systems critically, increasing the accessibility of existing data accurately and timely for users without requiring an information system intermediary, identifying the need for information system skills, and developing appropriate planning effective.

The work environment is all the conditions around employees which are associated with psychological changes within the employee concerned (Wiranda dkk, 2015). To build employee morale, the work environment is greatly enhanced, as if an employee has a good relationship with his superior, the work environment will be more comfortable. This is a very fact in the workplace of an organization or team. Good relationships or good communication will create a very comfortable work environment.

The work environment greatly influences employee performance. Where employee performance results from the influence of the work environment or surrounding environmental situations.

Employee performance is the result of work achieved by someone in completing their responsibilities (Silaen, 2021). An employee's responsibility is a target set by the Company, but an employee's responsibility is not only about achievement but also the quality of a product. The success of an employee's performance is determined by the management that manages it and the employees. Moreover, in the current era of globalization, competition is increasingly fierce, so employees must be able to contribute so that the Company's sustainability continues to increase in line with increasingly complex developments (Siregar, 2021).

Employee performance can be assessed using several indicators such as the quality of employee work, quantity or achievement of predetermined targets, employee responsibility for the work assigned and how employees look after themselves.

Based on this, company management really needs to understand the positive impact of management information systems and the work environment on employee performance. Therefore, the problem of this

research is how to strategy improve the quality of management information systems and the work environment on employee performance at PT. Indonesian Engineering Tools.

Method

This research seeks to analyze and describe strategies for improving the quality of management information systems and the work environment on employee performance. The type of research used in this research is a descriptive analysis method. According to (Haris, 2023) descriptive analysis is empirical research that investigates a specific symptom or phenomenon in a reallife setting. The results of this research were collected using primary data and secondary data.

The approach used in this research is a qualitative approach. According to Bogdan and Taylor in (Arifudin, 2023), a qualitative approach is a research procedure that produces descriptive data in the form of written or spoken words from people and observable behavior. According to (Saepudin, 2021) the method is to transcribe the data, then coding the notes in the field and interpreting the data to obtain conclusions.

This research uses qualitative research with field research methods (field research). According to (Sappaile, 2024) this approach is adapted to the main aim of the research, namely describing and analyzing strategies for improving the quality of management information systems and the work environment on employee performance. So that this method will be able to explain the problems of the research (Tanjung, 2023).

Determining appropriate data collection techniques greatly determines the scientific truth of a research. The data collection techniques used in this research are observation, interviews, and documentation.

Engineering can be seen to perform technical work carefully using the mind to achieve a goal. Even though the study is an effort within the scope of science, it is carried out to collect realistic data systematically to realize the truth. Research methodology is a means to find a cure for any problem. In this case, the author collects information about strategies for improving the quality of management information systems and the work environment on employee performance from books, articles, journals, theses, ebooks, etc. (Saepudin, 2019).

Because it requires material from the library as a data source, this research utilizes library research. Researchers need books, scientific articles and other literature related to the topics and problems they explore, both print and online (Arifin, 2024).

Searching for information from data sources requires the use of data collection techniques. Amir Hamzah in (Arifudin, 2024) claims that data collection is an effort to collect information related to the subject under study. The author uses library research methods to collect data. Specifically, the author started with the library to collect information from books, dictionaries, journals, encyclopedias, papers, periodicals, and other sources that provide insights regarding strategies for improving the quality of management information systems and the work environment on employee performance.

Furthermore, Amir Hamzah in (Arifudin, 2019) said that data collection means various efforts to collect facts related to the topic of discussion that is being or will be explored. These details can be found in scientific literature, research and scientific writings, dissertations, these and other written sources. According to (Hanafiah, 2021) data collection can be carried out in various circumstances, using different sources, and using different techniques.

Observation is part of the research process directly regarding the phenomena to be researched (Saepudin, 2020). With this method, researchers can see and directly feel the atmosphere and condition of

the research subject (Kartika, 2022). The things observed in this research are strategies for improving the quality of management information systems and the work environment on employee performance.

The interview technique in this research is a structured interview, namely interviews conducted using various standard guidelines that have been established, questions are arranged according to information needs and each question is needed to reveal any empirical data (Rahayu, 2020).

Documentation is a technique for collecting data through existing documents or written notes. Documentation comes from the word document, which means written items. In implementing the documentation method, researchers investigate written objects, such as books, magazines, meeting minutes and diaries. According to Moleong in (Jumiati, 2024) the documentation method is a way of collecting information or data through examining archives and documents. Documentation strategies are also data collection techniques proposed to research subjects. This data collection method using the documentation method was carried out to obtain data about the condition of the institution (research object), namely strategies for improving the quality of management information systems and the work environment on employee performance.

Muhadjir in (Tanjung, 2020) states that data analysis is the activity of carrying out, searching for, and compiling records of findings systematically through observations and interviews so that researchers focus on the research they are studying. After that, make the findings material for other people, edit, classify, and present it.

Results and Discussion

The organization expects members to be proactive, show initiative, self-directed, and responsible for the individual's own development and performance (Agustina, 2017). In this case, researchers may conduct research in their own workplace for the sake of developing a company or organization.

Condition of PT Piranti Teknik Indonesia's management information system

The current management information system at PT. Indonesia's technical tools is good and management is always trying to improve the quality of the management information system. Compared to 2020-2022, the management system is very poor, where employees often violate company rules, such as the no-smoking rule, but employees often violate it, where employees smoke and hide in the bathroom, resulting in downtime or time delays, but now management is trying to improve it. This regulation means that in 2023, management will provide smoking areas for smoking employees. From this, management is slowly improving regulations that will not be violated but do not restrict employees and create a comfortable work environment.

Management information system in 2020-2022 in terms of clarity of employee contracts. There are several employees who have worked for more than 3 years in LPK status who do not yet have employee status because there is no clear information from management and the weaknesses of PT management. Indonesian Engineering Tools

A management information system is a system that provides information to be used in making decisions to solve problems for its users. A system is a collection of elements that interact to achieve a certain goal (Pamungkas, 2017).

In this definition, management information systems really require interaction with employees, such as communication about regulations that are made so that they are obeyed and not violated, if information is conveyed well, the recipient of the information will spontaneously feel or will provide good feedback,

and vice versa, if information is conveyed indirectly. then the information will be confusing or invalid, employee responses will also provide no feedback to management, such as company regulations which are often violated.

Therefore, one way to improve the quality of the management information system is by communicating, for example if there is information related to changes in regulations involving employees, management needs to provide delivery in the form of mass briefings or at least information from field leaders who convey it so that the information is clearer and more accurate.

Working environment conditions of PT. Indonesian Technical Tools

The work environment is an environment where employees carry out their daily duties and work (Ferawati, 2017). The work environment involves the physical and psychological aspects of an employee, both of which are very important to produce a comfortable work environment. As is the case in work safety, if the company facilitates a tool to protect employees, the work environment will be more comfortable and safer. And the psychology of an employee is very important in a work environment where the characteristics of each employee are different, therefore leaders play an important role in interacting with employees in the field directly.

Leaders must be able to communicate well with employees. Good communication will form a goal in the same direction to produce good productivity. This communication is very important for a team to achieve the same goal.

In this case, the work environment is very influential on employee productivity. A comfortable environment will produce good performance, such as if our work environment is comfortable and targets are high, then high targets are not a problem and the work environment is good, there is good communication, good cohesion, and comfort.

The company that will be researched regarding this matter is PT. Piranti Teknik Indonesia is in Subang city. PT. Piranti Teknik Indonesia has a production department called Preparation which is responsible for producing several motorbike cab products. Based on the results of observations made from 1 February 2024 to 8 March 2024, the working environment in the production department is not yet supportive in terms of the psychological work environment. Where employees have many complaints in the process, and no one accommodates these complaints regarding the employee's future and problems. process. The impact of an unfavorable psychological work environment is very large, which will result in poor performance for employees in terms of achievement, quality and be detrimental to the company. Physical work environment at PT. Indonesian Engineering Equipment is quite good in terms of lighting and work safety equipment which is in accordance with standards.

Employee performance conditions

Employee performance is the work results achieved by someone in completing their responsibilities. For good employee work results, there are several factors, one of which is communication, communication is one of the most important things in a team. Good communication will form a direction where that direction becomes the goal of a team and vice versa in a team if communication is not good then the employees or members will have no goal. And to improve employee performance, there must be unity between superiors and employees, for example in production there is a structure. To run a good structure, unity is needed in every aspect so that the intended goals are achieved.

Conclusion

Based on the research results, it can be concluded that there is a management information system and work environment on employee performance, the key to this is good communication. Where this communication can obtain clear and accurate information, if in a company there is no good communication then the information system will be in disarray without direction. The essence of the strategy to improve the quality of information systems and the work environment on employee performance is communication and cohesion between teams to become one goal.

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