



# The Influence of the Implementation of Information Systems and Work Discipline on Employee Performance at PT. Laskar Teknik Indonesia

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## ABSTRACT

This study examines the influence of information system implementation and work discipline on employee performance at PT. Laskar Teknik Indonesia. Utilizing a quantitative research method, data were collected from 32 employees and analyzed using descriptive statistical techniques. The findings indicate that the implementation of information systems has a positive and significant effect on employee performance by providing relevant data and supporting efficient decision-making processes. Similarly, work discipline plays a crucial role in enhancing employee motivation and productivity. The study concludes that these two factors complement each other in improving overall organizational performance, aligning with previous research findings in various sectors.

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## 1. INTRODUCTION

In the current era of globalization, characterized by rapid changes, organizations or institutions are required to make adjustments in various aspects. Given the limited quality of human resources, organizations are expected to optimize the potential available to achieve the goals that have been set.

One of the main activities in an organization is service. Service is a key factor in the success of a business or activity based on services. Given the increasing demand for services, this issue has garnered significant attention from both service users and providers. Government organizations that operate in the service sector and are responsible for providing services to the public are closely related to public service. Public service includes all activities carried out by organizations or individuals in providing goods/services to the public, whether individuals or groups (Istianto, 2011:106).

Quality service is the key to success and the foundation for achieving success and profit in various fields. However, many organizations today focus more on technical aspects and performance, while attention to the quality of human resources remains limited. Therefore, quality service is essential.

Stamatis in his book, quoted by Istianto (2011:118), states that service quality can be defined as a strategic and integrative management system involving all managers and employees to continuously improve organizational processes to meet and exceed customer expectations.

In every activity carried out together, a leader is needed to achieve success and improve performance. Leadership style is an approach to understanding leadership success with a focus on the actions of the leader (Winardi, 2013:78). According to Robbins (2011:167), leadership style describes a leader who involves employees in decision-making, delegates authority, encourages participation in determining methods and work objectives, and uses feedback as an opportunity to train employees.

The rapid advancement of information technology opens up great opportunities for managing and utilizing information quickly and accurately. Technology that is well managed within an organization can reduce non-value-adding work process chains or eliminate unnecessary stages. The efficient use of technology underpins the implementation of Management Information Systems (MIS) in organizations.

MIS supports improvements in efficiency, effectiveness, and productivity, both in the government sector and business world. The information generated from data processing through MIS is used to assist leadership in decision-making and managerial tasks. In general, management can be defined as the process of planning, budgeting, organizing, directing, supervising, and reporting activities to achieve organizational goals efficiently and effectively (Amsyah, 2012:4).

The importance of employee enthusiasm and work discipline needs to be addressed to achieve high productivity. Without high work discipline, even though employees have good education, skills, and technology, the results will not be optimal. Therefore, to achieve high productivity, enthusiasm and work discipline must be supported by effective leadership and a supportive organizational climate.

The success of organizational management largely depends on the management of human resources. In today's business environment, human resources in a company must be able to become reliable partners for leaders and managers. HR managers face high pressure to become strategic partners who can help organizations overcome challenges such as workforce reduction, restructuring, and global competition by providing value-added contributions to business success.

Every organization wants its employees to have high performance. Various efforts are made to improve performance, such as training, incentives, and career development. High performance is expected to help the organization achieve its goals. However, in large organizations, the separation of units often hinders communication between employees. This separation can disrupt effective communication and affect organizational performance.

In addition to effective communication, employee commitment to the organization also plays an important role in improving performance. High commitment can enhance employee performance and, ultimately, organizational performance. Employee commitment is not only seen from the length of time working in the organization but also from their willingness to give their best and work beyond their obligations. This commitment can be realized if employees feel satisfied and involved in decision-making and trust the organization's management.

## 2. RESEARCH METHODOLOGY

This study uses a quantitative design and method. The research was conducted at PT. Laskar Teknik Indonesia. The research lasted for 2 months, followed by data analysis from the research results. The population and sample involved in this study consisted of 32 individuals, who are employees of PT. Laskar Teknik Indonesia. The data analysis technique used is quantitative descriptive analysis.

### 3. DISCUSSION OF RESEARCH RESULTS

#### a. The Influence of Information System Implementation on Employee Performance at PT. Laskar Teknik Indonesia

The data analysis results show that the implementation of information systems has a positive and significant impact on employee performance at PT. Laskar Teknik Indonesia. In the context of human resource management, the term Human Resource Information System (HRIS) is often used. According to Rivai (2014: 1015), a Human Resource Information System (HRIS) is a systematic procedure for collecting, storing, accessing, and validating data needed by the organization related to human resources, personnel activities, and organizational characteristics to improve human resource-related decisions.

Musanef (2011:21) defines a Personnel Management Information System as a system for collecting, processing, analyzing, and presenting data and information needed to support administration and personnel management in the public sector. The scope of this system includes the management of employee data comprehensively and provides information required by leadership in the context of improving employee quality through development. Human resource management, both managerial and administrative, is always related to data, whether in print or electronic form. The administrative process of Human Resources affects the condition of employee personal data as well as overall data. Changes in administration are often not immediately known by other parties involved.

This study shows that the implementation of information systems, tested using the t-test, has a positive and significant impact on employee performance at PT. Laskar Teknik Indonesia. The results of this study align with Sefriadi's (2013) research, which discusses the Influence of Information System Usage Skills on Auditor Performance at the Representative Office of the BPK-RI in North Sumatra. In that study, the independent variables tested included the perception of the usefulness of the information system, computer anxiety, the quality of the information system, computer training, computer skills, and work pressure. The dependent variable analyzed was auditor performance using multiple regression analysis. The conclusion was that the perception of the usefulness of the information system, computer anxiety, information system quality, computer training, computer skills, and work pressure significantly influenced auditor performance.

Additionally, a study by Tarigan (2014) on the influence of management information systems on employee performance at the Class II B Kaban Jahe State Detention House in North Sumatra also yielded consistent results. The independent variables examined included technical, operational, and economic factors, while the dependent variable analyzed was employee performance using multiple regression analysis. The results of this study indicated that technical, operational, and economic factors significantly affected employee performance at the Class II B Kaban Jahe State Detention House, with technical factors having a greater impact compared to operational and economic factors.

#### b. The Influence of Work Discipline on Employee Performance at PT. Laskar Teknik Indonesia

The results of the hypothesis testing show that work discipline has a positive and significant effect on performance. Work discipline is very important for employees as individuals because the level of work discipline reflects the quality of their work among colleagues, family, and society (Handoko, 2012). Work discipline is often also referred to as rewards, which can be defined as a form of recognition given to employees in return for their contributions to the organization (Panggabean, 2012).

According to Dessler (2012:46), work discipline is all forms of payment or rewards given to employees and arise from their work. Aritonang (2014:2) states that work discipline includes all earnings in the form of money or goods, both directly and indirectly, received by employees as compensation for their services to the organization. Work discipline is given by the company to employees as a form of recognition or appreciation for their contributions. The term work discipline refers to all forms of compensation in the form of money and goods or commodities provided to employees as compensation (Daft, 2012:536).

This research is consistent with previous studies, one of which is Aziz's (2014) research titled "The Influence of Leadership and Work Discipline on Employee Performance at PDAM Kota Padang." The results of this study show that the independent variables, namely leadership and work discipline, significantly affect the employee performance of PDAM Kota Padang simultaneously.

#### 4. CONCLUSION

This study shows that the implementation of information systems and work discipline have a positive and significant impact on employee performance. The proper implementation of information systems can improve employee performance by providing relevant data and supporting more efficient decision-making processes. In addition, work discipline plays a crucial role in motivating employees to deliver the best results for the company. These two factors, the implementation of information systems and work discipline, complement each other to enhance overall performance. The results of this study are also consistent with previous research, which shows that information systems and work discipline have a significant impact on employee performance across various sectors.

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