

The Effect Of Utilization Of Information Systems On Work Plans And Budgets On Employee Performance With Ease Of Use And Satisfaction Of Information System Users As Moderating Variables (Empiris Study at Universitas Sumatera Utara)

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Abstract

The purpose of this study is to analyze the effect of the ease of work plan and budget information systems on improving the quality of development human resources, the influence of satisfaction with the use of work plan information systems and budgets on improving the quality of development human resources, and the effect of application, ease and satisfaction of using work plan information systems and budget simultaneously to improve the quality of Human Resources Development. The research method used is quantitative method with data collection techniques by literature study, observation, and interviews and is supported by data collection tools, namely interview guidelines and questionnaires. The data analysis technique used multiple regression analysis. The results showed that the application of information systems has a positive and significant impact on the quality of human resources development at USU Medan; The ease of using the information system has a positive and significant impact on the quality of human resources development at USU Medan; Information system user satisfaction has a positive and significant impact on the quality of human resources development at USU Medan; and the application of information systems, ease of use of information systems and satisfaction of information system users together have a positive and significant impact on the development of the quality of human resources in the development of USU Medan.

Keywords

information system; work plan and budget; quality of human resources development



I. Introduction

This study uses an empirical study at the Universitas Sumatera Utara (USU). This is because at USU already using Information System Technology. The sample in this study were employees who worked using a work plan and budget information system at the Universitas Sumatera Utara, namely employees of the Universitas Sumatera Utara, with consideration of employees as users of existing information systems at the Universitas Sumatera Utara. The implementation of the work plan and budget information system at the Universitas Sumatera Utara has begun in 2016, this of course has a difference with the management information system which is still manual. In addition to requiring a lot of processes and resources used, human errors often occur so that it takes longer. This situation does not support the realization of quality information so that it can affect employee satisfaction as an evaluation of information systems.

The problem of implementing a management information system at USU shows that there are still employees who lack knowledge in computer technology, this can be due to the educational background of employees at USU who are not all from computer technology, so they do not understand technology, so it will cause employees to be less able (unable to do so). easy) in using technology and feel less satisfied in using technology,

so training is needed in using the management information system. The results of research by Pramanda, et al (2016) show that the ease of use of Information Technology has a significant effect on employee performance. Utilization is used as the extent to which a person believes that using a technology will improve his job performance. Utilization is a belief about the decision-making process. If someone feels that the information system is useful, then he will use it, on the other hand, if someone feels that the information system is less useful, he will not use it (Jogiyanto, 2017).

In implementing an information system, user satisfaction can be influenced by the quality of the system and the quality of the information produced. Someone who is satisfied with an information system, tends to be able to complete his job well. If the level of user satisfaction with an information system is higher, their performance will also be higher (Antasari and Yaniartha, 2017). Based on the differences in the results of previous studies and to determine the success of the work plan and budget information system, it has a positive impact in increasing human resource development, a study was conducted on "The Influence of Implementation of Work Plan and Budget Information Systems on Improving the Quality of Human Resources (HR) Development at the Universitas Sumatera Utara".

II. Review of Literature

2.1 Regional Planning

Sirojuzilam and Mahalli (2010) stated that regional planning involves two main aspects, namely something related to space and activities above that space. These two main points then related to space developed into spatial planning and those related to activities related to economic, social, institutional and ecological development planning. Tarigan (2006) defines regional planning as planning the use of regional space and planning activities in that area. Regional spatial planning is included in spatial planning activities, while regional spatial planning activities (especially economic activities) are included in regional development planning activities, both long term, medium term, and short term.

2.2 Area Development

Development is an activity to add, improve, improve or expand (Sirojuzilam and Mahalli, 2010). According to Law Number 26 of 2007 concerning Spatial Planning, an area is a space which is a geographical unit along with all related elements whose boundaries and systems are determined based on administrative and/or functional aspects. . Sirojuzilam and Mahalli (2010) region is a group of areas that are located close together and inhabited by a number of residents over a certain territory or space.

2.3 Application of Information Systems

Prasojo (2013) defines the system into two groups of approaches, namely emphasizing procedures and components or elements. The information system above can be concluded that the information system is a collection of several interrelated sub-systems that process transaction data into information that provides certain benefits. Utilization and user satisfaction are widely used as a measure of the success of an information system (Amoroso and Cheney, 1991). These two variables were used by Schiffman, et al (1992) and Doll and Torkzadeh (1998 in Kurniawan 2008). Other researchers based their research on the theory of attitudes and behavior aspects of technology, such as a high-quality system influencing user attitudes, the system in the form of belief and affection for the system in question (Baroudi, in Kurniawan 2008).

2.4 Ease of Use

Perceived Ease of Use of a technology is defined as a measure by which a person believes that a computer can be easily understood and used (Davis 1989). According to Venkatesh and Morris (2000 in Jogiyanto 2007), there are two main concepts that are believed in user acceptance, namely perceived usefulness and perceived ease of use. Perceived usefulness is defined as a person's level of belief that the use of an information system improves performance in his work. Perceived ease of use is defined as a person's level of confidence that the use of information system technology will be easy and does not require hard effort. Perceived Ease of Use describes the impact on the level of behavior through two causes, namely a direct impact on the level of behavior and an indirect impact on behavior through perceived usefulness.

2.5 User Satisfaction

Vroom in Luthan (2011) describes job satisfaction as a positive attitude towards work in a person. Research evidence on job satisfaction can be divided into several categories such as leadership, psychological needs, appreciation for effort, management ideology and values, job design factors and work content. Furthermore, according to Locke in Luthan (2011) job satisfaction is a positive and pleasant emotional state resulting from job appraisal or work experience. Locke divides nine job dimensions which are the development of previous research and have a strong contribution to job satisfaction, namely the work itself, pay, promotion, recognition, benefits, working conditions, supervision, co-workers, and the company (management). From the opinion above, that job satisfaction according to researchers is the feeling of employees related to their work, namely feelings of pleasure or displeasure as a result of the individual's assessment of his work.

2.6 HR Quality Improvement

The quality of human resources is concerned with two aspects, namely the physical aspect (physical quality) and non-physical aspect (non-physical quality) which concerns the ability to work, think and skills (Notoatmodjo, 2009). Meanwhile, according to Ndraha (2005) the notion of the quality of human resources is human resources that create not only comparative value, but also competitive, generative and innovative values by using the highest energies such as intelligence, creativity and imagination, no longer solely using crude energy such as raw materials, land, water, energy, muscles and so on. Education is a very important human need because education has a duty to prepare Human Resources (HR) for the development of the nation and state (Pradana et al, 2020). According to Astuti et al (2019) Education is an obligation of every human being that must be pursued to hold responsibilities and try to produce progress in knowledge and experience for the lives of every individual. Education is one of the efforts to improve the ability of human intelligence, thus he is able to improve the quality of his life (Saleh and Mujahiddin, 2020). According to Priansa (2014) the quality of human resources can be measured from education, training and experience. These dimensions can be explained as follows: education, training, and experience.

III. Research Method

This research according to the type of data and analysis are grouped into quantitative data. The research method used is survey research, namely research in which data are collected from a sample of the population to represent the entire population (Rusiadi, et al, 2014). The location of this research is the Universitas Sumatera Utara. The population and samples in this study are all elements of employees who use the work plan and budget information system in the Work Unit/Faculty at the Universitas Sumatera Utara, Medan City (39 Work Units with 3 people per work unit) in order to obtain as many as 117 people (with details of 39 people), to test the instrument and 78 people to test the hypothesis). Data collection techniques used are literature study, observation, and interviews. Data collection tools used interview guidelines and questionnaires. The test instrument used is the validity test and the reliability test. The data analysis technique used multiple regression analysis.

IV. Results and Discussion

Universitas Sumatera Utara (USU) is a public university located in Medan, North Sumatra. Universitas Sumatera Utara is one of the best universities on the island of Sumatra. USU is also the first and only university to have a D3 Statistics major in the world and on the island of Sumatra to have a Faculty of Medicine. USU was founded as the Universitas North Sumatra Foundation on June 4, 1952. The first faculty was the Faculty of Medicine, which was established on August 20, 1952, which is now commemorated as USU's anniversary. The President of Indonesia, Soekarno then inaugurated USU as the seventh state university in Indonesia on November 20, 1957.

Since its inception, USU has been prepared to become a center for higher education in the Western Region of Indonesia. When it was founded in 1952, USU was a foundation, then changed its status to PTN in 1957, and then changed to PT-BHMN in 2003. USU has a vision to become a University for Industry (UfI), with the mission: (1) to prepare students become a member of a moral society with academic and/or professional and/or vocational abilities to apply, develop, and enrich science, technology and the arts; (2) developing and disseminating science and arts, especially in industrial-based cooperation, and developing their applications to improve people's welfare and enrich national culture; and (3) support the development of a democratic civil society through USU's role as an autonomous moral force to achieve strong capabilities in a global competitive environment through professional management of human resources, expanding participation in learning, meeting national needs in learning, and modernizing the way learning. The list of information systems used in the USU Work Unit are

1. RKA System	= SIRENBANG Bureau
2. DPA System	= SIRENBANG Bureau
3. SPJ System	= Finance Bureau
4. Correspondence	= Administration
5. Accounting System	= Accounting Unit
6. Asset Management System (SIMAKBMN)	= Asset Bureau
7. SPPD System	= HR Bureau
8. Academic System	= Academic Bureau
9. UKT System (Single College Money)	= Finance Bureau/Academic Bureau
10. Billing Statement System	= Finance Bureau
11. SPSE	= LPSE Unit

12. ATTITUDE System	= LPSE Unit
13. HR System	= HR Bureau
14. Attendance System	= HR Bureau
15. E Learning	= Academic Bureau
16. ABDIMAS System	= LPPM
17. SIMPEL	= Research Institute
18. Publication Management System	= Research & Cooperation Bureau
19. USU Directory of Students, Lecturers & Employees	= PSI
20. Survey System	= PSI
21. USU Repository	= USU Library
22. Digilibs (Library System	= USU Library
23. SIMKERMA	= Research & Cooperation Bureau
24. Student Admission	= Academic Bureau
25. Study Tracert	= Student & Alumni Bureau
26. PPID System	= University Secretariat
27. USU website	= PSI
28. USU Sub Website	= Respective Faculties & Work Unions
29. JDIH	= University Secretariat
30. Electronic Books	= USU Library
31. PPID	= University Secretariat
32. E-Journals	= USU Library
33. Publisher Talent	= Academic
34. IAO	= KUI (Office of International Affairs)

4.1 The Effect of Information System Implementation on the Quality of Human Resources Development

The variable of Information System Implementation has a significant positive effect on the Quality of Human Resources Development. The Information System Implementation variable with a regression coefficient value of 0.498 has a unidirectional effect, which means that each addition or increase in the value of one unit score of the Information System Implementation variable will increase the value of Human Resources Development Quality by 0.498 per one unit score. Management information system (management information system) which is often known by the acronym MIS is the application of information systems within the organization to provide information needed by all levels of management. Management Information System (MIS) can be defined as a collection of interacting information systems that are responsible for collecting and managing data to provide useful information for all levels of planning and control activities.

As part of MIS support, the role of Information Technology (IT) as part of Information Systems (IS) has changed dramatically. Currently, IT is not only placed as a tool to assist organizational activities but has become an organizational strategy to achieve goals. A higher education institution is an academic organization that uses information technology in shaping various business processes within it. This form of organization has its own distinctive character so that the form of the required information system must also have its own character.

4.2 The Effect of Ease of Use of Information Systems on the Quality of Human Resources Development

Variable User Ease of Information System has a significant positive effect on the quality of human resources. The Ease of User Information System variable with a regression coefficient value of 0.286 has a unidirectional effect, which means that each addition or increase in the value of one unit score of the Information System User Ease of Use variable will increase the value of Human Resources Development Quality by 0.285 per one unit score. Perceived Ease of Use is a technology which is defined as a measure by which a person believes that a computer can be easily understood and used in completing a job (Davis, 1989). This belief is what makes a person determine the attitude to make decisions using a real system.

4.3 The Effect of Information System User Satisfaction on the Quality of Human Resources Development

The Information System User Satisfaction variable has a positive and significant impact on the Quality of Human Resources Development. The Information System User Satisfaction variable with a regression coefficient value of 0.237 has a unidirectional effect, which means that each addition or increase in the value of one unit score of the Information System User Satisfaction variable will increase the value of Human Resources Development Quality by 0.237 per one unit score.

4.4 The Effect of Implementation, Ease and Satisfaction of Information System Users on the Quality of Human Resources Development

Investment in information technology can make a positive contribution to individual performance and company productivity. The use of sophisticated computer-based information technology allows management to implement information systems that can provide oriented information to help managers make managerial decisions and staff to complete tasks assigned by the organization to them. Information system technology development designed to support the entire functional unit of the organization is the use of Information Technology in higher education institutions, with the information system it can support human resource management, work activities to be more effective and integrated with each other, and to produce good productivity to achieve goals organization. The implementation of the work plan and budget information system at USU Medan, of course has a difference with the management information system which is still manual. In addition to requiring a lot of processes and resources used, human errors often occur so that it takes longer. This situation does not support the realization of quality information so that it can affect employee satisfaction as an evaluation of information systems. The use of information systems in the USU Medan Work Unit has not been integrated yet, it is still internal in each Work Unit, it is hoped that in the future the work plan and budget information system can be integrated on 1 server, namely at the USU Medan Rectorate Bureau.

In the context of information technology, all people living in today's era are both heading towards life in the future. This is a life that might be more powerful and sophisticated when compared to the life of the digital era as it is today. When the development of Information Technology comes and touches organizations, companies and other workplaces, the transformation will occur exponentially, both from the vision, process, technology, work culture, even the work practice itself. Changes that are very fast and drastic often require today's companies to move very quickly so as not to be left behind by their competitors. This also makes companies or workplaces that are still very

traditional oriented with very binding hierarchical structures become increasingly faded with time. Modern people living today and in the future will much prefer companies that are flexible, not rigid and not too binding, but full of innovation. Technology-oriented companies will become futuristic workplaces in the future world of work. This is the kind of workplace that all of us really want in the future. The role of information technology is something that must, if we relate it to the duties and functions of the State Civil Apparatus as a public servant, implementing public policy as well as unifying the nation. These three domains become the domain of the State Apparatus whose name is the State Civil Apparatus in the context of realizing Good Government and must begin with Good Governance. In this correct and transparent governance activity, it creates Good Government, and for that we need information technology that creates the service itself, the implementation of excellent service throughout the archipelago so that the integrity of the Unitary State of the Republic of Indonesia can be realized, there is no longer any different understanding in public services throughout the territory of the Republic of Indonesia.

V. Conclusion

Based on the results of research and discussion regarding the Influence of the Implementation of the Work Plan and Budget Information System on the Improvement of the Quality of Human Resources (HR) Development, several conclusions can be drawn as follows:

- a. The application of information systems has a positive and significant impact on the quality of human resources development at USU Medan
- b. The ease of using the information system has a positive and significant impact on the quality of human resources development at USU Medan.
- c. Information system user satisfaction has a positive and significant impact on the quality of human resources development at USU Medan.
- d. Implementation of information systems, ease of use of information systems and satisfaction of information system users together have a positive and significant impact on the quality of human resources development at USU Medan.

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