

IMPLEMENTATION OF MANAGEMENT INFORMATION SYSTEM 5.0 AND ITS IMPACT ON EMPLOYEE PERFORMANCE IN PUBLIC SERVICES

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Abstract

This study aims to analyze the implementation of management information system 5.0 and its influence on employee performance in public services at the Communication and Informatics Office of West Seram Regency. This study uses a descriptive-quantitative approach with a causal correlation type. The population used in this study were all employees of the Communication and Informatics Office of West Seram Regency totaling 39 people. Determination of the number of saturated samples. Data were analyzed using multiple linear regression. The results of the study concluded that (1) System Quality does not have a significant effect on public service performance (2) Information quality does not have a significant effect on service performance (3) Service quality has a significant effect on public service performance; (4) System Quality, information quality and service quality have a significant effect simultaneously on public service performance

Keywords: Management Information System, Public Service, Performance

Introduction

The performance of local government employees plays a very crucial role in determining the quality of public services and the success of implementing development programs in the region. Employees who perform well are able to provide fast, accurate, and satisfactory services to the community, which in turn increases public trust in the local government. High performance also means that employees are able to manage resources efficiently and effectively, so that development programs can be carried out according to plan with optimal results. In addition, good performance from local government employees also supports the achievement of predetermined development targets, both in the short and long term.

The phenomenon of public service performance in relation to the management information system (MIS) shows how the application of information technology can improve the efficiency, transparency, and quality of services provided by government agencies to the community. The use of MIS allows local governments to manage data more effectively, monitor employee performance, and simplify service procedures. For example, with the existence of MIS, the process of processing administrative documents that previously took a long time can be accelerated through an online system. In addition, MIS also facilitates public access to faster and more accurate public information, increases transparency and reduces the potential for corruption and complicated bureaucracy.

On the other hand, the implementation of MIS also faces challenges that must be overcome to achieve optimal public service performance. These challenges include the

readiness of technological infrastructure, employee skills in operating new systems, and resistance to change. Without adequate support, MIS can become a burden rather than a solution, causing operational disruptions or public dissatisfaction. Therefore, it is important for local governments to not only focus on technology procurement, but also on human resource training and development, infrastructure improvements, and changes in work culture towards a more open and technology-based system. Thus, MIS can function as an effective tool to improve public service performance in a sustainable manner.

To carry out the duties as mandated by Article 52 of the West Seram Regent Regulation Number 24 of 2021, the West Seram Regency Communication and Informatics Service has the following functions: Formulating policies in the Field of Communication and Informatics, Cryptography, and Statistics; Implementing policies in the Field of Communication and Informatics, Cryptography, and Statistics; Implementing evaluations and reporting in the Field of Communication and Informatics, Cryptography, and Statistics; Implementation of administration in the field of Communication and Informatics, Cryptography, and Statistics; Implementation of other functions assigned by the Regent.

Information system management and data management are important issues in the scope of government. With the development of technology accompanied by recommendations from the central government and demands from the community who expect fast public services, local governments are expected to be able to provide the best service through information technology so as to achieve a high public satisfaction index (Al-Tae & Flayyih, 2023). The government is also expected to be able to provide good administrative performance, credible and accountable reporting and minimize fraud. Effectiveness, productivity and efficiency of performance are a necessity for local governments. Information technology is one of the tools to support this (Tri Afrianda et al., 2023) ; (Liyas & Widyanti, 2020); (Nurul Ichsan, 2020)

Management Information Systems (MIS) play an important role in improving public service performance by providing efficient tools for data management and monitoring (Deni et al., 2020). MIS allows local governments to integrate various information from various departments and work units into one centralized platform. This facilitates the decision-making process based on accurate and real-time data. For example, SIM can automate administrative processes such as population registration, business licensing, and financial management, thereby speeding up service times and reducing human error. With this structured system, government employees can work more effectively and focus on more strategic tasks (Nur & Khair, 2018) ; (Laia et al., 2022); (Syhani & Ikasari, 2023); (Arisuniarti, 2016); (Kaleb et al., 2019)

In addition, SIM increases transparency and accountability in the provision of public services. This system allows the public to access information online about service procedures, requirements, costs, and completion times. Thus, SIM helps reduce corrupt practices and increase public trust in the government. The public can monitor the service process directly, file complaints, and provide input through the platform provided. This transparency ensures that local governments are accountable for every action and decision taken, and provides a clear mechanism to follow up on complaints and suggestions from the public (Nurkholis et al., 2021); (Murnita et al., 2016) ; (Siregar, 2022).

MIS also supports innovation in public services by opening up opportunities for the development of technology-based services (Basri et al., 2023). Local governments can introduce mobile applications, online service portals, and e-government systems that

facilitate interaction between the government and the community. This innovation not only increases the accessibility of services but also enables the provision of services that are more responsive to community needs. With MIS, governments can continuously update and adjust their services based on feedback and data analysis, ensuring that public services remain relevant and efficient amidst the dynamics of social and technological change. Thus, the effective implementation of MIS is the main key in efforts to improve the performance and quality of public services as a whole (Iswandi & Rahmadani, 2022); (Tayabu et al., 2022) ; (Erpurini, 2017) ; (Damayanti et al., 2022).

This study aims to analyze the implementation of management information system 5.0 and its influence on employee performance in public services at the Communication and Informatics Office of West Seram Regency.

Research Methods

This study uses a descriptive-quantitative approach with a causal correlation type, meaning that the relationship between the independent variable and the dependent variable is a causal relationship. The research was conducted at the Communication and Informatics Service of West Seram Regency. This research was conducted for 2 (two) months, namely June to August 2024.

The population used in this study were all employees of the Communication and Informatics Service of West Seram Regency totaling 39 people. Determination of the number of saturated samples. The measurement scale used is the Likert Scale as a tool to measure the attitudes, opinions, and perceptions of a person or group of people about social phenomena (Sugiyono, 2012). The researcher provided five alternative answers to respondents using a scale of 1 to 5 for the purposes of quantitative analysis of the study, with alternative answers Strongly Agree (SS) score 5, Agree (S) score 4, Undecided (R) score 3, Disagree (TS) score 2 and Strongly Disagree (STS) score 1.

The data analysis technique in this study uses descriptive analysis and multiple linear regression analysis with the following equation:

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3 + e$$

Where:

Y = Public Service Performance

X1 = System Quality Dimension

X2 = Information Quality Dimension

X3 = Service Quality Dimension

b₀, b₁, b₂, b₃ = Regression coefficient

e = Error term

Results and Discussion

Result

The influence of independent variables of system quality, information quality, service quality, on the dependent variable, namely public service performance at the SBB Regency Infocom Service (Y) is known through multiple linear regression calculations. Based on the results of data processing using the SPSS 23.00 program, the following table is obtained:

Table 1. Results of Multiple Linear Regression Analysis

Variable	Coeff. Reg	t.count	t table df=35	Probability	r ² Partial
System Quality Dimension (X ₁)	0,044	1,194	1,684	0,240	0,038
Information Quality Dimension (X ₂)	0,007	0,306	1,684	0,761	0,010
Service Quality Dimension (X ₃)	0,804	21,110	1,684	0,000	0,668
Constanta : 0,210			F. Ratio	: 320,814	
R square : 0,965			Prob.	: 0,000	
Multiple R : 0,982			n	: 38	

Based on the table above, a mathematical equation model can be compiled as follows:

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3 + e$$

$$Y = 0,210 + 0,044 X_1 + 0,007 X_2 + 0,804 X_3 + 0,887$$

Where:

- Y = Public Service Performance
- X₁ = System Quality Dimension
- X₂ = Information Quality Dimension
- X₃ = Service Quality Dimension
- b₀, b₁, b₂, b₃ = Regression coefficient
- e = Error term

The explanation of the mathematical model above is:

1. The b₀ value shows the magnitude of the public service performance forecast at the SBB Regency Infocom Service of 0.210 which is not influenced by the variables of system quality, information quality, service quality.
2. The b₁ value shows the system quality variable (X₁) is positive, this means that if the system quality in SIM 5.0 increases, it will result in an increase in public service performance at the SBB Regency Infocom Service. Furthermore, the magnitude of the regression coefficient of 0.044 means that every increase in one unit of the system quality variable will result in an increase of 0.044 units of public service performance at the SBB Regency Infocom Service, if other variables are constant.
3. The b₂ value shows the information quality variable (X₂) is positive, this means that if the information quality increases, it will result in an increase in public service performance at the SBB Regency Infocom Service. Furthermore, the magnitude of the regression coefficient of 0.007 means that every increase in one unit of the independence variable will result in an increase of 0.007 units of public service performance at the SBB Regency Infocom Service, if other variables are constant.
4. The b₃ value indicates that the service quality variable (X₃) is positive, this means that if there is an increase in service quality, it will result in an increase in public service performance at the SBB Regency Infocom Service. Furthermore, the magnitude of the regression coefficient of 0.804 means that every increase in one unit of the service quality variable will result in an increase of 0.804 units of public service performance at the SBB Regency Infocom Service, if other variables are constant.

The first hypothesis states that the variables of system quality, information quality, and service quality have a significant effect on the dependent variable, namely the performance of public services at the SBB Regency Infocom Service. Testing is carried out by confirming the calculated t value with the t table value at degrees of freedom ($df = 35$).

1. The calculated t value for the system quality variable is $1.194 <$ the t table value ($df = 35$) of 1.684 , so it is concluded that H_0 is accepted, H_a is rejected, which means that system quality does not have a partial effect on public service performance at the SBB Regency Infocom Service. (Hypothesis 1 is rejected)
2. The calculated t value for the information quality variable is $0.306 <$ the t table value ($df = 35$) of 1.684 , so it is concluded that H_0 is accepted, H_a is rejected, which means that information quality does not have a partial effect on public service performance at the SBB Regency Infocom Service. (Hypothesis 2 is rejected)
3. The calculated t value for the service quality variable is $21.110 >$ the t table value ($df = 35$) of 1.684 , so it is concluded that H_0 is rejected, H_a is accepted, which means that service quality has a partial effect on public service performance at the SBB Regency Infocom Service. (Hypothesis 3 is accepted)

The fourth hypothesis states that the variables of system quality, information quality, and service quality have a significant effect on the dependent variable, namely public service performance at the SBB Regency Infocom Service. Testing is carried out by confirming the calculated F value with the F table value in $df (3) (35)$. The table above shows the calculated F value of $320.814 >$ F table in $df (3) (35)$ of 8.62 ; so it is concluded that H_0 is rejected and H_a is accepted, which means that the variables of system quality (X1), information quality (X2) and service quality (X3) have a significant effect on the related variable, namely public service performance at the SBB Regency Infocom Service (Y) simultaneously. The magnitude of the influence of these three variables is 0.982 or 98.2% of the public service performance variable at the SBB Regency Infocom Service is influenced by system quality (X1), information quality (X2) and service quality (X3) and the remaining 1.8% ($100\% - 98.2\%$) is influenced by other variables not included in the research model.

Table 1 shows the results of multiple linear regression analysis, where it can be seen that the largest regression coefficient value is the service quality variable, as well as the calculated t value and partial r^2 value, which indicate that the largest influence comes from the service quality variable with a large influence of 66.8% , because it has the largest correlation coefficient value among the other two variables. The regression coefficient shows the magnitude of the influence of each independent variable (X1, X2, X3) on the dependent variable (Y) if the magnitude of the other independent variables in the model remains constant.

Discussion

The results of the analysis of the system quality variable indicate that there is no significant influence on the performance of public services at the SBB Regency Infocom Service. This is indicated by the results of the statistical test which concludes that the hypothesis stating that there is an influence of system quality on public service performance cannot be accepted. Thus, system quality does not partially affect public service performance.

The quality of the SIM 5.0 system at the SBB Regency Infocom Service does not partially affect public service performance, because the system has not been able to

provide a significant impact on the effectiveness and efficiency of services. Although this system is designed to support better information management and public services, its implementation has not been optimal. Several technical factors such as data integration, access speed, and system stability may still require improvement in order to support the service process optimally.

In addition, the success of an information system depends not only on its technical quality, but also on the ability of users to utilize the system. In the case of the SBB Regency Infocom Service, the quality of the SIM 5.0 system may not have been accompanied by adequate training and understanding for staff. Limitations in skills in using this system can hinder the potential of the system to contribute to public service performance. Without the support of skilled human resources, even the best system quality will not have a significant impact.

Another aspect that needs to be considered is the relationship between system quality and existing service needs. The SIM 5.0 system may not be fully aligned with the specific needs of the SBB Regency Infocom Service. Each agency has different service characteristics, and if the system used cannot accommodate these needs, then a positive impact on public service performance is difficult to realize. A system that is not flexible or less in accordance with operational needs can limit the effectiveness of its implementation.

On the other hand, external factors such as technology infrastructure and internet accessibility also affect the effectiveness of the use of the SIM 5.0 system. If the technology infrastructure in SBB Regency is inadequate, even good system quality will not run optimally. Slow connections, servers that are often down, or unstable networks can reduce the system's ability to support faster and more efficient public services. Therefore, system quality cannot stand alone as a determinant of service performance without adequate infrastructure support.

Public service performance is not only determined by the quality of the information system, but also by other factors such as management, policies, and operational procedures. The SIM 5.0 system is only one component of the overall service system. If other components do not support it, the influence of the system on service performance is limited. Thus, although the quality of the SIM 5.0 system does not have a partial effect on public service performance, this is more due to various other supporting factors that also play an important role in improving overall service quality. Furthermore, the same results were found in the information quality variable. Based on statistical tests, information quality does not have a significant impact on public service performance in the agency. The hypothesis stating that there is an influence of information quality on public service performance is also rejected, so it is concluded that the information presented does not have a direct impact on increasing or decreasing service performance. The quality of information produced by SIM 5.0 at the SBB Regency Infocom Service does not affect public service performance partially because the information may not be fully relevant or on target in supporting the service process. Although SIM 5.0 is designed to produce data and reports that can be used in decision making, if the information produced does not meet operational needs or is inaccurate, then its impact on improving service performance will be minimal. Information that is less relevant may not be able to provide added value in the daily service process.

In addition, good quality information also requires effective utilization by users. In the case of SIM 5.0, even though the information produced is quite complete, if the staff who use the information do not have adequate understanding or are not trained to analyze

and interpret the data correctly, then the information will not have a significant impact on improving performance. The human resource factor is one of the main obstacles in utilizing quality information to support public services.

A quality information system must be able to provide accurate, up-to-date, and easily accessible data. However, if SIM 5.0 is unable to provide fast access or experiences technical problems such as delays in data updates, then the information presented becomes less useful for improving service performance. When the information produced cannot be accessed quickly or is not available when needed, this hinders the decision-making process and the implementation of more effective services.

The quality of information from SIM 5.0 may also not affect public service performance if the information is not well integrated into the existing operational system. If the information generated by the system is not synchronized with the workflow and needs in the field, then the information will not have a direct impact on improving service quality. Poor integration between information and operational processes can cause information to only function as a complement without making a real contribution to service performance.

Although the quality of SIM 5.0 information is good, its impact on public service performance is also influenced by various external factors such as organizational policies, management, and operational procedures. Service performance depends not only on the information generated, but also on how the information is used and how policies are set to follow up on existing information. Therefore, although the quality of information generated by SIM 5.0 is considered adequate, without the support of good policies and governance, the quality of the information will not be able to significantly improve service performance.

Unlike the two previous variables, service quality has a significant influence on public service performance. Statistical tests show that service quality partially plays an important role in improving service performance at the SBB Regency Infocom Service. Thus, the hypothesis stating that there is an influence of service quality received, confirms that the quality of service provided contributes positively to achieving better performance. The quality of service provided by SIM 5.0 at the SBB Regency Infocom Service has been proven to partially affect public service performance because this system is able to provide easy access and efficiency in information management. When SIM 5.0 services can be accessed quickly, stably, and responsively, this facilitates the public service process, both from the internal side of employees and the community being served. Good service quality allows employees to carry out their duties more efficiently, so that overall public service performance improves.

In addition, quality SIM 5.0 services facilitate a more transparent and accurate flow of information. With a system that supports real-time and accurate data presentation, employees can make decisions faster and more precisely, which in turn accelerates the service process to the public. This quality service contributes to accelerating the response to public demand, which ultimately increases public satisfaction with public services at the SBB Regency Infocom Service.

The quality of SIM 5.0 services also affects service performance by increasing the effectiveness of communication between various work units within the service. A reliable system helps coordination between employees and between sections to be smoother, thereby reducing communication errors or information discrepancies. In the context of public services, this good coordination is very important to ensure that each process runs

according to the established service standards, so as to improve the overall performance of the agency.

Another factor that supports the influence of SIM 5.0 service quality on public service performance is ease of access for the public. When the system allows the public to get services online or through an easy-to-use digital system, the administrative burden can be reduced and queues at the office can be minimized. This user-friendly service quality creates a more positive service experience for the public, which ultimately improves the image of the service's performance.

The quality of SIM 5.0 services has a significant impact because it speeds up the administration process and minimizes human error in data processing. With an automated and integrated system, the potential for errors in data recording or information processing can be reduced, thereby increasing the accuracy and reliability of public services. Therefore, good SIM 5.0 service quality directly contributes to improving service performance, making the process more efficient, effective, and reliable for all stakeholders.

The results of this study are in line with research (Laia et al., 2022) that the management information system on the independent variable has a positive and significant effect on performance. The management information system is an absolute must in every organizational body, because the existence of a management information system will help the implementation of the work procedures of an organization or agency itself so that in the end employees can run well (Nur & Khair, 2018).

The use of Management Information Systems has a positive contribution to Employee Performance because MIS can assist in decision making, Accuracy and speed in data processing, and ease of access to relevant data and information, organizations can benefit in terms of improving employee performance and operational success (Syhani & Ikasari, 2023). Testing of the Integrated Management Information System on Employee Performance shows that the Integrated Management Information System has a positive and significant influence on the performance of Warmadewa University employees (Arisuniarti, 2016).

Local governments using management information systems can significantly influence organizations and economic growth. Local governments are more effective and efficient in providing public services, can increase citizen satisfaction and manage local resources well. The existence of a management information system can encourage economic growth, create investment opportunities, improve infrastructure, and reduce poverty. In addition, the role of local governments in building local communities and supporting sustainability is also very important for regional progress (Basri et al., 2023).

The important role of the management information system is as a supporter of the planning, control and decision-making process. In order for the management information system to function properly, the existence of MIS requires personnel who can use the computer system properly. An information system is a procedure in an organization that helps to find the processing of daily transaction activities, which has the nature of supporting management activities and strategic activities of certain organizations and external parties with the necessary reports (Iswandi & Rahmadani, 2022). Computer-based information technology can increase the efficiency and effectiveness of performance (Tayabu et al., 2022).

The personnel information system is a systematic procedure for collecting, storing, maintaining, retrieving, validating data needed by an organization to improve decisions. This means that the personnel information system has the ability to obtain the information

needed or the choices of many people that are more related to new planning activities (Erpurini, 2017) ; (Damayanti et al., 2022).

The Management Information System has a significant role and benefits between data processing facilities and employees as users, where the relationship between one unit and another will be integrated in the process of data collection, data processing, data storage, data feedback, and data distribution to internal and external organizations. The process of improving employee performance in an organization can be seen from the facilities that support employees in processing data in the form of information in order to achieve organizational goals. Where the information system will be greatly needed as a means for the organization to convey decisions that have been taken from the processed data. In addition to employees, organizations must also realize that information is a basic need and is an important resource that must be managed properly. Thus, with the existence of technology and information systems, it will be easier to obtain information and accelerate organizations in disseminating information to avoid unexpected errors due to delays in information (Siregar, 2022).

Conclusion

Based on the research results, system quality and information quality do not have a significant effect on public service performance at the West Seram Regency Infocom Service, while service quality shows a significant effect. However, simultaneously, system quality, information quality, and service quality together have a significant effect on public service performance at the service.

The practical implication of this conclusion is that the West Seram Regency Infocom Service needs to prioritize improving service quality as a factor that has a significant impact on public service performance. Although system quality and information quality individually do not have a significant effect, efforts to improve the three aspects (system, information, and service) simultaneously are still important because they simultaneously affect service performance. The service should focus on improving service quality while maintaining good system and information management to ensure more effective and efficient public services.

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