

THE INFLUENCE OF HUMAN RESOURCES INFORMATION SYSTEM USE ON EMPLOYEE SATISFACTION AND EMPLOYEE PERFORMANCE (Case Study of The HRIS Use At Koperasi Simpan Pinjam Rasa Mandiri Malang)

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Abstrak

Penelitian ini bertujuan untuk, Menganalisis pengaruh penggunaan sistem informasi sumber daya manusia terhadap kepuasan karyawan, Menganalisis pengaruh penggunaan sistem informasi sumber daya manusia terhadap kinerja karyawan, Menganalisis pengaruh kepuasan karyawan terhadap kinerja karyawan pada Koperasi Simpan Pinjam Rasa Mandiri. Tujuan utama peneliti menggunakan metode penelitian kuantitatif adalah untuk menjelaskan penggunaan sistem informasi sumber daya manusia yang berpengaruh terhadap kepuasan dan kinerja karyawan. Berdasarkan hasil penelitian, peneliti menyarankan: Pengelola sistem informasi sumber daya manusia di Koperasi Simpan Pinjam Rasa Mandiri diharapkan lebih mengoptimalkan kenyamanan dalam mengakses, meningkatkan respon sistem yang cepat, meminimalisir tingkat resiko operasi sistem, Pengelola sistem diharapkan lebih mengoptimalkan tingkat ketelitian dalam sistem, meningkatkan tampilan sistem supaya memberikan informasi yang sangat jelas, dan sisi kemudahan menggunakan sistem lebih ditingkatkan, Dan pengelola sistem informasi sumber daya manusia tersebut setidaknya melakukan pembenahan dalam menghasilkan jumlah data supaya lebih konkrit.

Kata Kunci : Penggunaan HRIS, Kepuasan Karyawan, Kinerja Karyawan

Abstract

The purpose of this study was to analyze the influence of the human resources information systems of use on employee satisfaction, analyze the influence of the human resources information systems of use to employee performance, analyze the influence of satisfaction on the performance of employee in Koperasi Simpan Pinjam Rasa Mandiri. The main goal of researchers using quantitative research method is to explain the influence of human resources information systems of use that affect the employee satisfaction to employee performance. Based on the results of the study, researchers suggest: The manager of the human resources information systems in Koperasi Simpan Pinjam Rasa Mandiri is expected to further optimize the comfort in access, improve systems response that quickly, minimize the risk of systems operations, The manager of the systems expected further optimize precision level in the systems, increase the longer the format of the systems in order to provide information that is very clear, and in the ease of use the systems further improved. And the manager of the systems are at least doing improvements in result the amount of data that is more concrete.

Keywords : HRIS Use, Employee Satisfaction, Employee Performance

1. INTRODUCTION

Human resources information systems has a strategic role for the improvement of organizational performance and the performance of the human resources to be able to support the achievement of a competitive advantage. The role of human resources information systems for organizations such as human resources information systems can integrate the management of human resources in all the functions within organizations or departments that are spread throughout the organization, provides information that is essential to support the manager decision making related to human resource management, and human resources information systems could facilitate the implementation of the monitoring and evaluation of human resources in the organization. While the role of the human resources information systems in the human resources department include checking capability employee to fill gaps projected in the organization, highlighting the position of the incumbent is expected to be promoted, retired, or dismissed and describe specific jobs or job classification which has a high turnover rate, dismissal, absenteeism, performance, and problems that exceeds normal standards.

As the key, human resources will determine the successful execution of the company's activities. Demands the company to acquire, develop, and retain qualified human resources increasingly urgent, according to the dynamics ever-changing environment. Changes need to have the support of top management as an important first step to do. Leaders must be able to create and manage a team, work processes must be developed and the process of human resources should be a major focus. Changes and the increased role of the human resources function is fundamental to support the organization success. Employee performance improvement and employee satisfaction will individually encourage the performance of human resources as a whole, which play a role in the increase of productivity. Human resource management related and affect the performance of the organization and satisfaction by way of creating value or use the expertise of human resources relating to management practices and target are quite extensive, is not only limited to the purely operational employee, but also the managerial levels. Employee performance appraisals can be a major source of information and feedback to employee development in the future. While the assessment of employee satisfaction, for example with respect to their own work, salary or wages, promotion, supervision, and co-workers.

Employee performance appraisal and employee satisfaction must be done regularly and continuously. The results presented to the board of directors, supervisors, and to subordinate and then inserted into the document files employee concerned, in that it can be used in the human resources information systems.

2. LITERATURE REVIEW

2.1 The Human Resources Information Systems

Every company has a system to collect and maintain data that describes human resources, turning that data into information, and report that data to the user. This systems is called the human resources information systems (HRIS).

According to (McLeod, 2005) Human resources information systems is a system that provides information on the human resources of the company. In other words, the human resources information systems is a form of interaction or meeting between the fields of human resource management and information technology.

2.2 The Characteristics of The Human Resources Information Systems

The characteristics of the information prepared in the human resources information systems are :

- a. Timely
- b. Accurate
- c. Concise
- d. Relevant
- e. Complete

Manager in a company require information which has the above characteristics in order to take a decision.

2.3 The Purpose of Human Resources Information System

The main purpose of the human resources information systems, is to improve the efficiency, where employee data and human resources activities are combined into one. Many human resource activities more efficient and less writing work with automation, and the availability of better information. The second objective of the human resources information systems was so that more strategic and planning-related human resources. Having an easily accessible database would make human resources planning and managerial decision making is based more on information than relying on managerial and institutional perception.

2.4 The Human Resources Information Systems of Use

The human resources information systems of use aimed at improving the comfort access systems, minimizing any risks of the operation on access, providing a very quick systems response, easy to identify when an error occurred and the systems security can be trusted. The basic form of the human resources information systems, the process of creating a human resources or personnel is reliable in supporting the creation of business growth, one of them in a manner, balancing the needs of the employee with the rate of growth of the quantity of business companies, management of employee motivation in order to remain competitive and develop human resources to have an insight into global business and management skills, superior in comparison with competitors

2.5 Employee Satisfaction

The positive experience of the use of the systems will encourage complacency from the user. If the use of the system can not meet the needs of the user, it will not increase user satisfaction and usage in the future will not be realized. Employee satisfaction is a predictor of significance for employee, as well as vice versa. Employee satisfaction is a predictor for individual impact that would affect the organizational impact. And determinants of employee satisfaction is the quality of information, quality systems, quality of service, and use of such information from the systems.

2.6 Employee Performance

The performance is basically the work of an employee in a particular period that is individual, because each employee has a different ability level in the task of its work. Employee work results will be good and in line with targets set if employee feel safe and comfortable in a given job. According to (DeLone and McLean, 2003) Performance is defined as a measure of success of a person's behavior as employee or in work, achievement of the targets set a target goal of work, way of working and the nature of one's personal or learning outcomes that resulted from a job function within a given time period or at this time.

2.7 The Influence of HRIS Use on Employee Satisfaction

The influence of the human resources information systems use on performance can be defined as the level at which a person believes that using the systems can improve its performance. This will be focused to see to what extent the

impact of the use of the human resources information systems to the satisfaction of the employees. If a person feels satisfied towards information systems are used, then they will tend to feel comfortable and secure during work with the use of these systems so that they will find it helpful in completing the job. Predicted that the higher levels of job satisfaction will use information systems, it will be the higher the level of their performance as well.

2.8 The Influence of HRIS Use on Employee Performance

The human resources information systems of use is very influential with the performance of employee, namely, improving the performance of the individual users of the systems, the intensity of use of the systems significantly to affect the performance of employee and shows a positive relationship between the intensity of use of the employee performance. When the level of the systems of use by the user either will be the better also their performance levels. Improvement of the learning systems users this affects the quality of performance of employee in the company.

2.9 The Influence of Employee Satisfaction on Employee Performance

The job satisfaction of employee was a significant predictor of an employee performance itself. Employee satisfaction on that systems that can meet the needs of the work will affect the performance of individuals in the organization. The higher the satisfaction of the employee performance is going to be higher. The performance of the employee affected by the employee satisfaction. Employee satisfaction itself is the individual feelings towards his work.

3. RESEARCH METHODS

3.1 Type of Research

This type of research is an explanatory quantitative research is to describe the human resources information systems of use that influence employee satisfaction and performance. This research was conducted in Koperasi Simpan Pinjam Rasa Mandiri. Explanatory research is a research that explains the causal relationships among variable and hypothesis testing studies. In explanatory research, the approach used in this research is a survey method, namely research conducted to obtain facts about phenomena that exist in the object of research and look for the actual description and systematic.

3.2 Research Variable

In this study the variables examined are divided into two groups, the independent variable and the dependent variable. Definitions for each of these variable is as follows :

1. Independent Variable

X = The Human Resources Information Systems of Use.

2. Dependent Variable

Y_1 = Employee Satisfaction.

Y_2 = Employee Performance.

3.3 Data Collection Techniques

Data collection methods used by research to obtain data is as follows :

1. Questionnaire.

This method is done by making a list of questions relating to the issue of research to the respondents. Is a technique now by spreading data feeder consisting of a set of questions addressed to the respondents to obtain data in writing related to this research. The closed questionnaire form, in which respondents can only select a choice answers with the answers that had been provided.

2. Observation.

Observation is a data collection done by observing or observing people or events in the work environment and record information. In observation techniques researchers observed the company to obtain an overview as well as the activities conducted with regard to the use of information technology at Koperasi Simpan Pinjam Rasa Mandiri.

3.4 Test Research Instrument

This research used in the questionnaire as a tool of analysis. Therefore, in the analysis carried out more resting on the respondents score on each observation. Where as a validity score response depends on data collection. Good data collection instruments must satisfy the essential requirements which are 2 **valid** and **reliable**.

1. Validity Test.

2. Reliability Test.

3.5 Analysis Method

1. Descriptive Statistics Analysis.

The data analysis was conducted after investigators gather all the necessary data in the study. Researchers have done some preparation phase of data to facilitate the process of data analysis and interpretation of the results, namely: editing, coding, tabulate.

2. Inferential Analysis.

a) Path Analysis.

Path analysis is regression analysis to estimate the causal relationships between variable or causal model predetermined based on the theory.

b) Looking Directly Influence.

Direct connection occurs when one variable affects other variable, without any third variable that mediate the relationship between the two variable to find the direct influence between the variables of the analysis of the first path created equations to find the path coefficient.

c) Looking Indirect Influence.

Looking for the magnitude of the indirect effect between variable can be done by multiplying the path coefficient. Based on the path diagram, the influence of indirect variable is by multiplying each the Beta β coefficient path X on Y_1 and Y_2 .

4. RESULT AND DISCUSSION

4.1 Calculation Analysis of Path

As for the calculation of the direct influence of the partially variable is as follows:

a) Direct influence between HRIS of use variable (X) against employee performance variable (Y_2). From the calculation results in partial HRIS of use (X) has a significant influence on employee performance variable (Y_2) at the error rate of 0.05 ($\alpha = 5\%$) when other variable are assumed constant. This can be evidenced by the magnitude of the Beta β coefficient path 0,383 t with a probability value of 0.009 (0.009 < 0.05), then in partial HRIS of use (X) has a significant effect on the dependent variable is the employee performance (Y_2).

b) Direct influence between employee satisfaction (Y_1) against employee performance (Y_2). From the calculation results in partial of employee satisfaction (Y_1) has a positive and significant influence on employee performance (Y_2) at the error rate of 0.05 ($\alpha = 5\%$) when other variable are assumed constant. This can be evidenced by the magnitude of the Beta β coefficient path amounted to 0.434 t with a probability value of 0.004 (0.004 < 0.05), the partial employee satisfaction (Y_1) significantly influence employee performance variable (Y_2).

The calculation of the indirect effect of the partial variable are as follows :

a) Indirect influence between the HRIS of use (X) to employee performance (Y_2) through employee satisfaction (Y_1) are : Indirect

influence = $(X \times Y_1) = (0,745 \times 0,434) = 0,323$. This means there is an indirect effect of X to Y₂ through Y₁ of 0,323.

- b) The Total influence among the HRIS of use (X) to employee performance (Y₂) is :
 $(X + Y_2) = (0,383 + 0,323) = 0,706$

Table 1. Direct and Indirect Influences Between Variable

Variable	Variable	Direct Influence	Indirect Influence	Total Influence
X	Y ₁	0.745	0	0.745
X	Y ₂	0.383	0.323	0.706
Y ₁	Y ₂	0.434	0	0.434

4.2 The Precision of The Model

The results of the model calculation accuracy of 81.4%, it is clear that the contribution of the model to explain the structural relationship of the two variables studied were at 81.4% and the remaining 18.60% is explained by other variable that are not included in this research model.

4.3 Discussion of The Results of Research

From these results, it can be seen that the human resources information systems of use is the most dominant by male sex. This is because men are more capable and more familiar with the human resources information systems in Koperasi Simpan Pinjam Rasa Mandiri. In contrast to women, although little is know and understand about the human resources information systems of use.

From the results of research on employee satisfaction variable, it is known that the states agree on the human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri that is capable of providing complete information is as much as 28 respondents or 56%.

Respondents who agree on the content of the information generated by the human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri is very easy to understand as much as 24 respondents or 48%. While the respondents who agree with the human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri have a high level of accuracy by 30 respondents or 60%. In addition, respondents who agree about the accuracy of the human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri can be credible is a total of 33 respondents or 66%. Based on the respondents agree that the appearance of the human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri that is very interesting is that as many as 28 respondents or 56%. Respondents who agree with the display or format of human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri is can be

able to provide clear information is of 30 respondents or 60%. Respondents who agree about the human resources information systems in Koperasi Simpan Pinjam Rasa Mandiri that has the ease of use of the systems is as much as 30 or 60% of the respondents.

Based on respondents who agree that the human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri is very easy to understand for the user is as much as 26 respondents or 52%. And respondents who agree about the human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri is can be able to present the data and information needed by employee in a timely manner as many as 34 respondents or 68%.

According to the results of research on employee performance variable that agree on the human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri can be able to make feel secure in carrying out the work presented is a total of 32 respondents or 64%. Meanwhile, the results of research that states agree on the human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri can be able to also as a measure of the success of the employee or the achievement of employment target of 40 respondents or 80%. Based on respondents who agree human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri is can be able to produce a number of concrete data and the corresponding target is a total of 27 respondents or 54%. A total of 34 respondents or 68% agree that the human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri is able to increase the activity of work completed on time. And as many as 39 respondents or 78% agree human resources information systems on Koperasi Simpan Pinjam Rasa Mandiri can maximize the time available for other activities.

5. CONCLUSION AND SUGGESTION

5.1 Conclusion

1. It is seen from the results in which the frequency distribution of the HRIS of use which consists of six items there are two items that otherwise respondents overall feel agree with easy access or operate a human resources information systems and security of the systems can be trusted.
2. Through the results of the frequency distribution of the employee satisfaction consisting of nine items there are six items that otherwise respondents overall felt agree to the human resources information systems is able

to provide complete information, the content of the information produced by the systems is very easy to understand, the systems it also be credible, it display or format very interesting, the systems is very easy to understand for users, and is able to present the data in a timely manner information.

3. It is seen from the results in which the frequency distribution of employee performance consisting of five items there are three items that otherwise respondents overall feel agree with the human resources information systems is able to create a sense of security in carrying out the work, able also as a measure of success or achievement employment target, and can increase the activity of work completed with just in time.

5.2 Suggestion

1. The manager of the human resources information systems in Koperasi Simpan Pinjam Rasa Mandiri is expected to further optimize or improve the comfort in access, improve systems response that quickly, minimize the risk of systems operations, and doing improvements when an error occurs in the systems.
2. The manager of the human resources information systems expected further optimize precision level in the systems, increase the longer the layout or format of the systems in order to provide information that is very clear, and in the ease of use the systems further improved.
3. The manager of the human resources information systems are at least doing improvements in result the amount of data that is more concrete, and more to maximize the time or target available.

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