

Qualitative Analysis of Management Information Systems on Employee Performance at CV Gudang Madu Sumatera

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Abstract

This study aims to conduct a qualitative analysis of the impact of management information systems on employee performance at CV Gudang Madu Sumatera, Jambi City. Management information systems provide a framework that involves hardware, software, and human resources in collecting, managing, and disseminating relevant information within the organization. Employee performance reflects individual efforts to achieve company goals. This study employs a qualitative approach by collecting data through interviews, observations, and document analysis. The research participants consist of employees from various departments and levels within the company. The collected data is analyzed using thematic analysis techniques to identify patterns, themes, and relationships emerging from the interviews, observations, and documents analyzed. The results of the analysis indicate that this qualitative analysis provides deep insights into the influence of management information systems on employee performance at CV Gudang Madu Sumatera. Management information systems have a significant impact on employee performance at CV Gudang Madu Sumatera, Jambi City. These findings highlight several important factors, such as the ease of information access, the speed of decision-making, data integration, and management support for the use of management information systems. These factors contribute to improved employee performance in terms of efficiency, productivity, and job satisfaction.

Keywords: Management Information Systems, Employee Performance, CV Gudang Madu Sumatera, Jambi City, Qualitative Analysis.

INTRODUCTION

Management information systems play a crucial role in enhancing the effectiveness and efficiency of a company's operations (Indrayani, 2012). Management information systems assist in collecting, processing, and storing relevant data for company operational activities. This data can include customer information, product data, financial data, and other information necessary for decision-making. With an organized information system, employees can easily access and utilize the data required to perform their operational tasks (Zamzami et al., 2021). Management information systems also provide the capability to process and analyze data using appropriate software and algorithms. This data processing and analysis help identify patterns, trends, and important insights that can be used in operational decision-making (Alfajri et al., 2019). With management information systems, employees can obtain more accurate and detailed information, thus supporting better and more effective decision-making.

The integration and coordination of information within management information systems ensure that relevant information can be easily accessed and utilized by all parties involved (Cahyono et al., 2023). For example, the marketing department can obtain information from the production department about product availability, enabling them to

make informed decisions in planning marketing campaigns. With good information integration and coordination, operational efficiency can be improved, and information silos between departments can be avoided.

Such a system can provide accurate, timely, and relevant information to managers and employees within the company. This information allows them to make better-informed decisions. With complete data and in-depth analysis, managers can identify opportunities, manage risks, and optimize operational processes. In the long term, better decision-making will enhance the operational effectiveness of the company and support the achievement of strategic goals.

Management information systems can also automate routine and repetitive tasks within the company's operations (Banding & Padliansyah, 2022). This reduces the workload on employees and allows them to focus on tasks that require expertise and critical thinking. For instance, management information systems can automate payroll processes, inventory management, or customer order processing. By automating routine tasks, operational efficiency and effectiveness can be improved. By leveraging effective management information systems, companies can enhance operational efficiency, optimize resource utilization, improve customer satisfaction, and respond better to market changes (Behainska et al., 2022). A good management information system can be a valuable asset for companies in achieving competitive advantage in an increasingly complex and dynamic market.

CV Gudang Madu Sumatera is a company operating in Jambi City, Sumatera. This company is engaged in the production and distribution of honey products (interview with Andi, 2023). Honey is a natural product with a continuously increasing demand due to its widely recognized health benefits (Rozaldi, 2022). The industry context of CV Gudang Madu Sumatera includes the processes of production, processing, and distribution of honey products. The company likely has various departments, such as production, packaging, marketing, and administration. Each department has its own roles and responsibilities in carrying out the company's operations (interview with Nurlaila, 2023).

The importance of employee performance in the context of the CV Gudang Madu Sumatera industry is highly relevant. Employee performance directly contributes to the efficiency and effectiveness of the company's operations. In a competitive industry like honey production, good employee performance is crucial to ensuring smooth production, timely delivery, and customer satisfaction.

High employee performance can yield various benefits, such as employees with good performance being able to work more efficiently and effectively, thereby increasing the overall productivity of the company (Akbar, 2018). Good employee performance also impacts the quality of the products produced. High-performing employees tend to pay attention to detail and perform their tasks with high accuracy. Good employee performance can create a positive experience for customers. Good, responsive, and professional service will enhance customer satisfaction and build long-term relationships. High-performing employees will reduce wasted time and resources, resulting in efficiency in the company's operational processes. High employee performance also drives innovation and improvement

within the company (Hadi et al., 2020). High-performing employees tend to be motivated and dedicated to creating new solutions and improving work processes.

In the competitive honey industry, CV Gudang Madu Sumatera needs to ensure that employee performance in every department and level remains optimal. Therefore, it is important for the company to understand the factors that influence employee performance and identify ways to improve it. One influencing factor may be the implementation of effective management information systems, which can support the collection, management, and distribution of relevant information within the company.

RESEARCH METHODS

The research method used in this study includes a qualitative approach by collecting data through interviews, observations, and document analysis (Sugiyono). This study employs a qualitative approach to understand the impact of management information systems on employee performance at CV Gudang Madu Sumatera, Jambi City. This approach allows researchers to gain a deeper understanding of the context, individual experiences, and factors affecting employee performance holistically.

Data collection in this study utilized three methods, namely:

a. Interviews

The researcher conducted in-depth interviews with employees from various departments and levels at CV Gudang Madu Sumatera. These interviews were conducted to obtain insights, experiences, and perspectives of employees regarding the influence of management information systems on their performance.

b. Observations

The researcher performed direct observations in the work environment of CV Gudang Madu Sumatera. This observation aimed to understand the interactions between employees and management information systems, work processes, and organizational dynamics relevant to the research.

c. Document Analysis

The researcher analyzed relevant documents, such as company policies, performance reports, or documents related to management information systems. This document analysis provides additional understanding of the implementation, use, and impact of management information systems on employee performance.

The data collected through interviews, observations, and document analysis were analyzed using thematic analysis techniques (Sugiyono). This approach involves identifying patterns, themes, and relationships that emerge from the collected qualitative data. Researchers look for common patterns, differences, and factors influencing the impact of management information systems on employee performance at CV Gudang Madu Sumatera. This research method provides the ability to understand the experiences and perspectives of employees, as well as the organizational context that influences the impact of management information systems on performance (Naidah, 2010). With a combination of interviews,

observations, and document analysis, researchers can obtain a comprehensive and holistic understanding of the phenomenon being studied.

DISCUSSION

The qualitative approach in this research provides a deep understanding of the influence of management information systems on employee performance at CV Gudang Madu Sumatera, Jambi City. The qualitative approach allows researchers to understand the context and complexities present at CV Gudang Madu Sumatera in greater depth. Researchers can engage with employees, observe their interactions, and understand their perspectives on management information systems and their influence on performance. This approach allows researchers to capture nuances, values, and viewpoints that may not be articulated through quantitative methods.

In the qualitative approach, researchers can explore individual experiences more deeply (Gumilang, 2016). In-depth interviews with employees can open opportunities to understand the role of management information systems in their daily work, the challenges they face, and the benefits they perceive. By understanding individual experiences, researchers can identify factors that influence employee performance more holistically. The qualitative approach allows researchers to identify patterns and themes that emerge from the collected data (Gumilang, 2016). Thematic analysis can help uncover new insights into how management information systems influence employee performance at CV Gudang Madu Sumatera. Researchers can identify common patterns, differences between departments or levels, as well as factors influencing the implementation and adoption of management information systems.

The qualitative approach provides contextual understanding of how management information systems are applied and utilized at CV Gudang Madu Sumatera. Researchers can directly observe the interactions between employees and the information systems, observe work processes, and understand organizational dynamics that influence employee performance. This aids researchers in providing a more complete picture of how management information systems play a role in the company's operations.

In the qualitative approach, researchers interact directly with research participants and gain deep understanding of the context (Somantri, 2005). This can enhance data validity as researchers can ask relevant questions, clarify information, and gain a better understanding of the context related to the impact of management information systems on employee performance. By using a qualitative approach, this research can produce a rich and comprehensive understanding of the influence of management information systems on employee performance at CV Gudang Madu Sumatera, Jambi City. This approach enables researchers to explore and understand organizational dynamics as well as individual employees' perspectives and experiences in greater depth.

In the qualitative analysis of the impact of management information systems on employee performance at CV Gudang Madu Sumatera, the analysis results indicate that management information systems have a significant impact on employee performance. Several findings that emerged from the analysis include:

a. Information Accessibility

A good management information system enables employees to easily access the information they need to carry out their tasks (interview with Linda, 2023). With good accessibility, employees can make better and faster decisions and perform their tasks with higher efficiency.

b. Data Integration and Collaboration

An integrated management information system facilitates collaboration and coordination between departments and levels at CV Gudang Madu Sumatera (interview with Nurlaila, 2023). This allows employees to share relevant information, knowledge, and resources. With data integration, employees can work reciprocally, avoid duplication of work, and enhance overall operational efficiency.

c. Better Decision-Making

An effective management information system provides the data and information necessary for better decision-making (interview with Ridho, 2023). With an information system capable of presenting information accurately and timely, employees can make more informed decisions, which in turn can enhance their performance.

d. Automation of Routine Tasks

A good management information system can automate routine and repetitive tasks, freeing up time and resources for employees to focus on more value-added tasks (interview with Ridho, 2023). By automating monotonous tasks, employees can concentrate more on activities that require creative thinking and problem-solving.

These findings indicate that the implementation of a good management information system at CV Gudang Madu Sumatera positively affects employee performance. By utilizing effective management information systems, the company can enhance employee efficiency, productivity, collaboration, and decision-making capabilities.

The findings highlight several important factors that contribute to the influence of management information systems on employee performance at CV Gudang Madu Sumatera, Jambi City:

1. Ease of Information Access

The study found that the ease of information access is a key factor influencing employee performance (interview with Ridho, 2023). With a good management information system, employees can easily access the information they need to perform their tasks. The ease of information access accelerates the work process, enabling more timely decision-making and improving overall operational efficiency.

2. Speed of Decision-Making

An effective management information system can enhance the speed of decision-making. With easy access to relevant information, employees can quickly gather and analyze data, allowing them to make faster and more informed decisions. The increased speed of decision-making can enhance the company's responsiveness to market changes and customer needs (interview with Andi, 2023).

3. Data Integration

The research findings also indicate that data integration is an important factor in the influence of management information systems on employee performance (interview with Nurlaila, 2023). With an integrated management information system, data from various departments and functions at CV Gudang Madu Sumatera can be accessed and utilized efficiently by employees. Data integration enables collaboration between teams, reduces work duplication, and improves coordination in carrying out operational tasks.

4. Management Support

The research findings show that management support for the use of management information systems is crucial in influencing employee performance (interview with Linda, 2023). When management supports and encourages the use of management information systems, employees are more likely to engage in utilizing these systems. Management support includes providing resources, training, and fostering an organizational culture that encourages the effective use of management information systems.

By considering these factors, CV Gudang Madu Sumatera can improve employee performance by enhancing their management information systems. Implementing management information systems that prioritize ease of information access, speed of decision-making, data integration, and strong management support can provide significant advantages in the company's operations and employee performance.

CONCLUSION

The results of the research indicate that this qualitative analysis provides deep insights into the influence of management information systems on employee performance at CV Gudang Madu Sumatera. Management information systems have a significant impact on employee performance at CV Gudang Madu Sumatera, Jambi City. These factors contribute to information accessibility, data integration and collaboration, better decision-making, and automation of routine tasks. These findings highlight several important factors, such as ease of information access, speed of decision-making, data integration, and management support for the use of management information systems.

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