The Role of Management Information System in Employee Career Development Decision Making at PT. PLN (Persero) UP3 Manado

Intansia Koropit[1], Priska Mawuntu[2*], Aprildy Ferdinandus[3]

[1]*Business Management and Communication, Sariputra Tomohon University, Indonesia,* satriaedo17@gmail.com
[2]*Business Management and Communication, Sariputra Tomohon University, Indonesia,*
priskamawuntu@unsrittomohon.ac.id
[3]*Science and Technology, Sariputra Tomohon University, Indonesia,* aprildy.f@gmail.com
Correspondent author

Abstract	Management Information System is a system that is used in the processing and organizing of data and information that has been used to support the overall management processes of an organization. With a good system, the leadership can obtain data regarding work experience, position experience, job performance, loyalty, and other information that can support the decision-making process including employee career development. This study aims to figure out the role of the Employee Performance Management Information System (SIMKP) in the decision-making of employee career development at PT. PLN (Persero) UP3 Manado. The qualitative research design with a case study approach was carried out at PT. PLN (Persero) UP3 Manado, from February to April 2022. Data collection techniques used were observations and interviews. The results of this study were there are three stages of the role of MIS in decision-making of career development. The intelligence stage helps in collecting the data needed in the decision-making of the employee career development process, the design stage helps in processing and analyzing existing data to be used in the employee career development decision-making process, and the choice stage helps in determining choices from various alternatives in the employee career development decision-making process. It can be concluded that there are three stages in which SIMKP plays a role in the career development decision-making process of employees in PT. PLN (Persero) UP3 Manado
Keywords	*Career development; decision making; Management Information System (MIS)*

INTRODUCTION

Currently, the world has entered the era of digital information, where information has touched all aspects of life both at the individual, group, and organizational levels. The rapid development of technology is a reality of life that cannot be avoided as a result of globalization. The linkage between globalization and technology is mutually beneficial to one another or it can be called a symbiosis of mutualism, where globalization is not possible to spread to all corners of the country, even to remote areas without technology and likewise technology cannot develop rapidly and sophisticated without the help of information from globalization. This indicates that the use of information in an organization is absolute because basically what is needed and what is conveyed by an organization is information.

In order for information to be used optimally, we need a system that is able to optimize the utilization of that information. One way to utilize information is to create master data (database) which is a set of interconnected and organized files or a collection of records that store data and the relationships between them. Information is needed by management in an effort to make decisions which are a very important part of the company. Accurate and reliable sources of information for decision-makers are important to be able to determine and make strategic decisions about what steps will be taken by the company in achieving its goals.

Management Information System (MIS) is a formal system regarding groups and the dissemination of information to the right people in an organization. Advanced systems not only carry out administrative functions but also provide decision-making assistance to management. Although this is rare, programmed systems are capable of monitoring and directing certain activities without human assistance.

The use of information in an organization also serves as a consideration in problem-solving and decision making which is then applied in the form of services. Recognizing the importance of data and information for management, including in managing human resources, one of which is in developing employee careers, information system managers are required to pay serious attention to their management (Yapary, 2018).

Human resources are one of the factors that need to be managed properly by the company. Where human resource management must be carried out in a professional manner so that competent human resources are produced so that later they can improve the performance of individuals and companies. Employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara, 2011).

Career development affects organizational commitment and employee performance, where career development is a formal approach taken by organizations to ensure people in the organization have the right qualifications and skills, and experience when needed. Career management and development will increase the effectiveness and creativity of human resources

which can foster a strong commitment and improve their performance in an effort to support agencies/companies to achieve their goals.

A leader is always required to show his best performance in making a decision. With a good system, leaders can obtain data regarding the type and level of education, age and gender, work experience, job experience, job performance, loyalty, and so on that support decision-making for leaders in employee career development.

The role of the Management Information System (MIS) for companies is the basis for planning a policy in the organization. Therefore, companies cannot be separated from SIM as a reference for management in making decisions for the organization so that its implementation can be well received by its employees.

Seeing the importance of MIS, more and more organizations in Indonesia are implementing digital-based MIS in both government and non-government organizations. One company that implements MIS in its management is PT. PLN (Persero) is one of the State-Owned Enterprises (BUMN). PT. PLN (Persero) is an organization or company owned and managed by the State which is engaged in the procurement of all aspects of electricity in Indonesia.

As for PT. PLN UP3 Manado is a subsidiary of PT. PLN (Persero) is engaged in implementing electricity customer service units for household and industrial needs in an area as well as serving payment of electricity costs, additional electric power, service interruptions, and new connection of electricity. PT. PLN (Persero) UP3 Manado uses a web-based Management Information System called the Employee Performance Management Information System (SIMKP) in evaluating employee performance.

The application of this SIMKP intends to create understanding and understanding between the company and employees regarding the goals that must be achieved in order to optimize resources to achieve common goals. Implementation of SIMKP for performance evaluation of each employee at PT.PLN (Persero) where all performance targets are in the SIMKP application. The purpose of implementing SIMKP is the basis for every employee doing work in accordance with the position and superiors can see the competency development of each employee in achieving performance targets to provide career development that can be obtained so that they can propose employees who need appropriate career development either promotion or education and training for achieving company expectations.

MIS only leads to existing or temporary data, not data that will occur. MIS only depends on all existing data within the organization compared to data outside the organization. Because MIS is not able to examine the problems that occur according to their nature, namely only collecting and disseminating information. SIMKP is a reference for carrying out work as well as a benchmark in evaluating employee performance by every employee of PT. PLN (Persero), but there are obstacles and problems that occur. These constraints and problems are the differences in routine workloads every day and there are also fields that have scheduled work and problems during the evaluation that are used simultaneously by all employees to fill in the system

performance targets to be slow and have to wait for approval from the direct supervisor and engineering occurs target achievement so that it influences the decision-making process for career development in the future. All employees at any level of position want a promotion to a grade or a higher level position as recognition for their performance. Because of PT. PLN (Persero) often rotates and transfers employees and even retires. For this reason, it is necessary to evaluate the performance of the information system used so that the level of effectiveness can be measured in determining the right employee career development so that they unite in achieving common goals.

METHODS

The type of research used is a qualitative research method with a case study approach carried out at PT. PLN UP3 Manado, from February to April 2022. There are 2 types of data, namely primary data obtained through interviews and secondary data obtained from data owned by PT. PLN UP3 Manado, this data can be in the form of a general description of the company, namely history, general description of the company, and organizational structure. The data collection technique uses purposive sampling which already has predetermined criteria. This study uses interview guides and observations as instruments. The data analysis techniques used in this study were data collection, data reduction, data presentation, and conclusion. The validity of the data using triangulation techniques. This research was conducted on five employee informants who had worked for at least 3 years at PT PLN (Persero) and used the SIMKP application to determine the role of SIMKP in decision-making in employee career development.

RESULT AND DISCUSSION

1. *Employee Performance Management Information System (SIMKP)*

Since mid-2012 PT. PLN Persero implements a work assessment system application called SIMKP. This system is web-based and this application is the entire assessment process carried out by superiors through this system. There are five stages in SIMKP, namely initiation of subordinate KPIs, submission of proposed performance targets, evaluation of performance target approval, filling in of achievement of performance targets, entry of PDP self-development programs, evaluation of validation and approval of achievement of performance targets, measurement of individual employee competency.

   a. Component of Management Information System

      The stage for analyzing the system at PT.PLN UP3 Manado is to find out the management information system components that exist in UP3 Manado. To identify the role of the employee performance management information system that has been implemented by PT.PLN that there are components in PT.PLN UP3 Manado as follows:

        1) People

People or people who operate information systems create, use and disseminate information. In line with what was stated by Susanto in Frisdayanti (2019), human resources are the most important part of the MIS component. As stated by O'Brien & Marakas (2010), information systems depend on human resources as users and experts of information systems.

2) Hardware

Hardware is information processing in a computerized-based system as disclosed by the informants. In line with what Susanto stated in Frisdayanti (2019), physical equipment that can be used to collect, enter, process, store, and output data output results in the form of information. Hardware resources in computer-based information systems (O'Brien & Marakas, 2010).

3) Software

Software is a series of hardware for information processing commands used to run the SIMKP application. In accordance with the results of direct observation of the software used, namely SIMKP (Employee Performance Management Information System). This is in line with what was stated by Susanto in Frisdayanti (2019), that software is a collection of programs used to run certain applications on a computer. This is in accordance with what was stated by O'Brien & Marakas (2010), software applications that program direct processing for certain uses in computer systems by users.

4) Communication Network

A communication network or network is one of the components to access the information system in the SIMKP application software because it uses a road or internet network system. In line with what was stated by O'Brien & Marakas (2010), telecommunication technologies such as the internet, intranets, and extranets are fundamental for computer-based information systems.

5) Data Resources

Data resources or data resources are collections of data that are interrelated in order to be able to find data easily as expressed by the informants. In accordance with direct observation of information on the SIMKP application. In line with what was stated by Rusdiana & Irfan (2014) that a database is a collection of data that are interrelated and related to one another, stored on computer hardware and using software to manipulate it. As stated by O'Brien & Marakas (2010), Data resources that collect, transform, and disseminate information within the organization

b. Indicators of Management Information System

1) Availability of Information

This study proves that the availability of information is good. In line with internal theory in Walfadylah (2011), the availability of information is the availability of the information itself.

2) The information obtained can be used

This research proves that it is very useful for every user because it can help in their performance, both superiors control and monitor each of their subordinates and subordinates can rely on this information as a basis for doing work in a timely manner, with quality and initiative without the need to wait for directions from superiors directly so that able to improve its performance as stated by the fifth informant. In accordance with the results of direct observation of the information contained in the SIMKP from last semester to the present. A management information system is a system that is used in processing and organizing data and information that has benefits and is used to support the carrying out of the responsibilities or tasks of an organization (Hartono, 2013).

3) Easy to understand and appropriate

This study shows that the information contained in the SIMKP application can be understood. This is also supported by the theory from Walfadylah (2021), information must be easy to understand and not convoluted which will only slow down the matric process.

4) Validity and Accuracy of Information

The truth and accuracy of the information show that the role of making management decisions in employee career development is easy so this application has correct and accurate information contained in the SIMKP application. In line with the theory contained in Walfadylah (2021), information must be free of errors and mistakes and information must clearly and accurately reflect the meaning contained in the supporting data.

2. **Career Development**

1) Education and Training

Education and training are one of the employee career development at PT. PLN UP3 Manado. This is in accordance with what was stated by Rivai (2015) that training can improve the ability or skills of employees in the operational field. The same was stated by Hutasuhut (2014), that education and training are company activities intended to improve and develop the attitudes, behavior, skills, and knowledge of employees according to the wishes of the company concerned.

2) Fair Treatment in Career

Fair treatment in a career is a form of career development at PT. PLN UP3 Manado. This is according to what was stated by Rivai (2015) that providing equal career opportunities to employees can encourage them to develop themselves.

3) Promotion

Promotion is one of the career development at PT. PLN UP3 Manado as a form of recognition by the company. This is in accordance with what was stated by (Rivai, 2015) that promotion can provide greater recognition, position, and service rewards to high-achieving employees. Similar to what was stated by Hasibuan (2017) that promotion means there is trust and recognition regarding the abilities and skills of the employee concerned to occupy a higher position. Thus, promotions will provide greater social status, authority, responsibility, and income for employees.

4) Job Transfer

Job transfer is one of the employee career development at PT. PLN UP3 Manado. This is in accordance with what was stated by Rivai (2015) that transferring and placing employees in positions based on employee performance aims to improve competence. In line with what was stated by Hasibuan (2017), job rotation aims to increase employee work productivity, expand or increase employee knowledge, and eliminate boredom or boredom with work.

3. **The Role of Management Information Systems in Career Development Decision Making**

1) Intelligence Stage

SIMKP's role in the intelligence stage is to assist in collecting data needed in the process of developing employee careers at PT. PLN UP3 Manado. The data collected through the SIMKP application is comprehensive because it is based on Key Performance Indicators (KPIs) and the performance targets for each employee. SIMKP filling is done every month, quarter, and semester.

Thus, SIMKP provides comprehensive, accurate, and timely information on employee performance results needed in making employee career development decisions. As stated by Walfdyah (2021) that MIS helps organizations by providing relevant information about every aspect of the activity. In line with this, Tyoso (2016) said that MIS helps provide the data needed to identify problems within the organization.

2) Design Stage

SIMKP's role in the design stage is to assist in processing and analyzing existing data to be used in the decision-making process for employee career development at PT. PLN UP3 Manado. SIMKP helps identify and analyze the competencies of each employee so as to provide information and alternatives needed in deciding the right career development for each employee, be it promotion, compensation, transfer, education, and training for the employee. This is in line with what was stated by Aidi (2014) that MIS should have a decision model for processing data and initiating alternative solutions. In addition, Simon in Sudjiman (2018) also found that MIS can help decision-making in terms of finding, developing, and analyzing alternative actions that can be taken.

3) Choice Stage

SIMKP's role in the choice stage is to assist in making choices from various alternatives that exist in the employee career development process at PT. PLN UP3 Manado. This is in line with research conducted by Sudjiman (2018) who found that MIS is most effective when design results are presented in a form that encourages decision-making. Once an election has been made, the role of SIM changes to collecting data for feedback and later evaluation. Paoki (2012) also explains that SIM assistance can be in the form of statistical and analytical tool decision models, sensitivity analysis, and selection procedures.

Besides being useful for management in making employee career development decisions, SIMKP also assists every employee in developing themselves. The performance appraisal results obtained can also be a motivation for employees to motivate themselves to achieve better performance results in the next appraisal period. This is in line with what was stated by Gupron (2019) that the Management Information System functions to assist organizations in improving performance.

CONCLUSION

Based on the results of the research and discussion, several conclusions can be put forward regarding the role of SIMKP in making career development decisions at PT. PLN UP3 Manado, namely as follows:

1. The role of SIMKP in the intelligence stage helps collect data for the decision-making process in employee career development at PT PLN UP3 Manado. Because all employee performance is contained in the SIMKP application.
2. The role of SIMKP in the design stage is a plan that will be carried out to analyze competency data and obtain alternative solutions to improve performance so that they can decide on the right career development for each employee, whether it is promotion, compensation, transfer, education, and training for each employee.
3. SIMKP's role in choice helps in selecting and proposing an employee in career development, both promotion and the right transfer so that it is useful in knowing the performance in each semester from the results of the performance appraisal obtained to be self-motivated to achieve better performance in the following period.

RECOMMENDATION

1. PT. PLN UP3 Manado is expected to be able to continuously develop the SIMKP application so that it is more optimal in its function as an employee performance appraisal system so as to help improve the efficiency and effectiveness of the employee career development decision-making process. In addition, it is hoped that there will be a workflow that can produce better work harmony in each field and individual to avoid misunderstandings between the company and its employees.

2. For educational institutions it is hoped that the results of this research can be useful as additional material and reference for learning materials related to MIS, Employee Performance, Decision Making, and Career Development.

3. For further research, it is expected to be able to use more than one research object, both government and private institutions, so that they can compare one object to another. In addition, this study used a qualitative method with a limited number of samples. It is hoped that further research can use a different method with a larger and more diverse number of samples for more comprehensive results.

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