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The Effect of Implementation of Quality Management Information Systems and Quality of Training on Employee Performance and Enjoyment as Intervening in Startup Companies

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ABSTRACT

The purpose of this study was to determine the Effect of Quality Management Information System Applications and Quality Management Information System Application Training on Employee Performance Through Intervening Enjoyment Variables. To determine the effect of SIM application quality on employee performance, see the influence between training quality and employee performance, as well as the effect of SIM application quality and training quality on employee performance mediated by enjoyment. This research was conducted by taking 40 employees from Startup Employees in Yogyakarta, with random sampling. The calculation technique used in this research is a model of Multiple Linear Regression Analysis and path analysis. There is a positive and significant effect of the Quality Management Information System Application on Enjoyment. There is a positive and significant influence on the Quality of Management Information System Application Training variable on Enjoyment. There is a significant effect of the Quality of Management Information System Application and Quality of Management Information System Application Training on Enjoyment. There is a positive and significant effect of the Quality Management Information System Application variable on Employee Performance. There is no significant effect of the variable of Quality Management Information System Application Training on Employee Performance.

Keywords: Quality Management Information System, Quality of Training, Enjoyment, Employee Performance

INTRODUCTION

The quality of the system is to measure the information process through the system used, or the relationship between system characteristics and successful implementation (Negash et al, 2003). Therefore, the system used must be of high quality, so that users feel satisfied in using it and can support the company's success in achieving its goals (Negash et al, 2003). A quality information system means that the information system must be able to provide satisfaction to its service users. A quality

information system in addition to providing satisfaction for system users is expected to be able to provide optimal output according to organizational expectations.

In the current era of globalization, competition between companies is getting tougher, because companies are not only faced with domestic competition, but also abroad. Facing these situations and conditions, companies must determine their management strategies and policies, especially in the field of human resources (HR). HR management is now a must and is no longer an option if the company wants to grow.

Employee performance is the level of achievement of a person or employee in an organization or company that can increase productivity. The ability of organizations, both profit-oriented and non-profit, to survive in such a competitive environment is ultimately a must. Organizations are required to be able to adapt and continue to make various changes in an effort to maintain their existence. On the other hand, human resources are an integrated part of the organization. This situation places the practice of human resource management in organizations today to get a broad and specific study in the organization's efforts to continue to be competitive (Riatmaja, 2013).

Human Resources are very important in an organization, because the effectiveness and success of an organization is highly dependent on the quality and performance of the existing human resources in the organization. High performance of human resources (employees) will encourage the emergence of organizational citizenship behavior (OCB), namely behavior that exceeds what has been standardized by the company (Krietner and Kinicki, 2004).

Company designed to facilitate work-related activities employees, such as knowledge sharing, idea generation, and performance. Considering the nature of the company's information systems already available providing technological functions for self-tracking and self-monitoring, where users engage in activities related to work, pleasure (enjoyment) in using information systems can lead to increased work engagement to improve employee performance (Riatmaja, 2021). The more a person enjoys his job, the higher the performance and attachment of employees to the company will be. (Riatmaja., et al., 2021)

LITERATURE REVIEW

Management Information System Application
Quality is a condition where the product meets the needs of the people who use it. The quality of the system is to measure the information process through the system used, or the relationship between system characteristics and successful implementation (Negash et al, 2003). Therefore, the system used must be of high quality, so that users feel satisfied in using it and can support the company's success in achieving its goals (Negash et al, 2003). A quality information system means that the information system must be able to provide satisfaction to its service users. A quality information system in addition to providing satisfaction for system users is expected to be able to provide optimal output according to organizational expectations.

Training Quality
According to Mathis and Jackson (2006), training is a process by which people achieve certain abilities to help achieve organizational goals. Therefore, this process is tied to various organizational goals, training can be viewed narrowly or broadly. On a limited basis, training provides employees with specific and recognizable knowledge and skills used in their current job. Sometimes there is a line drawn between training and development, with development being broader in scope and focusing on the individual to achieve new abilities that are useful both for his current job and in the future.

Employee Performance

Performance says Frost (2013) that employee performance is an expression such as output, efficiency and effectiveness, which is often linked to employee productivity. According to Dessler (2006), what is meant by Performance management is the process of setting company goals, evaluating results and developing employee performance to become single shared system, which aims to ensure employee performance can support the company's strategy and vision and mission.

Enjoyment

Enjoyment is defined as the extent to which doing something activities are considered to give pleasure and joy in their rights, apart from performance consequences (Venkatesh, 2000). Great gamification design effective should be focused on creating a pleasant experience rather than just changing certain behaviors. As a result, efforts in enhance consumer enjoyment through gamification design that better (Liu et al., 2017). The perceived enjoyment positively affects the intention to use routinely. In addition, perceived source credibility, availability perceived service, and perceived diagnostic perception affect perceived usefulness, while the perception of autonomy, perception of competence, perception of relatedness, and curiosity affect perceived pleasure (intrinsic motivation) (Liu et al., 2019).

The Effect of SIM Application Quality on Enjoyment

William and Sawyer (2003) define technology as a form of technology that helps in storing, generating, manipulating, and communicating information to users. Doll and Torkzadeh (1988) developed and validated the instrument used as a measure to calculate satisfaction

The Effect of SIM Application Training Quality on Employee Enjoyment

Providing training is a process of increasing ability, directing the potential of employees so that they can productively achieve and realize company goals. By providing training to employees will have a positive influence in working for these employees. According to Hariandja (2002) that what influences enjoy working at work are salary, work itself, colleagues, superiors, promotions, work environment.

The Effect of SIM Application Quality on Employee Performance

The level of user satisfaction in receiving information can be measured through the quality of the information received. The quality of information is related to the value of the output produced by a system that is perceived by the user (Negash et al, 2003). Based on this definition, it can be interpreted that the benefits of using computers can improve performance, work performance of people who use them.

The Effect of Enjoyment on Employee Performance

When the condition is that individuals feel their needs must be met, they are intrinsically motivated and feel greater enjoyment, which in turn leads to greater involvement in activities. Because game elements affect the satisfaction of the user's psychological needs, so increase enjoyment, and in turn result in engagement users (Suh et al., 2018).
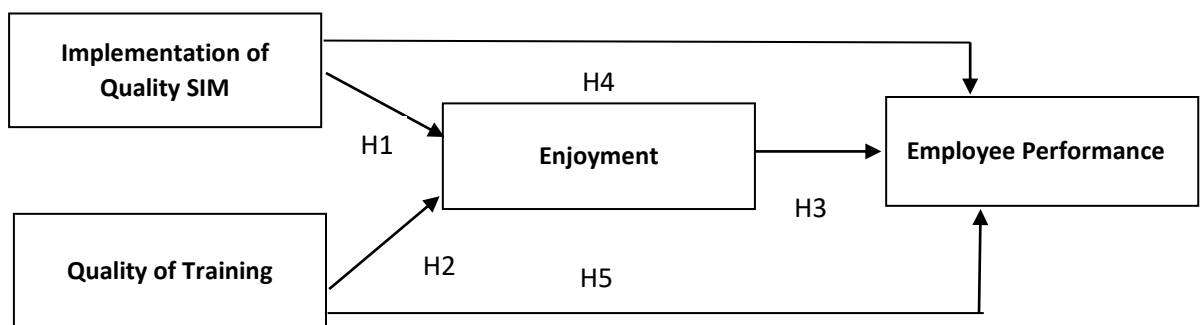

Figure 1. Research Model

RESULT AND DISCUSSION

Validity Test

Validity testing is carried out based on item analysis, which is to correlate the score of each item with the variable score (the sum of all the scores of the question items). The correlation technique uses Pearson Correlation, calculated using the SPSS version 20.0 computer program. Question items are declared valid if they have a value of r¬count > rtable or sig 0.05.

Table 1. Validity Test Result

Variables	Indicators	r_{count}	Sig	r_{table}	Conclusion
Implementation of Quality SIM	$X_{1.1}$	0.793	0.000	0.3120	Valid
	$X_{1.2}$	0.702	0.000	0.3120	Valid
	$X_{1.3}$	0.576	0.000	0.3120	Valid
	$X_{1.4}$	0.732	0.000	0.3120	Valid
	$X_{1.5}$	0.474	0.002	0.3120	Valid
	$X_{1.6}$	0.576	0.000	0.3120	Valid
Training Quality	$X_{2.1}$	0.802	0.000	0.3120	Valid
	$X_{2.2}$	0.786	0.000	0.3120	Valid
	$X_{2.3}$	0.731	0.000	0.3120	Valid
	$X_{2.4}$	0.856	0.000	0.3120	Valid
	$X_{2.5}$	0.822	0.000	0.3120	Valid
	$X_{2.6}$	0.548	0.000	0.3120	Valid
Enjoyment	$Y1_{.1}$	0.832	0.000	0.3120	Valid
	$Y1_{.2}$	0.817	0.000	0.3120	Valid
	$Y1_{.3}$	0.656	0.000	0.3120	Valid
	$Y1_{.4}$	0.704	0.000	0.3120	Valid
	$Y1_{.5}$	0.722	0.000	0.3120	Valid
	$Y1_{.6}$	0.479	0.002	0.3120	Valid
	$Y1_{.7}$	0.824	0.000	0.3120	Valid
Employee Performance	$Y2_{.1}$	0.643	0.000	0.3120	Valid
	$Y2_{.2}$	0.854	0.000	0.3120	Valid
	$Y2_{.3}$	0.656	0.000	0.3120	Valid
	$Y2_{.4}$	0.643	0.000	0.3120	Valid
	$Y2_{.5}$	0.615	0.000	0.3120	Valid

Source: Primary Data Processed (2022)

Reliability Test

Table 2. Reliability Test Result

Variable	Cronbach's Alpha	Conclusion
Implementation of Quality SIM	0.704	Reliable
Training Quality SIM	0.845	Reliable
Enjoyment	0.842	Reliable
Employee Performance	0.713	Reliable

Source: Primary Data Processed (2022)

Regression Analysis

Table 3. t-Test Result

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.923	.707		2.725	.010
Implementation of Quality SIM	.479	.201	.413	2.376	.027
Training Quality SIM	.317	.097	.294	3.227	.003

a. Dependent Variable: Employee Performance
Source: Primary Data Processed (2022)

The constant value is 1.923 which means that if there are no independent variables consisting of the SIM application quality variable and the SIM application training quality that affect employee enjoyment, the amount of employee enjoyment at PT. Media Facility Data Yogyakarta will be 1,923. The SIM application quality variable has a positive influence on employee enjoyment, with a regression coefficient of 0.479. With this positive influence, it means that the quality of the SIM application on employee enjoyment shows a unidirectional relationship.

The SIM application training quality variable has a positive influence on employee enjoyment, with a regression coefficient of 0.317. With this positive influence, it means that the variables of SIM application training quality and employee enjoyment show a unidirectional relationship. The p-value of the t-test results obtained from the SIM application quality variable is 0.027. Because the p value is smaller than the significant level =5% or (0.027<0.05), then H0 is rejected; which means that the quality of the SIM application has a positive and significant effect on enjoyment.

F Test
To prove that the independent variable simultaneously affects the dependent variable, the F statistic test is used. The F test was conducted to determine whether all independent variables simultaneously (simultaneously) affect the dependent variable. The test results simultaneously or simultaneously (Test F) are as follows:

Table 4. F-Test Result

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.780	2	.890	5.001	.012[b]
	Residual	6.583	37	.178		
	Total	8.363	39			

Source: Primary Data Processed (2022)

The p value of the F test results is 0.012. Because the p value is smaller than the significant level =5% or (0.012<0.05), then H0 is rejected; which means SIM application quality and SIM application training quality simultaneously have an effect on enjoyment variable.

Table 5. Individual Effect Test (t Test)

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.284	.494		4.632	.000
	Implementation of Quality SIM	.232	.082	.184	2.683	.011
	Training Quality	.122	.103	.202	1.195	.243
	Enjoyment	.827	.137	.738	6.257	.000

a. Dependent Variable: Employee Performance
Source: Primary Data Processed (2022)

The constant value is 2.284 which means that if there is no independent variable consisting of the SIM application quality variable, SIM application training quality and job satisfaction that affect employee performance then. The SIM application quality variable has a positive influence on employee performance, with a regression coefficient of 0.232. With this positive influence, it means that the quality of the SIM application on employee performance shows a unidirectional relationship.

The SIM application training quality variable has a positive influence on employee performance, with a regression coefficient of 0.122. With this positive influence, it means that the variable of SIM application training quality and employee performance shows a unidirectional relationship. The job satisfaction variable has a positive influence on employee performance, with a regression coefficient of 0.827. With this positive influence, it means that between the variables of job satisfaction and employee performance shows a unidirectional relationship.

Coefficient of Determination (R^2)

Table 6. Coefficient of Determination Result

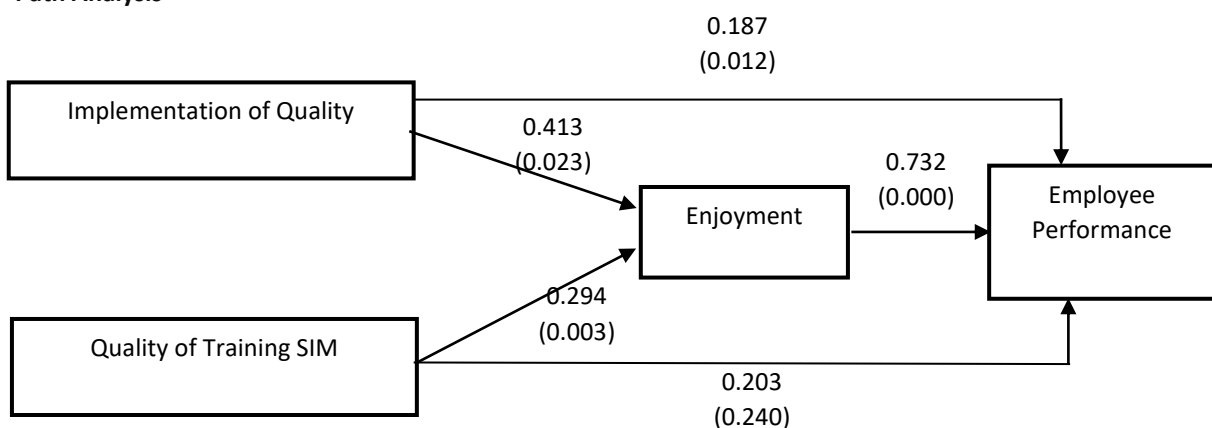| Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.461[a]	.213	.170	.42181	1.055

Path Analysis

Figure 2. Path Analysis

Discussion

Effect of SIM Application Quality on Performance through Enjoyment
1. The direct effect of SIM Application Quality (X1) on performance (Y2) is 0.187 or 18.7 percent.
2. The indirect effect of SIM Application Quality (X1) on performance (Y2) through job satisfaction is 0.413 X 0.732 = 0.302 or 30.2 percent
3. The total effect of SIM Application Quality (X1) on performance (Y2) through Enjoyment 0.187 + 0.302 = 0.489 or 48.9 percent.

The Effect of SIM Application Training Quality on Performance through Enjoyment
1. The direct effect of SIM Application Training Quality (X2) on performance (Y2) is 0.203 or 20.3 percent.
2. The indirect effect of SIM Application Training Quality (X2) on performance (Y2) through Enjoyment is 0.294 X 0.732 = 0.215 or 21.5 percent.
3. The total effect of SIM Application Training Quality (X2) on performance (Y2) through Enjoyment 0.203 + 0.215 = 0.418 or 41.8 percent.

Based on the results of the direct and indirect effects of SIM Application Quality (X1), SIM Application Training Quality (X2) on performance (Y2) through Enjoyment (Y1), the results show that the indirect effect is greater than the direct effect.

The results also show that the quality of SIM applications and job satisfaction have a significant effect on employee performance. However, the quality of SIM application training has no significant effect on employee performance. The level of user enjoyment in receiving information can be measured by the quality of the information received. The quality of information is related to the value of the output produced by a system that is perceived by the user (Negash et al, 2003:761). Based on this definition, it can be interpreted that the benefits of using computers can improve performance, work performance of people who use them.

Enjoyment will improve employee performance in several ways, namely by increasing employee interpersonal skills to strengthen their humanistic aspects, improving language skills, and increasing on-the-job training as a mechanism that not only improves employee skills but also increases enjoyment and performance. employees (Gu and Siu, 2009:575). It supports Ouedraogo and Leclerc; and Ashraf et al. confirms the relationship between enjoyment and employee performance. The research shows that training and information affect employees' enjoyment as well as their autonomy, knowledge and judgment in carrying out tasks and functions (Ouedraogo and Leclerc, 2013; Ashraf et al., 2013:44-45).

SIMPULAN

There is a positive and significant effect of the Quality Management Information System Application on Enjoyment. There is a positive and significant influence on the Quality of Management Information System Application Training variable on Enjoyment. There is a significant effect of the Quality of Management Information System Application and Quality of Management Information System Application Training on Enjoyment. There is a positive and significant effect of the Quality Management Information System Application variable on Employee Performance. There is no significant effect of the variable of Quality Management Information System Application Training on Employee Performance. There is a positive and significant effect of Job Satisfaction on Employee Performance. Based on the path analysis test, the direct and indirect effect of SIM Application Quality (X1), SIM Application Training Quality (X2) on performance (Y2) through Enjoyment (Y1) obtained the result that the indirect effect is greater than the direct effect.

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