

## The Role of SIMS and Information Quality in Supporting Decision Making and Employee Performance BPN Labuhanbatu District

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| Article Information  | Abstract  |
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| <p>Article History:<br/>Received: March 2023<br/>Accepted: March 2023<br/>Published: March 2023</p> <p>Keywords:<br/>Management Information System, Information Quality, Decision Making, Employee Performance</p> | <p>The purpose of this study was to determine the effect of the role of management information systems and information quality on the decision-making process tested partially and management information systems and information quality on employee performance at the National Land Agency (BPN) of Labuhanbatu Regency. This research started from November 2022 to March 2023 which was carried out on employees at the National Land Agency (BPN) of Labuhanbatu Regency with a population consisting of 83 State Civil Apparatus (ASN). The sampling technique uses a census technique with data collection techniques in the form of secondary data and primary data with Likert scale techniques. The data analysis technique in this study used Partial Least Square (PLS). Based on the results of research and discussion in this study, the research can be concluded as follows: 1) management information system variables have a positive and significant effect on management decision making, 2) information quality variables have a positive and significant effect on management decision making, 3) information quality system variables have a positive and significant effect on employee performance, 4) information quality variables have no positive and insignificant effect on employee performance and 5) management decision making variables have a positive and significant effect on employee performance.</p> |

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## Introduction

The role of technology and information in an organization generally has a process or way of working that starts from processing data, processing, obtaining, compiling and storing data in various ways to produce quality information and affect organizational performance. Through information technology, it contains relevant, accurate and timely information that is used for organizational purposes in making decisions. According to (Syaprianto, 2018) sys confirms the role of management information systems in public organizations is an urgent need where the decision-making process tends and depends on information systems. In addition, information systems can also make it easier for anyone including employees to carry out activities, besides that the condition of the state apparatus in the midst of the vibrant implementation of the Industrial Revolution 4.0 demands quality service quality and the achievement of public satisfaction.

One of the public service institutions that is demanding a strong and characterful service organization is the National Land Agency Rantauprapat Branch Office. The role of this institution in land information services is expected to be the mouthpiece for achieving public satisfaction. According to (Sitanggang et al., 2018) Medan Land Agency government officials need to improve their knowledge and skills so that they master their field of work in line with the development of information and communication technology. According to (Ruruk & Pombengi, 2016); (Prasetyo et al., 2020) that the implementation of management information systems in terms of communication aspects has been carried out well, this means that some employees support the management information system implementation policy and others have not so that this problem becomes the beginning of the research phenomenon.

The National Land Agency Rantauprapat Branch Office is an institution that focuses on land services and management, whether individual or corporate. In the process of providing public services, employees of the National Land Agency refer to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform No. 30 of 2014, public service innovation is a breakthrough in the type of public service, whether it is an original creative idea / idea and / or adaptation /

modification that provides benefits to the community either directly or indirectly. (Kurniawan, 2016). Taking important points from these regulations, public service innovation currently leads to a system that is effective and efficient and right on target in decision making, especially seeing that the land management work system has different cases so that a supporting application is needed to help service and management decision making.

According to (Sujastiawan, 1999) land management conflicts based on the subject include; conflicts between people and people, conflicts between people and government agencies, conflicts between people and legal entities, conflicts between agencies and government agencies. All of these conflicts are not something that supports the research phenomenon but the conflict process that occurs in management when viewed from the subject is quite complicated so that institutions are required to have management information system applications needed in improving public services. The relationship between the phenomenon of management information systems and organizations according to (Tambun, 2013) the quality of the information system based on the model test has an impact on the work system.

In an independent Populi Center study conducted by (Annur, 2021) that a number of people complained about various problems that occurred with public services, the main problem of public services that was most dominantly complained about was complicated requirements. Apart from convoluted requirements, the waiting period for services is also the most frequently encountered after lack of transparency. This problem certainly applies to agencies whose job is to provide public services. The existence of these problem phenomena is a strong foothold for this empirical research. Although supported by a strong phenomenon, on this occasion the researcher also presents several relevant studies that support the phenomenon, among others (Lipursari, 2013) the management decision-making process depends on the quality of the information system which consists of information that must be accurate, timely and relevant. According to (Syahputra et al., 2022) that the development and management of SIM in organizations can trigger decisions that are not only fast and accurate but in line with practice.

In addition, research that corroborates the quality of information is important in decision making according to (Budiartha, 2016) that information quality has a positive effect on system end user satisfaction, meaning that information quality also plays an important role in influencing the level of satisfaction of application users, if the application provides benefits, users should be satisfied. Furthermore, other research (Jeli Nata Liyas, 2020) that management information systems affect employee performance, this is reinforced by (Widodo et al., 2013) there is a real impact on employee performance after using a management information system. The concept of management information systems and information quality is the finding or fruit of artificial intelligence employees which in fact aims to provide convenience for anyone using the application or system including information systems for the National Land Agency Rantauprapat Branch Office.

The existence of pros and cons of public services and the role of management information systems is a phenomenon that has a strong attraction to review this problem so that positive things and things that can hinder the implementation of management information systems are found again. In solving research problems, the author does it from a different perspective such as developing more measurable indicators, selecting the right variables and developing data analysis techniques that are more comprehensive with research needs. So the purpose of this study was to determine the effect of the role of management information systems and information quality on the decision-making process tested partially and management information systems and information quality on employee performance at the National Land Agency (BPN) Labuhanbatu Regency.

## **LITERATURE REVIEW**

### **Management Information System**

The definition of Management Information Systems stems from Management itself which includes the process of planning, organizing, supervising, directing and others. Furthermore, the role of information in the organization is related to the data processed in an organization is data in such a way that it has an input and output process that is of value to the organization. (Hariyanto & Management, 2020). Meanwhile, the basic concept of

management information systems according to (Paoki, 2012) consists of three parts, namely system, information and management. The system is a group of elements that are integrated with the same intention to achieve goals. Information can be likened to blood flowing in the human body as well as information in the organization greatly supports the continued development of the organization. According to (Falgenti, 2017) if the system and information are combined into an information system, it means a collection of elements that are interrelated and handle the processing of inputs and inputs so as to produce the desired output. Finally, management is defined as downward-directed activities so in the form of work to achieve certain goals. If the definition of management information systems is combined, they are (Irawati et al., 2017) is another network computer-based system that can provide information for several users to support management functions and decision-making functions. According to (Algipari \* et al., 2022) that the management information system is a formal model of providing reliable and direct information for company management. So the right indicators in measuring the management information system in this study are accurate, timely, relevant and complete. (Sholeh & Wahyudin, 2021). Additional management information system indicators according to (Nasution et al., 2022) are control, evaluation and continuous improvement.

### **Information Quality**

Measurement of the success of the relevant management information system in this study is measured by the quality of information. According to (Apsari & Astika, 2020) information quality is an output in the form of information generated by the information system used, he added that the higher the quality of information and the optimal use of the system, the user will feel satisfied. In the research explanation (Layongan et al., 2022) information quality is a characteristic inherent in information so that information is said to be meaningful to users and provides confidence to users so that it can be useful in various decision-making processes. According to (Jansen et al., 2018) information quality is defined as measuring the quality of the content of the information system. He added that information quality is something that functions regarding the values of the

information output produced by the system through the input, processing and output processes for users. In the implementation of public service delivery for the use of information technology aims to provide convenience so as to ensure optimal service smoothness. According to (Mouzhi Ge, Helfert, 2020) explains the definition of information quality more simply as suitability for use, meaning as information that is suitable for use by consumers as information and consumers will assess the appropriateness of the information received. According to (Riesener et al., 2019) information quality is a relationship framework that describes data with the system as an attribute. According to (Laumer et al., 2017) that information quality is a manifestation of solutions from the quality of information and the quality of the system that determines decision making. So the right indicators in measuring information quality in this study are reliability and accessibility. (Abdullah, 2018). According to (Utomo et al., 2017) system quality indicators are ease of use and system security.

#### **Management Decision Making**

Decision making is a series of processes in an organizational management carried out by a leader that can be found at all levels or levels of management. The definition of management decision making must contain balance and suitability so that there is no gap between the decisions, more clearly the definition of management decision making according to (Raihan, 2016) is a thought process that determines one choice from the many alternatives provided in organizational management, he added that decision making is identical to the process of analyzing problem information up to the determination of a decision. The nature of decision making according to (Barnard & The, 2015) is an alternative selection action in which there are three stages, namely intelligence activities, design activities, and selection activities. There is a connection between management decision making and leadership, so the author seeks to develop the concept of understanding management decision making to be more rational so that it is easily understood by anyone supported by the development of new theories. Then the definition of management decision making according to (Sukatin et al., 2022) is the result of solving the problem he faces firmly obtained from the results of the

thought process and choosing one of several alternative choices. According to (Asikhia, Ogunode, Oladipo, 2021) the managerial decision-making process must be carried out in a structured state, meaning that all risks that occur from decision making can be accounted for. According to (Risqi & Nasution, 2022) that the decision-making paradigm is by understanding and being able to identify quality information so that it can solve problems and challenges that can be used as the basis for decision making. Indicators of management decision making according to (Ichsan, 2020) risk appetite, risk tolerance and risk limits. Others according to (Martina, 2020) that indicators of management decision making are leaders having accurate data/information and organizational support.

#### **Employee Performance**

Performance achievement is the most concerned thing in any organization including agencies related to public services. Employee performance in the past thirty years has always been a crucial issue discussed in various scientific studies of human resources in organizations. This puts employee performance as one of the variables that has synergy with the current condition of human resources. According to (Ayundasari et al., 2017) employee performance is very important in an institution's efforts to achieve its goals and it is interesting to conduct research on the variables that affect performance. According to (Diamantidis & Chatzoglou, 2019) employee performance is the extent to which the level of productivity of individual employees in achieving company performance standards. Examining the definition of employee performance emphasizes the standards for maximum performance, when related to employee performance technology according to (Yunus Adeleke Dauda, 2011) has a definition of employee performance when juxtaposed with technology into technological changes that are managed effectively is a great combination. This means that the performance of employees who prioritize technology in practice will provide a motivational function and the ability will be in line with company targets. Therefore, employee performance related to information systems according to (Hasanah et al., 2020) that the use of information technology in achieving performance is not seen as a luxury but a necessity that is used as a tool for planning and for assisting company policies. In

this study, employee performance indicators include accuracy at work, ability to work, creativity, accuracy and target achievement. (Prasetyo et al., 2020).

### Framework of Thought

Another meaning of management decision making is a fairness-based agreement on something from several available options in achieving work goals. Management decision making is difficult to measure because it is related to employee performance which is influenced by management information system variables and information quality. The following is a flowchart of thought that is used as a proposed research hypothesis, as follows:

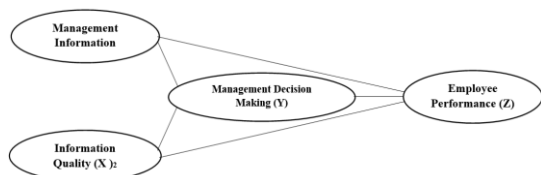


Figure 1. Thinking Framework

### Research Hypothesis

Based on the description of the background of the problem and literature review relevant to the research, the following hypothesis can be proposed:

- H<sub>1</sub> : management information system variables partially affect management decision making.
- H<sub>2</sub> : information quality variables partially affect management decision making.
- H<sub>3</sub> : management information system variables partially affect employee performance.
- H<sub>4</sub> : information quality variables partially affect employee performance.
- H<sub>5</sub> : management decision making variables partially affect employee performance.

### Research Method

This research approach is associative / quantitative research. According to (Galasius, 2019) associative / quantitative research is research that aims to determine the relationship between two or more variables. With this research, a theory will be built that can serve to explain, predict and control a symptom. In a quantitative approach, the nature of the relationship between variables is analyzed using objective theory. This research is associative research, which is research that aims to determine the relationship or influence

between two or more variables. This research started from November 2022 to March 2023 which was carried out on employees of the Labuhanbatu Regency National Land Agency (BPN) Office with a population consisting of 83 State Civil Apparatus (ASN). The sampling technique uses the census technique, namely setting all populations as samples. Data collection techniques in the form of secondary data and primary data with Likert scale techniques. The data analysis technique in this study used Partial Least Square (PLS). PLS is a Structural Equation Modeling (SEM) equation model with a variance-based or componentbased structural equation modeling approach. According to Ghazali & Latan (2015), the purpose of PLS-SEM is to develop theory or build theory (prediction orientation). PLS is used to explain whether there is a relationship between latent variables (prediction). PLS is a powerful analysis method because it does not assume current data with certain scale measurements, small sample size.

## Results and Discussion

### Outer Model Testing

In general, the outer model testing display aims to detect the level of validity and reliability of a model. In this section, the influence of factor loading, *Average Variance Extracted* (AVE) and *Discriminant Validity* and *Composite Reliability*.

#### 1) Outer Model Testing

##### a) Factor Loading

At the initial stage in testing the validity of a model, it is determined from the requirement that the loading factor must be greater than 0.60, so the variable indicator is said to be valid. The following outer model can be seen in Figure 2:

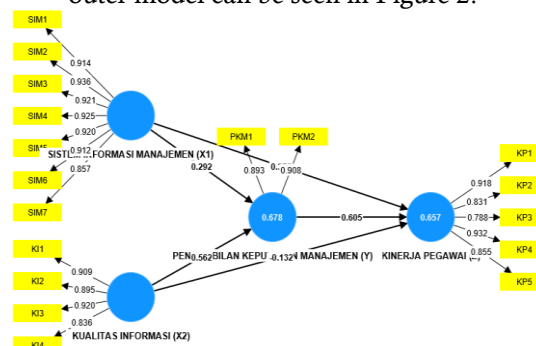


Figure 2. Outer Model Algorithm Results.  
Source: Data Analysis, 2023

b) **Average Variance Extracted (AVE)**  
*Average Variance Extracted (AVE)* is the value used in testing convergent validity because the value is obtained from the *Convergent Validity* output. The expected *Average Variance Extracted (AVE)* value must be > 0.50. The following *Average*

*Variance Extracted (AVE)* values can be seen in Table:

**Table 1. Average Variance Extracted (AVE) Output**

| Variables                          | Average Variance Extracted (AVE) |
|------------------------------------|----------------------------------|
| EMPLOYEE PERFORMANCE (Z)           | 0.750                            |
| INFORMATION QUALITY (X2)           | 0.793                            |
| MANAGEMENT DECISION MAKING (Y)     | 0.811                            |
| MANAGEMENT INFORMATION SYSTEM (X1) | 0.833                            |

Source: Data Analysis, 2023

Based on Table 1 *Average Variance Extracted (AVE)* Output, all variables have an *Average Variance Extracted (AVE)* value greater than 0.50. This means that there are no problems with *Convergent Validity*, so the next thing to test is problems related to *Discriminant Validity*.

value output. This cross loading value output is used to test *Discriminant Validity* on variable indicators whether there is a correlation between the indicator and its latent variable compared to the correlation between the indicator and other latent variables (outside the block). More details can be seen in the table below:

**c) Discriminant Validity**

In the *Discriminant Validity* section, it can be tested by looking at the cross loading

**Table 2. Cross Loading Value Output**

| INDICATOR | EMPLOYEE PERFORMANCE (Z) | INFORMATION QUALITY (X2) | MANAGEMENT DECISION MAKING (Y) | MANAGEMENT INFORMATION SYSTEM (X1) |
|-----------|--------------------------|--------------------------|--------------------------------|------------------------------------|
| KI1       | 0.553                    | <b>0.909</b>             | 0.704                          | 0.736                              |
| KI2       | 0.576                    | <b>0.895</b>             | 0.672                          | 0.776                              |
| KI3       | 0.554                    | <b>0.920</b>             | 0.705                          | 0.783                              |
| KI4       | 0.690                    | <b>0.836</b>             | 0.780                          | 0.711                              |
| KP1       | <b>0.918</b>             | 0.527                    | 0.632                          | 0.617                              |
| KP2       | <b>0.831</b>             | 0.505                    | 0.521                          | 0.551                              |
| KP3       | <b>0.788</b>             | 0.723                    | 0.917                          | 0.719                              |
| KP4       | <b>0.932</b>             | 0.548                    | 0.642                          | 0.628                              |
| KP5       | <b>0.855</b>             | 0.524                    | 0.540                          | 0.556                              |
| PKM1      | 0.636                    | 0.755                    | <b>0.893</b>                   | 0.679                              |
| PKM2      | 0.773                    | 0.703                    | <b>0.908</b>                   | 0.701                              |
| SIM1      | 0.691                    | 0.743                    | 0.665                          | <b>0.914</b>                       |
| SIM2      | 0.696                    | 0.782                    | 0.720                          | <b>0.936</b>                       |
| SIM3      | 0.651                    | 0.738                    | 0.739                          | <b>0.921</b>                       |
| SIM4      | 0.651                    | 0.743                    | 0.705                          | <b>0.925</b>                       |
| SIM5      | 0.646                    | 0.856                    | 0.742                          | <b>0.920</b>                       |
| SIM6      | 0.636                    | 0.772                    | 0.678                          | <b>0.912</b>                       |

|      |       |       |       |              |
|------|-------|-------|-------|--------------|
| SIM7 | 0.663 | 0.760 | 0.642 | <b>0.857</b> |
|------|-------|-------|-------|--------------|

Source: Data Analysis, 2023

the undimensionality of the model by looking at the value of *composite reliability* and *Cronbach alpha*. The cut off point value limit for *composite reliability* and *Cronbach alpha* is 0.70. So you can see the *composite reliability* and *Cronbach alpha* values below:

### c) Composite Reliability

In this section, it will ensure that there are no measurement-related problems, so the last step in evaluating the outer model is to test

**Table 3. Composite Reliability and Cronbach Alpha Output**

| Variables                          | Cronbach's Alpha | Composite Reliability |
|------------------------------------|------------------|-----------------------|
| EMPLOYEE PERFORMANCE (Z)           | 0.918            | 0.937                 |
| INFORMATION QUALITY (X2)           | 0.913            | 0.939                 |
| MANAGEMENT DECISION MAKING (Y)     | 0.768            | 0.896                 |
| MANAGEMENT INFORMATION SYSTEM (X1) | 0.966            | 0.972                 |

Source: Data Analysis, 2023

Based on Table 3 above, it shows that all constructs have a *Composite Reliability* value and *Cronbach Alpha*, all variables have a value greater than 0.70. Thus, no undimensionality problems were found in the Role of Sim and Information Quality in Supporting Decision Making and Employee Performance of BPN Labuhanbatu Regency.

### 2) Inner Model Testing

In this section, testing the inner model uses the coefficient of determination ( $R^2$ ) as the final requirement for the specified model. Then the output value of the coefficient of determination ( $R^2$ ) in this study includes:

**Table 4. R-Square Output**

| Variables                      | R-Square | Adjusted R-Square |
|--------------------------------|----------|-------------------|
| EMPLOYEE PERFORMANCE (Z)       | 0.657    | 0.644             |
| MANAGEMENT DECISION MAKING (Y) | 0.678    | 0.670             |

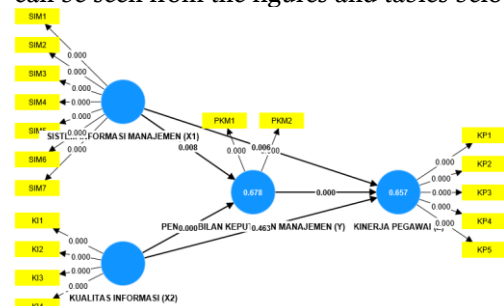
Source: Data Analysis, 2023

From the data in the table above, it can be seen that the R-Square value of each employee performance variable is 0.657 or 65.7% and management decision making is 0.678 or 67.8%. It can be concluded that the model can explain 65.7% of the data consisting of employee performance and 67.8% management decision making and the rest is influenced by other factors.

### Hypothesis Testing

In this section is the final stage of PLS-SEM in testing the hypothesis by comparing the results of the bootstrapping model output. The basis for decision making is if the t-statistic value of each variable / construct > 1.96 with a p-value <0.05, it can be stated that the hypothesis is accepted, otherwise if the t-

statistic value of each variable / construct <1.96 with a p-value > 0.05, it can be stated that the hypothesis is rejected. For more details, it can be seen from the figures and tables below:



**Figure 3. Hypothesis Testing Model**  
Source: Data Analysis, 2023

**Table 5. Bootstrapping Model Output**

| Hypothesis   | Original sample (O) | Sample mean (M) | Standard deviation (STDEV) | T statistics ( O/STDEV ) | P values | Description |
|--|---------------------|-----------------|----------------------------|--------------------------|----------|-------------|
| MANAGEMENT INFORMATION SYSTEM (X1) -> MANAGEMENT DECISION MAKING (Y) | 0.292               | 0.294           | 0.110                      | 2.659                    | 0.008    | Accepted    |
| INFORMATION QUALITY (X2) -> MANAGEMENT DECISION MAKING (Y)           | 0.562               | 0.561           | 0.126                      | 4.469                    | 0.000    | Accepted    |
| MANAGEMENT INFORMATION SYSTEM (X1) -> EMPLOYEE PERFORMANCE (Z)       | 0.373               | 0.372           | 0.135                      | 2.754                    | 0.006    | Accepted    |
| INFORMATION QUALITY (X2) -> EMPLOYEE PERFORMANCE (Z)                 | -0.132              | -0.097          | 0.180                      | 0.734                    | 0.463    | Rejected    |
| MANAGEMENT DECISION MAKING (Y) -> EMPLOYEE PERFORMANCE (Z)           | 0.605               | 0.572           | 0.150                      | 4.031                    | 0.000    | Accepted    |

**Source: Data Analysis, 2023**

**Discussion**

Based on the research results, the next section will clearly describe the hypothesis testing, among others:

1)  $H_1$  : management information system variables partially affect management decision making.

Based on Table 5 above, it can be seen that the research results with the proposed hypothesis are consistent. This can be seen from the obtained t-statistic value of the management information system variable of 2.659 > the t-value of 1.960 with a comparison of the p-value of 0.008 < the sig value of 0.05. The existence of conformity between the hypothesis and the results of hypothesis testing can be concluded that the management information system variable has a positive and significant effect on management decision making. So the results of this study strongly support the results of research (Syahrul et al., 2022) that management information systems have a positive and significant effect on decision making, followed by research (Setiawan N., Wakhyuni E., 2019) that the management information system variable has a positive relationship with management decision making. Despite having differences in research schemes, it is still the case that management information system variables affect accounting decision making. (Jatmiko, 2022).

2)  $H_2$  : information quality variables partially affect management decision making.

Based on Table 5 above, it can be seen that the research results with the proposed

hypothesis are consistent. This can be seen from the obtained t-statistic value of the information quality variable of 4.469 > t value of 1.960 with a comparison of the p-value of 0.000 < sig value of 0.05. The existence of conformity between the hypothesis and the results of hypothesis testing can be concluded that the information quality variable has a positive and significant effect on management decision making. So the results of this study strongly support the results of research (Daryanto, 2022) that information quality has a positive and significant effect on management decision making, other research that supports this research according to (Sari & Priantinah, 2019) management information systems provide accurate, relevant and timely information that greatly assists the planning, control and operational functions. Other research results that support are (Hutomo & Rofi, 2022) information quality has a positive and significant effect on the management decision-making process.

3)  $H_3$  : management information system variables partially affect employee performance.

Based on Table 5 above, it can be seen that the research results with the proposed hypothesis are consistent. This can be seen from the obtained t-statistic value of the management information system variable of 2.754 > t-value of 1.960 with a comparison of the p-value of 0.006 < sig value of 0.05. The existence of conformity between the hypothesis and the results of hypothesis testing can be concluded that the information quality system variable has a



positive and significant effect on employee performance. So the results of this study strongly support the results of research (Astuti et al., 2022) management information system variables affect employee performance. According to (Zulfina et al., 2020) that management information systems also affect employee performance. Research that really proves management information systems are good for organizations according to (Sukmawan & Wahdiniwati, 2020) the application of information systems as a whole has a positive influence on employee performance.

- 4)  $H_4$  : information quality variables partially affect employee performance.

Based on Table 5 above, it can be seen that the research results with the proposed hypothesis are consistent. This can be seen from the obtained t-statistic value of the information quality variable of  $0.734 <$  the t-value of 1.960 with a comparison of the p-value of  $0.463 >$  sig value of 0.05. This means that there is a discrepancy between the hypothesis and the results of hypothesis testing, it can be concluded that the information quality variable has no positive and insignificant effect on employee performance. So the results of this study support research (Tulodo & Solichin, 2019) system quality has no effect on user satisfaction and individual performance, meaning that the quality of the system containing information has not improved performance in the organization. According to (Narulita et al., 2022) information technology has no significant effect on company performance. According to (Mihai CIOC, 2014) that the practice or implementation of information quality in organizations is still in its early stages and depends on the needs of the organization so that there are several divisions or sectors in the organization that do not need information.

- 5)  $H_5$  : management decision making variables partially affect employee performance.

Based on Table 5 above, it can be seen that the research results with the proposed hypothesis are consistent. This can be seen from the obtained t-statistic value of the management decision-making variable of  $4.031 >$  t-value of 1.960 with a comparison of the p-value of  $0.000 <$  sig

value of 0.05. The existence of conformity between the hypothesis and the results of hypothesis testing can be concluded that the management decision-making variable has a positive and significant effect on employee performance. So the results of this study are in accordance with previous research and even relevant according to (Arsyad et al., 2022) decision making affects employee performance at the Takalar Regency Marine and Fisheries Service District. The same research is also relevant according to (Köse & Şencan, 2016) there is a significant relationship between decision making and managerial performance. Finally, according to (Torlak et al., 2022) participatory decision making contributes to leadership performance.

## RESEARCH IMPLICATIONS

The implementation of management information systems and the quality of information in an organization is highly dependent on the needs of the organization or agency in using the system, including the Labuhanbatu Regency National Land Agency (BPN) which has a large case of resolving land disputes both in its management should have its own system to support the performance of public services. Management information systems in the field of public services should use a system based on needs analysis so that the system will not be in vain when used. Although the development of information and communication technology which is part of the Industrial Revolution 4.0 is currently a necessity for every individual, group and organization, the National Land Agency (BPN) of Labuhanbatu Regency is able to plan a management information system that is superior to the current system, in order to support real public services in accordance with applicable laws as a public service innovation. In this study, the information quality variable does not significantly affect employee performance because the quality of information has an abstract nature and its truth depends on the conditions and situations that occur at that time, so it is very natural that the quality of information in a system does not produce accurate information. However, errors in the delivery of information must be evaluated in order to emphasize errors in management decision making.

## CONCLUSIONS

Based on the results of research and discussion in this study, the research can be concluded as follows: 1) management information system variables have a positive and significant effect on management decision making, 2) information quality variables have a positive and significant effect on management decision making, 3) information quality system variables have a positive and significant effect on employee performance, 4) information quality variables have no positive and insignificant effect on employee performance and 5) management decision making variables have a positive and significant effect on employee performance.

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