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## The Influence of Information Systems and Artificial Intelligence (AI) on Human Resource Performance

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**Abstract:** The article on the influence of information systems and artificial intelligence (Ai) on human resource performance is a scientific literature article in the scope of human resource management science. The purpose of this writing is to build a hypothesis regarding the influence between variables that can later be used for further research in the scope of human resource management. The research method used is descriptive qualitative. The data used in this descriptive qualitative approach comes from previous research that is relevant to this research and is obtained from online academic media such as Taylor & Francis, Scopus Emerald, Web of Science, Sinta Journal, DOAJ, EBSCO, Google Scholar, and digital reference books. The results of this article are: 1) Information systems have an impact on human resource performance; 2) Artificial intelligence (Ai) has an impact on human resource performance.

**Keyword:** Information Systems, Artificial Intelligence (Ai), Human Resource Performance

### INTRODUCTION

In the increasingly digital age, information technology utilization has become a crucial factor in many aspects of daily life, including the workplace. One notable example of technology advancement is the development of Intelligent Systems (II) and Artificial Intelligence (AI). Both of these elements have changed how organizations function and how the human day labor force (SDM) carries out its tasks. However, even while this trend has many positive effects, such as increased efficiency, speed, and accuracy in drafting proposals, there are certain negative effects that are significantly related to SDM work practices.

In an organizational context, an information system refers to the use of both a keras and a lunak perangkat to gather, store, process, and distribute information that managers and employees need to do their tasks. SI mengurangi kesalahan manusia, memberikan data akurat untuk pengambilan keputusan, dan membantu organisasi untuk bekerja lebih efisien. However, the integration of SI in the work process requires changes to the employees' organizational culture and adaptability, which may result in resistance if not handled properly.

On the other hand, AI creates more flexible dampers with the ability to recognize human limitations when doing complex tasks. Utilizing AI can increase productivity by replacing or improving SDM's role in operational tasks such as data analysis, pola pengenalan, and keputusan. However, adopting AI also brings about concerns about the loss of employment, changes in SDM procedures, and the need for new skills to adapt to this technology.

In the context of SDM work, SI and AI can provide both positive and negative feedback. In one sense, SI and AI can increase productivity and efficiency at work by automating repetitive tasks and providing support during decision-making. This enables SDM to concentrate on tasks that are more creative and strategic. For example, in the field of finance, SI can automate the audit and payment process, while AI may be used to perform predictive analysis on large-scale financial data, enabling managers to create more accurate and timely decisions.

However, in another context, the application of AI and SI can also result in a significant improvement in SDM worker productivity. The transition from manual to automated tasks might reduce employee motivation as they feel their work is being done by machines. In addition, the growing digital literacy among educators might effectively hinder the advancement of technology, leading to a decrease in productivity and even raising the stress level at work. The negative effects of AI and SI can also reduce critical thinking and creative thinking capacity since the workers may be too close to the recommendations made by the technology without considering other factors.

Subsequently, the impact of AI and SI on SDM work performance is also affected by how organizations handle these changes. Poorly implemented artificial intelligence and machine learning processes can lead to employee disorientation, resistance to change, and a decline in work quality. It is important for managers to ensure that there is effective communication, well-trained teachers, and strong support for employees in adjusting to this change. Errors in implementing this technological transition could affect SDM labor costs and lead to the collapse of small-scale manufacturing organizations in the marketplace.

Additionally, there is a need to emphasize the need of SDM reintegration into increasingly automatized organizations. Alhamdulillah, menyatakan AI dan SI sebagai ancaman, dan organisasi harus mengakomodasi dengan cara kerja y meningkatkan kinerja SDM. Learners can be trained to work together with AI, utilizing this technology to increase their productivity and improve their performance inside the organization. For example, in the customer service domain, AI can handle basic inquiries, whereas SDM can concentrate on more complex problem solving and provide more individualized services.

However, the primary focus should remain on an organization's ability to create a balance between technology and humankind. Even while AI and SI are capable of doing many tasks with greater speed and accuracy, creativity, empathy, and ability to create arguments based on human values are still largely the exclusive realm of SDM. Because of this, organizations need to develop strategies that allow technology and people to grow rather than shrink.

In addition to that, this change necessitates a new approach to SDM management. Digital transformation, increased adaptability, and change management are becoming increasingly important. Organizations must create an environment that supports both accelerated learning and keterampilan development so that employees are not only able to adjust to changes but also actively participate in organizational innovation and productivity growth.

Based on the background of the problem above, the following problem formulations are determined: 1) Does the information system affect human resource performance?; 2) Does artificial intelligence (Ai) affect human resource performance?

## **METHOD**

This literature review was conducted using descriptive qualitative techniques. Data collection techniques by conducting literature studies or reviewing relevant previous works. The data used in this descriptive qualitative approach comes from previous research relevant to this research and is obtained from online academic media such as Taylor & Francis, Scopus Emerald, Web of Science, Sinta Journal, DOAJ, EBSCO, Google Scholar, and digital reference books. In addition, it is obtained from e-libraries of well-known campuses such as Harvard Library, Oxford Libraries, and Cambridge Library. The existing literature review allows researchers to learn how the research subject has been discussed previously, find gaps in the literature, and choose the right methodological approach. This helps in the development of sharper and more relevant research topics, and ensures that new research makes a significant contribution to existing fields of study. The exploratory nature of the research served as the main justification for conducting qualitative analysis (Ali & Limakrisna, 2013).

## **RESULT AND DISCUSSION**

### **Results**

Based on the background of the problem and problem formulation above, the results of this research are as follows:

#### **Human Resource Performance**

The performance of an individual or team within an organization in relation to the tasks and responsibilities assigned to them is referred to as human resource (HR) performance. Many elements, including ability, expertise, drive, workplace culture, and efficient management, influence their performance. Because of the clear correlation between HR effectiveness and the achievement of strategic business goals, HR is a valuable asset for any organization. To determine the extent to which people meet or exceed set standards, HR performance assessment is usually done through systematic evaluation.

Indicators or dimensions contained in human resource performance variables include: 1) Efficiency: Calculates the amount of work that employees do in a specific amount of time. This can include the quantity of goods created, services provided, or tasks finished; 2) Job Quality: An evaluation of how successfully workers accomplish high standards in their job, such as few mistakes, results that adhere to requirements, and client happiness; 3) Development and Training: An assessment of the company's initiatives for training and career development programs to enhance personnel competences and skills.

Human resource performance has been studied by several researchers, including: (Ariningrum, 2021), (Fania Mutiara Savitri et al., 2022), (Alvina Dwi Suwandita et al., 2023), (Gunawan et al., 2023).

#### **Information Systems**

Information systems are designed to collect, store, process, and distribute information, information systems are integrated collections of information technology components (such as hardware and software), data, procedures, and people. These systems aid in decision-making, information management, and business operations of an organization. In the business sector, information systems are essential for improving operational effectiveness, streamlining communication, and empowering organizations to react quickly to changes in the marketplace. Organizations can gain competitive advantage, manage data more efficiently, and streamline corporate procedures with the help of information systems. Effective implementation of information systems can also support risk management and data security, two critical areas in today's digital world.

Indicators or dimensions contained in information system variables include: 1) System Effectiveness: Assesses how well an information system supports decision-making, enhances

productivity, and achieves other desired business goals; 2) Scalability: The capacity of a system to handle an increase in the volume of data or users without experiencing a decrease in performance; 3) User Satisfaction: Indicates how happy end users are with an information system; usage data or user surveys can be used to gauge this.

Information systems have been studied by several researchers, including: (Manunggal et al., 2022), (F. Saputra & Sumantyo, 2023), (Putri Primawanti & Ali, 2022), (Zahran & Ali, 2020), (Oktaviani & Fajriah, 2023).

**Artificial Intelligence (AI)**

The field of computer science known as artificial intelligence (AI) is concerned with creating machines and systems that are capable of performing tasks that would normally require human intelligence. AI processes data, finds patterns, makes predictions, and makes judgments using algorithms, mathematical models, and machine learning approaches. AI applications include robotics, recommendation systems, big data processing, and speech recognition. AI is used in business to increase productivity, automate procedures, and extract deeper insights from complex data.

Indicators or dimensions contained in artificial intelligence variables include: 1) Accuracy: The extent to which AI can carry out operations or generate results, like classifications, forecasts, or recommendations, that satisfy its intended goals; 2) Processing Speed: AI's speed at data analysis and result generation is crucial for applications that need for instantaneous replies; 3) Scalability: The capacity of AI to manage growing amounts of data or more complicated tasks without seeing a decrease in efficiency.

Artificial intelligence (Ai) has been studied by several researchers, including: (Pratama et al., 2023), (R. Saputra et al., 2023), (Prentice et al., 2023), (Natasya, 2023), (Sudaryanto & Hanny, 2023).

**Relevant Previous Research**

Reviewing related publications as a basis for compiling research hypotheses by presenting the results of previous research, highlighting the similarities and differences with the research proposal, as illustrated in table 1 below:

**Table 1. Relevant Previous Research Results**

No	Author (Year)	Research Results	Simmilarities with this article	Differences with this article	Basic Hypothesis
1.	(Alvina Dwi Suwandita et al., 2023)	A company's strategy in using AI provides many benefits such as increasing operational efficiency, developing innovative products or services, and making better business decisions.	The influence of information systems and artificial intelligence	Differences in variables predict human resource trends, talent management and employee retention	H1
2.	(Pratama et al., 2023)	The presence of AI has changed the way HR performs routine tasks.	The influence of artificial intelligence on HR performance	Differences between big data variables, automation and the digital era	H2

**Discussion**

Based on the problem formulation and relevant previous research, the discussion in this article is:

**The Influence of Information Systems on Human Resource Performance**

Information systems are crucial to an organization's ability to manage its human resources (HR) department. One of the primary elements influencing how efficiently employees work is the effectiveness of information systems. Errors and task duplication are reduced when information is transferred fast and precisely through an efficient information system. Furthermore, when a system works well, personnel may concentrate more on their main responsibilities without getting sidetracked by laborious manual procedures. Employee productivity eventually rises as a result of their ability to finish jobs more rapidly and precisely.

Particularly in the context of organizational expansion, the scalability of information systems is crucial for assisting HR performance. The volume of data and operational complexity will rise as a company expands. An information system that is scalable may adjust to these changes without experiencing a decrease in performance. Thus, even if the amount of work increases, employees may still perform at their best. Additionally, scalability makes it possible for businesses to expand the system with more users or modules without affecting current functionality. This implies that workers won't have any barriers in getting the data and resources they require, which will raise the caliber of the work they perform.

HR performance is also significantly impacted by user satisfaction with the information system. User satisfaction will rise with a system that is simple to use and has an intuitive interface, and this will boost productivity. When workers are happy with the system they utilize, they are more likely to be motivated and less likely to search for alternatives or short cuts that could lower the caliber of their work. Low error and technical problem rates are also linked to user happiness, allowing staff to operate efficiently and reliably while delivering high-caliber work. A user-friendly system will also cut down on the amount of time needed for training, allowing staff members to become more proficient and quickly grasp the system.

By giving users access to a variety of learning modules and training resources, information systems also assist in HR development and training. Many businesses use Learning Management Systems (LMS) or other e-learning platforms that are integrated with their information systems in this digital age. Employees can easily enhance their abilities by having access to training materials at any time and from any location with this system. Sustaining strong HR performance requires ongoing growth and training because it equips workers with the newest abilities and information required to handle ever-more complicated job issues.

HR performance is directly impacted by an efficient, scalable, and user-friendly information system overall. Employees can work more productively, generate higher-quality work, and further their own personal development through learning and training in a friendly environment.

Information systems influence human resource performance, this is in line with research conducted by: (Farhan Saputra & Franciscus Dwikotjo Sri Sumantyo, 2023), (Oktaviani & Fajriah, 2023), (Zahran & Ali, 2020).

### **The Influence of Artificial Intelligence (Ai) on Human Resource Performance**

Its effects on human resource (HR) performance are profound, as aspects like scalability, accuracy, and processing speed directly affect productivity, quality of work, and employee training and development.

First, AI provides data analysis capabilities that are significantly more exact and accurate than human capabilities in terms of accuracy. AI is used, for instance, in the banking industry to analyze massive volumes of data and spot trends that people might overlook. This lowers mistakes, boosts trust in job output, and enhances the caliber of decisions made by firms. But depending only on AI has its drawbacks as well. The quality of the input data and the algorithms employed have a significant impact on AI accuracy. Inaccurate results may arise from biased algorithms or mistakes in data entry, which could eventually have a detrimental impact on HR performance.

One of the key benefits of AI that influences productivity is its speed of processing. When it comes to data analysis, report generation, and even decision making, AI is far more efficient than humans at completing complicated jobs. AI, for instance, can swiftly recommend repairs for production lines when issues arise and monitor them in real-time in the manufacturing sector. Businesses are able to decrease downtime and boost productivity as a result. Employees may need to upskill or even change job responsibilities in order to adjust to a faster work tempo, though, as a result of this speed.

Furthermore, a key factor in maximizing HR performance is AI scalability. AI makes it possible for businesses to grow without having to hire a large number of new staff members. consumer support teams can concentrate on more difficult instances that call for human engagement by using AI-powered chatbots, which can handle hundreds of consumer inquiries at once without the need for human intervention. But this can also give rise to worries about job security because the more regular chores that AI can automate, the more employment that could be replaced by technology.

AI's effect on productivity at work is evident. AI allows for the delegation of regular and repetitive jobs to robots, freeing up employees to concentrate on more strategic and value-added work. This lowers levels of stress and exhaustion at work while also increasing operational efficiency. To stay relevant in a workplace that is becoming more and more reliant on technology, workers must, nevertheless, constantly improve their skill set.

The application of AI improves work quality as well. Deeper data and analysis are possible with AI, which can assist staff members in making wiser decisions and producing work of a higher caliber. AI can be used in the creative industry, for instance, to analyze customer preferences and the market, enabling teams to develop goods and services that better meet the needs of the target audience. This attribute, meanwhile, is mostly reliant on how AI is incorporated into workflows and how staff members may use the technology to interact.

Finally, with the adoption of AI, areas such as staff training and development are becoming more and more crucial. Workers must receive training in digital skills, AI comprehension, and technology handling in order to be prepared for the modern workplace. Both hard skills like problem-solving and flexibility as well as soft skills like programming and AI operation are included in this. Good training will guarantee that staff members can work together with AI and take use of the technology to enhance their productivity.

Due to its accuracy, speed, and scalability, artificial intelligence (AI) offers numerous options to improve HR performance. But in order to fully leverage new technology without jeopardizing the sustainability and well-being of the human workforce, companies and employees must also quickly adapt, particularly in terms of training and skill development.

Artificial intelligence (Ai) influences human resource performance, this is in line with research conducted by: (Pakpahan, 2021), (Devianto & Dwiasnati, 2020), (Muzakir Uily, 2023).

### **Conceptual Framework**

Based on the problem formulation, relevant previous research and the results and discussion of the research above, including:

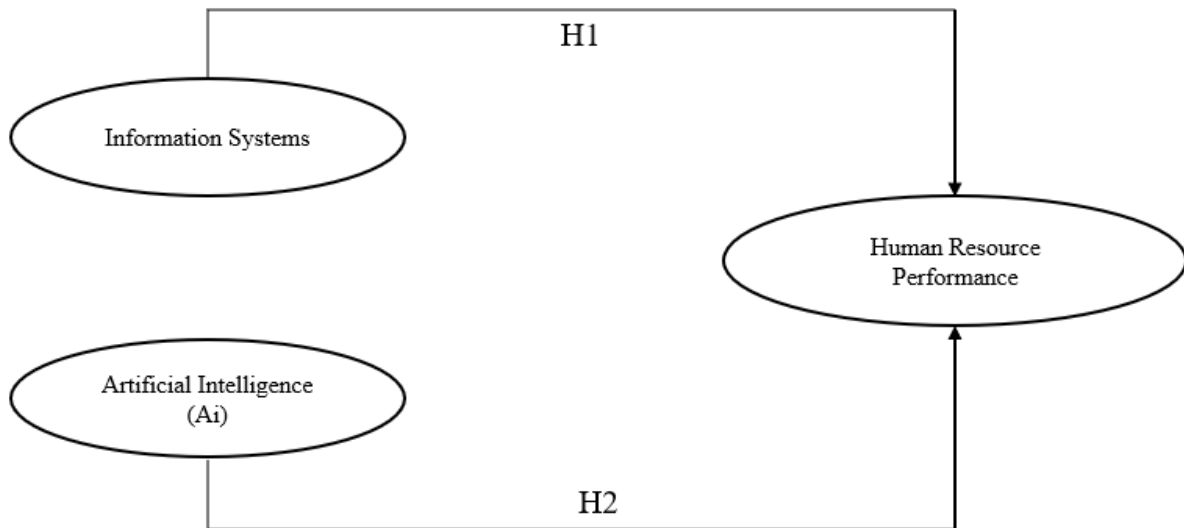


Figure 1. Conceptual Framework

Based on Figure 1 above, information systems and artificial intelligence (Ai) affect human resource performance. In addition to the independent variables above that affect the dependent variable (human resource performance), there are other variables that affect human resource performance, including:

- 1) Motivation: (Hardiansyah et al., 2019), (Priyanto & Indriani, 2022), (Amir & Sallatu, 2022), (Yusuf, 2021).
- 2) Work Environment: (Panjaitan, Maludin, 2019), (Siagian et al., 2022), (Larastrini & Adnyani, 2019).
- 3) Technology and Infrastructure: (Maisharoh & Ali, 2020), (Wahono & Ali, 2021), (Riska Aprilliah & Supratman, 2022).

## CONCLUSION

Based on the background of the problem, problem formulation, previous research, results and discussion above, the following research conclusions are obtained:

- 1) Information systems influence human resource performance
- 2) Artificial intelligence (Ai) influences human resource performance

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