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Executive Support System For Business and Employee Performance: Analysis Of The Ease of Use Of Information System, User Satisfaction and Quality of Information System

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Abstract: This article aims to examine the relationship between various variables in order to identify potential solutions. The research method used is qualitative, involving the analysis of published journals. Out of the five factors reviewed, three are independent variables, namely the ease of use of information systems, information system user satisfaction, and quality of information system. The executive support system for business is considered the intervening variable, while employee performance is the dependent variable. The analysis of twenty published journals concludes that the independent variables have a positive and significant impact on employee performance. The literature review suggests that businesses should take all factors into account to improve employee performance.

Keywords: Ease of Use of Information System, User Satisfaction, quality of information system, Executive Support System for Business, Employee Performance.

INTRODUCTION

Background

This article aims to investigate the impact of information systems on employee performance in companies. Information systems are crucial for managing data and information, conducting business analysis, and supporting decision-making processes that are more accurate and efficient. The ease of use of information systems, user satisfaction, and transformational leadership are important factors that can improve employee performance. Easy access to information helps to increase work efficiency, and employee satisfaction can increase motivation to use information systems in their work. The quality of information system relate to the accuration of information used for the business day-to-day. Moreover, the use of

executive support systems (ESS) for businesses can provide executives with the necessary information and business analysis for strategic decision-making, leading to a competitive advantage for the company. Therefore, this research aims to investigate the impact of ease of use of information systems, user satisfaction, and ESS on employee performance, with the goal of identifying factors that can improve both employee performance and company profits. (*Sistem Informasi Manajemen 2 (Ed.10) - Google Buku*, n.d.)

LITERATURE REVIEW

Employee Performance

Performance is a term commonly used to describe some or all of the activities of an organization during a specific period. (Mulyadi, 2001). Employee performance refers to the degree of accomplishment in meeting the work goals or objectives that have been established by the organization or work unit in question. (Dessler, 2010). Employee performance can be defined as the outcome or result achieved through an employee's work in terms of quality and quantity, with the aim of attaining the goals of the organization. (Hasibuan, 2005). Employee performance reflects the degree to which employees have accomplished predetermined objectives, met the expectations of their superiors, and made a constructive contribution to the organization (Judge, 2015). Employee performance refers to the outcome of work and behavior that is demonstrated through work productivity, quality, contribution, efficiency, effectiveness, punctuality, cooperation, creativity, and innovation. (Prof.Dr.Sugiyono, 2016).

Executive Support System for Business

Executive Support Systems (ESS) are computer-based information systems created to aid senior managers in making strategic decisions. ESS offers high-level overviews of business performance and data visualizations that help executives identify trends and potential issues quickly. An Executive Information System (EIS), or an Executive Support System (ESS), is a kind of management support system that helps and supports senior executives' information and decision-making needs. It provides simple access to internal and external information relevant to organizational goals. (*9. Executive Support Systems (ESS) - 9. Executive Support Systems (ESS) Definition of ESS An - Studocu*, n.d.) At the executive level, a strategic information system designed for unstructured decision-making, utilizing advanced graphics and communications, is commonly known as an Executive Support System (ESS). ESS serves to support the informational roles of executives (*Decision Support Systems & Executive Support Systems | PDF | Decision Support System | Information Science*, n.d.)

The Ease of Use Of Information System

Davis (1986) proposed the Technology Acceptance Model (TAM) theory, which explains that a user's perception determines their attitude towards the usefulness of using information technology. According to TAM, the acceptance of IT usage is influenced by both usefulness and ease of use. Usefulness and ease of use impact behavioral intentions, and technology users are more interested in using a system if they perceive it as useful and easy to use. Information system users will use the system more if it is easy to use, while a complicated system will discourage usage. Several studies including Davis et al. (1989), Szajna (1996), Venkatesh and Davis (2000), and Venkatesh and Morris (2000) (in Jogiyanto

2007) have demonstrated that ease of use directly or indirectly affects the use of information systems.

User Satisfaction of Information System

Satisfaction refers to the state experienced by consumers after encountering a performance or outcome that has met their expectations. According to Kotler (2003, p.89), satisfaction is the feeling of pleasure or disappointment a person experiences when comparing their impressions of a product's performance or results with their expectations. Ong et al. (2009:399) propose that the quality of information can be used as a measure to assess the quality of information systems. Information systems that can deliver information in a timely, accurate, and relevant manner while also meeting other criteria and quality measures will have an impact on user satisfaction (Fendini et al., 2014).

Quality of Information System

Information system (IS) is of most importance weapon among organizations (Nuraliati & Sianturi, 2021) because IS has the key relationship between many functions in organizational operations. IS is based on organization data which has significant importance to take various decisions by the management and executive, influencing organizational performance. Data management is important for taking various decisions; therefore, this data should have significant quality. Thus, the quality of Informaton System is required to be maintained by the organizations to achieve better outcomes in terms of various day-to-day operations (Nuseeb, Koussa, Matshidze, Umeokafor, & Windapo, 2021). However, various enterprises are facing issues relate to the quality of IS which affects the overall company performance. The low quality of IS affects adversely the management and executive decisions towards many functions such as expenditures, working capital, investment, etc. Inappropriate decisions made by using low quality data from IS could lead to long-term losses for the company. Many other organizations, enterprises, or company operate in Indonesia are facing same issues (Puspitawati, 2021). The low quality of IS affects the performance of the company. Particularly, the private sector or public-owned company are having more issues related to the IS (Sari and Lubis, 2018). Low quality of IS among the public-owned company has negative impact in different decisions. Inappropriate decisions made by the company will lead to low profitability, low return on assets and low return on equity. Therefore, it is very important to follow up the issues related to the quality of IS. Relevant researh concluded important elements related to the quality of IS which include efficiency flexibility, and reliability. Improvement for three elements stated, can enhance the quality of IS. The Information System is more important to promote quality (Hartani, Haron, & Tajuddin, 2021).

RESEARCH METHODS

In this study, the researchers utilize qualitative research methods and literature review techniques to explore social problems, social phenomena, and individual behavior. According to Creswell (2016), qualitative research focuses on interpreting and analyzing the meanings and perspectives of individuals and communities. Qualitative methods are useful in examining the hidden meanings behind societal phenomena. Literature review is a data collection method

that involves acquiring studies or reviews from books or other literary sources that are relevant to the research topic. As noted by Maelani (2015), literature review activities are conducted to obtain data, comprehension, and sources related to the researcher's problem. In this study, the author conducts a literature review on the topic of Executive Support System (ESS) for Business and Employee Performance, using accredited journal articles sourced from Mendeley and Google Scholar. The journals studied are outlined in table 1.1 of the following journal metrics:

Table 1: Summary of Previous Relevant Research

Authors (years), Title	Main Used Variables	Research Result	Difference with this article
Yoon S, Kim M (2023) A Study on the Improvement Direction of Artificial Intelligence Speakers Applying DeLone and McLean's Information System Success Model	X1: Information Quality X2: Service Quality X3: System Quality X4: Perceived Quality Y1: User Satisfaction Y2: Use Z: Net Benefit	X1 has positive effect only to Y2. X2 & X3 = has positive effect only to Y1. X3 & X4 has positive effect to Y1 & Y2.	Variables of X2, X3, X4, Y2 and Z.
Westerbeek, L, Ploegmakers, K, Bruijin, G, J. Linn, Weert, J, Daams, J, Van der Velde, N, Weert, H, Abu-Hanna, A, Medlock, S (2021) Barriers and facilitators influencing medication related CDSS acceptance according to clinicians: A systematic review	X1: Information Quality X2: Service Quality X3: System Quality X4: Perceived Quality Y1: User Satisfaction Y2: System Use Z: Net Benefit	X1 has positive effect only to Y1. X1, X2, & X3 = has positive effect to Y1 & Y2.	Variables of X2, X3, X4, Y2 and Z.
Apriyansyah, H (2022) Literature Review of: Decision Support System: Organization, Human Resources and Knowledge Management	X1: Organization X2: Human Resources X3: Knowledge Management Y: Decision Support System (ESS)	X1, X2, & X3 influences and have positive effect to Y.	Variables of X1, X2, and X3.
Harum, K. M, Ali, Hapzi (2023) Factors Affecting Operation Information Systems: Strategy, Software, Human Resources	X1: Strategy X2: Software X3: HRIS Y: Operations Information System (ESS)	X1, X2, & X3 affects Y	Variables X1, X2, and X3.
A. Hammood, W, M. Asmara, S, A. Arshah, R, A. Hammood, O, Al Halbusi, H, Al-Sharafi, M (2020) Factors influencing the success of information systems in flood early warning and response systems context	X1: Information Quality X2: Service Quality X3: System Quality X4: Perceived Quality Y1: User Satisfaction Y2: Use Z: Net Benefit	X1 has positive effect only to Y2. X2 & X3 = has positive effect only to Y1. X3 & X4 has positive effect to Y1 & Y2.	Variables of X2, X3, X4, Y2 and Z.

Gunesekera, A (2020) Moderating role of user types and system usability On is success model: a meta-analysis of e-learning, User satisfaction	X1: Meta Analysis X2: User Satisfaction X3: e-learning X4: Ease of Use of IS Y1: IS Success Model Y2: System Design	X1, X2, X3, and X4 Affect Y2	Variables of X1, X3, Y1 and Y2.
Zuleha, A (2023) The Effect of Information Technology, Single Sign on Information System, Knowledge Management on Business Performance	X1: Information System X2: Single Sign On Information System X3: Knowledge Management Y: Business Performance	X1, X2, and X3 affect Y	Variables of X3 and Y
N. Fawwaz, M, Ichsan, R, Rizka D. Anggraeni, R, Fortunisa, A (2023) The Impact of Transformational Leadership in Micro, Small and Medium Enterprises (MSMEs)	X1: Organizational Leadership Behavior X2: Transformational Leadership X3: Leadership Orientation X4: Effects Y: MSME Z: Impacts in business.	X1, X2, X3, and X4 affect Z	Variables of X1, X2, X3, and Y
Setiyono, S (2022) The Influence Of Manusia Resource Information Systems, Discipline And Work Motivation On Employee Performance	X1: The influence of HRIS (ESS) X2: Discipline X3: Work Motivation Y: Employee Performance	X1, X2 and X3 affect Y	Variables of X2 and X3
Siregar, M (2022) The Influence Of Information Technology, Human Resources And Computer Networks On The Marketing Information System (MSDM Literature Review)	X1: Information Technology X2: Human Resources X3: Computer Network Y: Marketing Information System (ESS)	X1, X2 and X3 affect Y	Variables of X2 and X3
L. Chuma, L (2020) The Role of Information Systems in Business Firms Competitiveness: Integrated Review Paper from Business Perspective	X1: Business Organization X2: Competitiveness X3: Strategic Advantages Y: Information System (ESS)	X1, X2 and X3 affect Y	Variables of X1, X2 and X3
Chipwere, W, Yushang, K, Chitesah, L, K. Dasilveira, I (2020) The Impact Of Accounting Information Systems On Financial Performance And Decision Making	X1: Accounting Information System (ESS X2: Accessibility X3: Efficiency X4: Flexibility Y: Financial Performance	X1, X2, X3, and X4 affect Y	Variables of X2, X3, X4 and Y
Primawanti, E.P, Ali, H (2022)	X1: Teknologi Informasi X2: Sistem Informasi Berbasis Web (ESS)	X1, X2 and X3 affect Y	Variables of X1 and X3

Pengaruh Teknologi Informasi, Sistem Informasi Berbasis Web Dan Knowledge Management Terhadap Kinerja Karyawan (Literature Review Executive Support Sistem (ESS) For Business)	X3: Knowledge Management Y: Kinerja Karyawan		
Wahono, S, Ali, H. (2023) Determinasi Kinerja Karyawan: Komunikasi, Technology Acceptance dan Pengambilan Keputusan (Literature Review Executive Support Sistem For Business)	X1: Komunikasi X2: Technology Acceptance X3: System Pendukung Keputusan (ESS) Y: Kinerja Karyawan	X1, X2, X3 affect Y	Variables of X1 and X2
Mangunbuana, I. B. G. M, Wirawati, N. G. P (2018) Pengaruh Kualitas Sistem Informasi, Kualitas Informasi, dan Perceived Usefulness Pada Kepuasan Pengguna Sistem Informasi Akuntansi	X1: Kualitas Sistem Informasi X2: Kualitas Informasi X3: Perceived Usefullness Y: Kepuasan Pengguna Sistem Informasi Akuntansi	X1, X2, X3 affect Y	Variable of X2
Agustiani, N. H (2010) Pengaruh Pemanfaatan Sistem Informasi Akademik Terpadu (SIKADU) Terhadap Kinerja Individual Dengan Kemudahan Penggunaan Sebagai Variabel Moderating	X1: Pemanfaatan ESS X2: Kemudahan Pengguna Y: Kinerja Individu	X1 and X2 affect Y	-
Indriani, Y. D, Seminar, K. B, Sukoco, H. (2019) Sistem Pendukung Informasi Eksekutif Mobilitas Sivitas Akademika Dan Publikasi Ilmiah Institut Pertanian Bogor	X1: Siklus Hidup Pengembangan Sistem X2: Mobilitas Dosen & Mahasiswa X3: Reputasi Ilmiah Y: Sistem Informasi Eksekutif	X1, X2 and X3 affect Y	Variables of X1, X2, and X3
Afthanorhan, A, Awang, Z, Rashid, N, Foziah, H, Ghazali, P. L (2019) Assessing the effects of service quality on customer satisfaction	X1: Service Quality X2: Search for materials X3: library staff X4: Library collection X5: facilities X6: Library environment Y: customer satisfaction	X1, X2, X3, X4, X5, X6 affects Y	Variables of X2, X3, X4, X5, X6 and Y
Muda, I, Afrina, A., Erlina (2018) Influence Of Human Resources To The Effect Of System Quality And	X1: System Quality X2: Information Quality Y: User satisfaction of Accounting System of Institution Application (ESS)	X1, X2, Z affect Y	Variable Z

Information Quality On The User Satisfaction Of Accrual-Based Accounting System	Z: Human Resource Quality		

Source: researcher (2023)

FINDINGS AND DISCUSSION

This section contains data (in concise form), data analysis and interpretation of results. Results can be presented with tables or graphs to clarify the results verbally, because sometimes the appearance of an illustration is more complete and informative than the display in narrative form.

In this section, it must answer the research problem or hypothesis that has been previously formulated.

Table

For tables, table descriptions are placed at the top of the table. Information is written in the middle with a space of 1 space from the table. Like the picture description, the table information is also given a serial number. Writing the source of the table is placed under the table and parallel to the left margin of the table with Times New Roman size 10. The writing in the table is typed with a space 1.

Table 1. Teacher-student ratios in three provinces (Yogyakarta, Jakarta and Papua) based on the level of education in 2015. (table: font size 10, bold, center)

Provinsi	D	MP	MA	MK
Yogyakarta	1:13	1:12	1:10	1:10
Jakarta	1:19	1:16	1:13	1:13
Papua	1:29	1:15	1:12	1:09

Source: Data of Research

Picture

The image is placed in the center (center) and referred to in the text (in line with text). The caption is written below the picture with a number. Captions begin with uppercase letters. If the description of the picture is more than 1 line, then it is written with a space 1. If the picture is a reference, then the source of the reference is also written. Source of reference image is typed in Times New Roman font size 12.

This article discusses several variables related to information systems and executive support systems, such as user satisfaction, ease of use, and transformational leadership. The study found that the factors most frequently reported were related to the relevance and usefulness of information, as well as the efficiency and ease of use of the system. The study also aimed to identify barriers and facilitators to medication-related Clinical Decision Support System (CDSS) acceptance by clinicians and found that these barriers and facilitators were often related to the technology component of the HOT-fit framework, specifically information quality and system quality. The article also highlights the importance of context and organization in the Executive Support System, where organizational dimensions such as internal state, human resources, and organizational structure can affect the dimensions of the Decision Support System. Finally, the article cites research from Robins (1996) that supports the idea that organizational structure is a tool of control that reflects the authority of top leaders

in decision-making, which can be centralized or decentralized. The importance of human resource development in improving employee performance and effectiveness has been highlighted by several researchers, including Mahmudah, Price, and Ayuningtias (Mahmudah, 2007; Price, 2003:558; Ayuningtias, 2007:10). Leeand Bruvold (Leeand Bruvold, 2003) also emphasize the role of human resource development in directing, encouraging, and motivating employees to improve their skills and abilities. This can be achieved through various means such as self-development, training programs, and career advancement opportunities. Moreover, research by Kurniawan, Setiawan and Pratama, Dewi and Hoesada, and Gopay et al. (Kurniawan, AW., 2012), (Setiawan, A., & Pratama, S., 2019), (Dewi, R., & Hoesada, J., 2020), and (Gopay, Rangga C., Rumawas W., & Sambul, Sofia A.P., 2021) suggests that human resources can influence the Decision Support System. This highlights the importance of considering human resources in the development and implementation of decision support systems to ensure their effectiveness and efficiency in improving organizational performance. In summary, human resource development plays a crucial role in improving employee performance and effectiveness. Moreover, the influence of human resources on the Decision Support System underscores the importance of considering human resources in the development and implementation of decision support systems (Apriyansyah, n.d.).

Transformational leadership has an effect on improving employee performance at PT Federal International Finance - Medan, meaning that if the leader has good transformational leadership, the performance will also increase. From the statement above it can be said that work organizational culture has a role or influence on improving employee performance, whereby increasing employee organizational culture will increase employee performance. The results of this study support research conducted by (Nasution, 2018); (Jufrizen, 2017a); (Sukama & Sudiba, 2015); (Lukita, 2019) and (Jufrizen & Lubis, 2020) who conclude that transformational leadership has a positive effect on employee performance. In theory, transformational leadership is a leadership model for a leader who tends to motivate employees or team member to work better by focusing on behavior to support the transformation between employees and organization (Rivai, 2020).

The statistical test results show that the regression coefficient score of the moderating variable ease of use of ESS for business = -0.008, the t value is -0.039 with significant value of 0.969, and it can be interpreted that no significant effect between the ease of use of SIKADU on the relationship between the use of ESS for business and performance employee. Utilization of ESS for business has a significant positive effect on employee performance. This indicates that using ESS for business with high intensity can help to improve employee performance. Ease of use of the information system doesn't moderate the effect of using ESS for business on employee performance, and it can be concluded that the variable ease of use of ESS for business is not the variable moderating. It shows that the ease or difficulty of using ESS for business doesn't affect the use of attitude towards employee performance (Agustiani, n.d.)

G. R. Terry: said that decision making is an election based on certain criteria of two or more possible alternatives. Robbin and Coulter (2012: 178) in the journal (Sugiyanto & Ruknan, 2020), with their Management Book, explains that the eight phase in decision making are, (1) problem identification, (2) identification of decision criteria, (3) allocation of weight criteria , (4) develop alternatives, (5) analyzing alternatives, (6) selecting alternative, (7)

implementing alternative, (8) evaluating the effectiveness of decision, and (10) evaluating the effectiveness of decision. George and Jones (2012: 471) in the journal (Sugiyanto & Ruknan, 2020), said "The process by which members of an organization choose a specific course of action to respond to both opportunities and problems". Decision making is a process by which members of the organization choose certain actions to respond to both opportunities and problems. Making good decisions on a particular activity will help individuals, groups or organizations to be effective. Hasan (Suradi, 2005: 16) in the journal (AHMAD FAUZI, 2009), says decision making is an alternative process from several alternatives systematically to be followed up to solve problems. According to Hapzi, Ali (2010: 157) in his book Business Information Systems (Ali, 2010), regarding the decision-making process, in Stage 7: Evaluation of the results of decision implementation decisions must be monitored continuously. Managers must evaluate whether implementation is proceeding smoothly, and decisions are producing the desired results. From the sources, the relationship between decision making and performance improvement can be seen from selecting the best alternative and evaluating whether the decision gives the desired results and with evaluation it will affect employee performance (Wahono et al., n.d.).

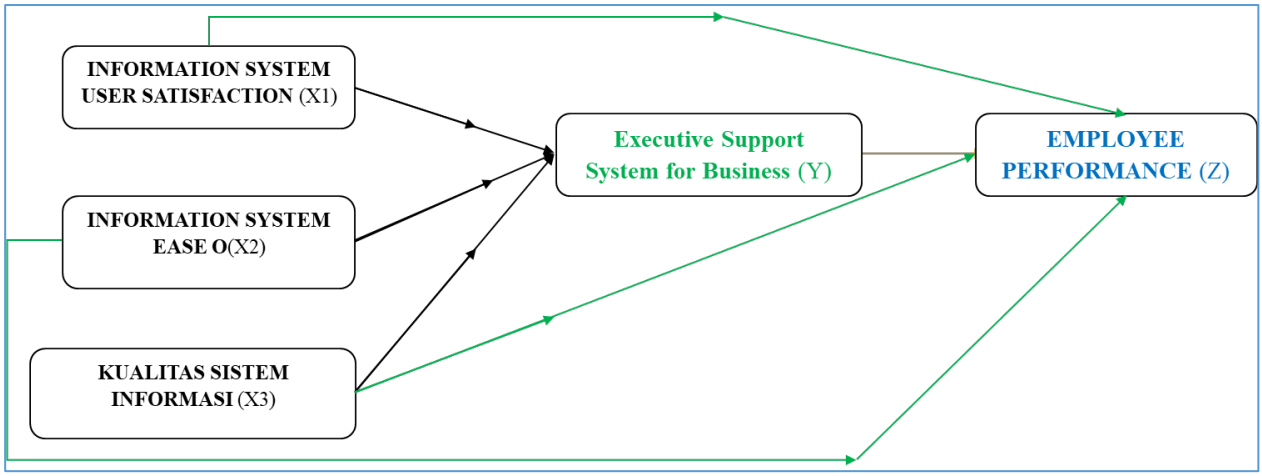
System quality has significant positive influence on the user satisfaction of Accounting System of Institutions application in the service partner work units of Indonesia's Government. The more high the value of system quality, will gain more high of user satisfaction of the Accounting System of Institutions application. The level of satisfaction includes accuracy, appearance, content satisfaction, ease of use of the accounting system and pertinence. These results assist the Adaptive Behavior Assessment System theory in behavioral analysis experiments find a large scale of number of principles of statements about how content user satisfaction, accuracy, ease of use, appearance, and pertinence as function of environmental variables. The strategy for changing behavior is derived from principles that have been applied, in more effective and satisfaction, for most human act in a variety of natural configuration. people are created to learn with range of extraordinary act. The series of responses, sometimes not included in the organization of logic thinking, assist the complexity of people act. The System and information quality, both affect to the user satisfaction. The total amount of use can affect user satisfaction in positive way. The user satisfaction effect on personal impact and continue to affect to the organization. Information systems have big role to support operational, business activities, support the management in making decisions, and support the advantages of an organization’s competitive strategy. I. S. can be used to create strategic plan and strategic advantages. Strategic excellence is an advantage that has a fundamental influence in the operations.

Information quality has significant positive impact on the user satisfaction of Accounting System of Institutions application in the service partner work units of Indonesia Government. The more high the acceptance levels it will more accurate, relevant, trustable, on time, understandable and more detail. These results assist the Adaptive Behavior Assessment System Theory in which Information quality is generated from the IS. Nowadays, modern business competition climate plays an important role, so in order to create, manipulate and capture information issue that developed from internal and external. The effectiveness of I. S. will be useful for management and executive of a business entity to make improvement to business development strategy. The use of an I. S. is expected to gain competitive advantage and comparative advantage for the organization The implementation of effective and efficient IT is expected to be the success factor for the business entity (Muda et al., 2019)

Conceptual Framework

Based on the theoretical study and the relationship between variables, the model or Conceptual Framework of this article is as follows:

Picture 1. Conceptual Framework



Source: Researcher (2023)

CONCLUSION AND RECOMMENDATION

Based on the previous relevant research, the study conclude that Information system user satisfaction affect executive support system for business and employee performance, the more effective and have good quality or have good value of an information system, the more satisfy the employee and can have positive influence on increasing employee performance.

Information system ease of use affect executive support system for business and employee performance, the reason is many hired employees are not having computer background, or not computer literate, to solve this issue, training, and recurring training to ensure the ease of use of information system. If any update or deface of user interface, the company need to give socialization, and must be smoother to use.

The Quality of information system indicates the quality of decision will be made by the company. To gain higher quality of information system, the company need to update the system, upgrade the hardware, and upgrade the human resource or the information system operator and administrator, so management and executive can have the best data and information for their office digest. The user satisfaction effect on personal impact and continue to affect to the organization. The quality of information systems will always need to support operational, business activities, support the management in making decisions, and support the advantages of an organization's competitive strategy. I.S. must be the first layer to create strategic plan and strategic advantages. Strategic excellence is an advantage that has a fundamental influence in the operations.

Recommendation

Refer to previous relevant research, there are many other factors that affect employee performance, apart from the information system user satisfaction, information system ease of use, quality of information system, and executive support system for business, therefore further studies are needed to seek for other factors that can affect employee performance other than

the variables focused on this article. For example, transformational leadership, employee competency, employee academic, network availability and company culture.

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