

## The Role of Organizational Commitment and Information System towards the Employees Performance

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**Abstract.** This research is conducted to find out the role of organizational commitment and information system in improving the employees performance in Sekretariat Dewan Perwakilan Rakyat Daerah (DPRD) Kabupaten Bandung Barat. Descriptive analysis method is used by collecting various data from human resource department as well as conducting interview with the employees of Sekretariat Dewan Perwakilan Rakyat Daerah. The result shows that the implementation of information system results in the improvement of employees performance. Moreover, the organizational commitment has also met the organizational needs. Therefore, the implementation of information system and organizational commitment affect the improvement of employees performance of Sekretariat DPRD Kabupaten Bandung Barat.

### 1. Introduction

Employee Management System is a platform to collect, manage, analyze, and perform any data and information required to support any management and administrative issues in government sector [1]. An organization needs information technology to improve its members performance which results in the improvement of organization performance itself. There are several key success factors in implementing information system, i.e. organizational commitment determining employee's loyalty. [2] cites that organizational commitment is dealing with employees attachment in achieving the goal of the organization that results in their loyalty. Organizational commitment is also related to the organizational trust [3]. It shows employees commitment to devote themselves to the goals and success of their organization as well as to remain with the organization. A high level of commitment contributes to the positive performance of the employees such as work satisfaction, motivation, and productivity. In addition, performance is defined as employees quality and quantity in dealing with their function and responsibility toward the organization [4]. It also shows employees achievement over certain period with several variability such as work standard as well as organization goals or criterion [5]. While employees performance is determined by their achievement based on particular criterion, organization performance is determined by its achievement as a whole. It is said that individual, group and organization performance are affected by both internal and external factors [6]. There are previous studies that have been carried out and have similarities and differences to the research that the researchers wrote in this study. Topics of information system was analyzed by [7], [8], [9]. Meanwhile [10], [7], [11], [3] analyzed organizational commitment. The performance was analyzed by [7], [11], [3]. Those researches have similarities with the author, namely researching

information system variables, organizational commitment, and employee performance. The difference from previous researches with this research are that previous research used a quantitative approach and the data analysis used a quantitative approach with statistical calculations while this study used descriptive analysis methods by collecting various data, furthermore this study used different objects from previous research where each objects have different characteristics.

The purpose of this study is to determine and analyze the application of the information system and employee organizational commitment and their effect on improving the employees performance of the Sekretariat DPRD Kabupaten Bandung Barat.

## **2. Method**

This research is conducting by using qualitative descriptive method which is characterized by collecting data and observing any behaviour occurred. This method is used to describe or provide some illustration concerning related issue. Single case experimental design is also performed in this research. Whereas, the sample used are the head and employees of Sekretariat Dewan Perwakilan Rakyat Daerah Kabupaten Bandung Barat. This tesearch is conducted for two months, from September ti October 2021. There are two data resources for the research, primary and secondary data. Primary data is collected directly from any chosen respondents. Meanwhile, secondary data is collected from documentation of various books, journal, magazine and tge internet.

## **3. Results and Discussion**

According to the respondents, the implementation of AKUR is inapropriate with the function of employees. Therefore, the achievement of organization goals has not fulfilled yet. [2] stated that there are some reasons occurs:

- a. The incapability of human resources in using the information system.
- b. The absence of summary flow chart which shows the source and printed data. It looks like a simple problem. However, it interrupts the information flow observation conducted by the organization leader.
- c. Hardware and infracture maintanance is still handled by the third parties which employed annually. Therefore, organization employees are incapable of handling even any simple malfunction.
- d. The lack of regular socialization of using the information system.

The information system could be implemented with several conditions:

- a. The availibility of transparency, especially in providing systematic data and information management;
- b. Bureucracy is not an obstruction;
- c. The information system management is conducted by organization unit;
- d. The improvement of human resources;
- e. The regular change management is a must.

The better the information system conducted the more effective the decision making resulted. Therefore, whether to cooperate with the third parties or handling the information system internally depends on every organization needs. It involves required information access, the capability of IT internal team as well as internal budget [3].

Moreover, the other respondents require a strict regulation in implementing the information system AKUR. Lack supervision has resulted in ineffectivity of employee's performance. In addition, all the performance should be based on the procedures or SOP. Thus, the employees should implement management information system as well as communicate with their supervisor so that the policies and procedures could be implemented well.

This research also supports prior research conducted by [7]. The conclusion of prior results defines that the implementation of information system has positive and significant effect to the employees performance. The integrity of the employees has positively and integrately affect their performance. It shows that employees integrity has a role to moderate the implementation of information system. Employees performance in an institution is an indicator of organization achievement, especially in implementing the information system. Performance and employees are always attached to each other. Employees of government institution always tend to improve their performance as a loyalty standard of working in an institution.

Second proposition for this research is the analysis of organizational commitment toward the employees performance. Building an organizational commitment is an important aspect that should be concerned by local government. Organizational commitment shows the attachment of employees and the organization which reflects in potential, relation and loyalty toward the organization. Organizational commitment is defined as employees identification standard which is aimed at achieving organization goals and value. It is also acted as an indicator whether an employee wants to remain or move out. Commitment, as defined by [10]. The same commitment also defines the attachment of the employees toward the organization as well as a reflection of their loyalty. The attachment and loyalty are determined by the work pressure. pada pegawai sesuai dengan harapan mereka.

Organizational commitment is theoretically and empirically related to the individual performance. [13] defines that normative and affective commitment is related to the performance, while the continual commitment is not. Committed employee will perform their best effort at work. Regarding to the respondents and referring to the theory suggested by [13], organizational commitment of employees in sekretariat DPRD Kabupaten Bandung Barat is on a high level. It is implied by affective commitment indicator achievement which includes career motivation, loyalty, the willing to remain with the organization as a continual commitment as well as their pride to work in the organization.

This research supports the prior research conducted by [11]. Their research define that organizational commitment has positive and significant effects toward employees performance. Therefore, the higher level of organizational commitment in an institution, the stronger the effect provided. will provide a strong. Organizational commitment also influences the effectivity of organization and employees performance. From organization perspective, effective employees performance is crucial in achieving the value and goals of the organization. [3] emphasizes that organization performance will be improved along with the improvement of employees performance.

Regarding to its work base and function, Sekretariat DPRD is an administrative service as well as supportive organization in measuring the performance achievement based on General Performance Index Indeks (Kinerja Umum-IKU) conducted by the members of DPRD. According to the respondents, the IKU of Sekretariat DPRD shows satisfaction results. The accountability report of Kabupaten Bandung Barat also shows that the performance indicator of Sekretariat DPRD reaches 100%. It means that the employees of sekretariat DPRD have conducted their work base as well as their function according to the analysis of position and working target affecting the organization performance in order to achieve their goals.

#### **4. Conclusion**

This research concluded that the implementation of information system refers to the improvement of employees performance management, although it is still limited to some of the employees of Sekretariat DPRD Kabupaten Bandung Barat. The problem occurs during the using of AKUR application is partially caused by the incapability of human resources. It should be improved in order to achieve best performance in the institution. Organizational commitment of Komitmen Sekretariat DPRD has met the organization requirement which results in employees motivation to remain with the organization. Organizational commitment provides strong influence toward the institution. Although the implementation of the information system has not significantly shown any improvement in employees performance, the organizational commitment has started to improve the performance. The achievement of employees performance could be reached if they could apply the information system

of AKUR well. Thus, a high level of organizational commitment could improve the employees performance in an institution.

### **Suggestion**

To improve the employees performance, Sekretariat DPRD should optimize the implementation of AKUR by both conducting any socialization and providing any supporting facilities such as internet and server. Therefore, in order to improve employees organizational performance, Sekretariat DPRD should also implement reward and punishment system as an evaluation toward the employees performance.

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