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The Effect of Information Technology, Single Sign on Information System, Knowledge Management on Business Performance (*Literature Review Executive Support System for Business*)

Arisnani Zuleha

Master of Management Student, Faculty of Economics and Business, Universitas Bhayangkara Jakarta Raya, email: anzarisnani@gmail.com

*Corresponding Author: Arisnani Zuleha

Abstract: The Executive Support System (ESS) is software that allows its users to convert data owned by the company into reports at the executive level that can be quickly accessed for various uses by various parts or work units within the company. ESS is also known by another term as Executive Information System (EIS). EIS is a system based on information technology support intended to assist company executives in the decision making process. Therefore ESS or EIS is a supporting system for executive decision making processes. In the results of this literature review obtained regarding factors that can affect business performance within the company. These factors include: (1) Information Technology has an effect on Business Performance (2) Single Sign on Information Systems has an effect on Business Performance (3) Knowledge Management has an effect on Business Performance.

Keywords: Information Technology, Single Sign on, Knowledge Management, Business Performance

INTRODUCTION

Developments in current global conditions, which among others are related to climate change, politics, security, health and the economy are increasingly difficult to predict and estimate the impact. For companies, the impact of changes in global conditions at various levels can be felt, among others due to interdependence and mutual influence across national borders. The company's ability to respond to changes and or adapt to changes that have occurred and will affect the company's ability to grow and develop. This capability, in addition to requiring the expertise of decision makers within the company, also requires information support and information technology-based decision-making process support systems.

Currently, many theories and scientific research results have been developed regarding decision making that are supported by data, information and systems. However, it is still

interesting to discuss and research this problem, firstly by conducting a literature review to get an overview of the development of theory and the results of past to recent studies, and secondly, conducting a comparative study of its application using data provided by companies that have listed their shares on Indonesia stock exchange. The reason for choosing public company data is the ease of obtaining information that can be obtained from periodic published reports by issuers, annual and semi-annual, or interim reports.

Financial Services Authority Regulation (POJK) Number 29/POJK.04/2016 concerning Annual Reports of Issuers or Public Companies requires public companies to present the company's performance during the reporting period, accompanied by financial statement data, which have been audited or unaudited, in accordance with reported period. The management of public companies generally describes the achievements and performance of the companies they manage.

Executive support is often prescribed as critical for fully tapping the benefits of information technology. However, few investigations have attempted to determine what type of executive support is likely or organizationally appropriate. This article puts forward alternative models of executive support. The models are tested by examining chief executive officers' behaviors in and perceptions of information technology activities. Chief Executive Officers and information systems executives are surveyed and further data collected from industry handbooks and from chairmen's annual letters to shareholders. The results suggest that executive involvement (a psychological state) is more strongly associated with the firm's progressive use of information technology than executive participation (actual behaviors) in information technology activities. Executive involvement is influenced by a Chief Executive Officers participation, prevailing organizational conditions, and the executive's functional background. Chief Executive Officers perceptions about the importance of information technology in their firms were generally positive, although they participated in information technology activities rather infrequently.

Analytics is the science of examining raw data with the purpose of drawing conclusions about that information and using it for decision-making. Before the formal written language, there were pictures which shared ideas, plans, and history. Most of the knowledge that we have of our ancestors is from these pictures drawn on caves or monuments. In today's world, visualizations in the form of bar charts, scatter plots, or dashboards are essential tools in business intelligence as they help managers to absorb information and take apt decisions quickly. Dashboards in particular are very helpful for managers as multiple charts and graphs giving the latest information about sales, returns, market share, etc. keep them up to date on the latest developments in the company. There are a number of visualization software in the market which are easy to learn and communicate the analyzed data in an easily understood form; the leading ones being Tableau, QlikView, etc. with each one having its positives. This chapter also looks at the pairing of visualization tools with different measurements of data (Sharma A.M et al., 2020).

Based on the background, the problems that will be discussed can be formulated in order to build hypotheses for further research, namely:

1. Does Information Technology affects Business Performance?
2. Does the Single Sign on Information System affects Business Performance?
3. Does Knowledge Management affects Business Performance?

LITERATURE REVIEW

Business Performance

Performance is the result of work achieved by a person or group within the organization, in accordance with authority and responsibility, in an effort to achieve organizational goals legally, not breaking the law, and in accordance with morals and ethics

(Ghifary, 2013). Business performance is an accumulation of the results of activities carried out within the company itself (Prasetyo and Harjanti, 2013). Business performance such as profit levels, sales growth, product quality, service quality, customer maintain rates, successful new products in the market and return on investment (Chung et al., 2012). Business performance as an effort to measure the level of performance includes sales turnover, number of buyers, profits and sales growth (Voss and Voss, 2000).

Organizational performance is often referred to as business performance or company performance, which is an indicator of the level of success in achieving company goals. Good company performance shows the success and efficiency of company behavior stating business performance as a result of organizational goals achieved through the effectiveness of strategies and techniques (Fairoz et al., 2010). Measuring business performance using two dimensions, namely the first dimension is financial performance or performance based on marketing such as the level of use, profitability and market share, while the second dimension is subjective performance. Subjective performance is a performance measurement based on measurements of customer and employee satisfaction, such as service quality, customer satisfaction, and employee job satisfaction (Agarwal et al., 2003).

Analysis of financial statements helps management identify company deficiencies and take action to improve company performance (Sundjaja, 2010). Company performance is an important indicator, because it can show the company's management ability to manage its capital. Performance is the result that has been achieved for various activities carried out by utilizing various available sources, which are measured using certain standard measures (Collin, 1992).

Discussion of business performance has been extensively researched by previous researchers, including: (Ahmad Sidiq et al., 2017), (Andi et al., 2020), (Andri, 2022), (Dwi Urip et al. 2022), (Fathurrahman et al., 2021), (Gilang et al., 2013), (Guntoro et al., 2018), (Hamidillah et al., 2019), (Irfan Nur, 2016), (Januar et al., 2021), (Mulianasari, 2018), (Navik et al., 2017), (Nining Asniar, 2022), (Rahmat, 2017), (Raga, 2020), (Sigit et al., 2015), (Yunita Utami, 2018), (Zuhar et al. 2016).

Information Technology

Information technology is a technique for collecting, preparing, storing, processing, publishing, analyzing, and disseminating information. One achieved by developing information technology is the internet network. Through the internet network the dissemination of access to information can be done remotely. Ease of access to information will foster transparency within the organization. In an organization or company, the way to compete with its competitors is to implement a good information system. The success of information system development is highly dependent on the conformity of expectations between system analysts, users (users), sponsors and customers (Szajna and Scammel, 1993). Changes from manual systems to computerized systems are not only related to technological changes, but also behavioral and organizational changes (Bodnard and Hopwood, 2004).

Utilization of appropriate information technology and supported by the expertise of personnel who operate it can improve the performance of the company and the performance of the individual concerned. Acceptance of a computer technology depends on the technology itself and the level of skill and expertise of the individuals who will use it. For companies, the right application of technology will bring competitive advantages, while for individuals, the expertise possessed will improve the performance of the individual concerned (Nelson, 1990). There is a relationship between the effectiveness of the use of information technology and the expected results from the use of information technology. Both self-efficacy and expected results will affect individual emotional and behavioral reactions to information technology (Compeau, et al. 1999).

User attitudes and beliefs can predict the utilization of information systems that use information technology (Thompson et al. 1991). Utilization of information technology is based on the theory of attitudes and behavior (Triandis, 1980). User attitudes and other factors affect the desire to use the system and will directly increase utilization. This increase in utilization will have a positive impact on performance.

The role of information technology for a company can be seen using the categories introduced by G.R. Terry quoted by Perdana (2009), there are 5 fundamental roles of information technology in a company, namely:

1. The Operational function will make the organizational structure more streamlined, the function has been taken over by information technology. Due to the nature of its use that spreads throughout organizational functions, units related to information technology management will carry out their functions as supporting agencies where information technology is considered as a firm infrastructure.
2. The Monitoring and Control function implies that the existence of information technology will be an integral part of the activities at the managerial level embedded in each manager's function, so that the organizational structure of the unit associated with it must be able to have a span of control or peer relationship that allows for effective interaction with employees. managers in related companies.
3. The Planning and Decision function elevates information technology to an even more strategic role because of its existence as an enabler of the company's business plan and a knowledge generator for company leaders who are faced with reality to make a number of important decisions on a daily basis. It is not uncommon for companies to ultimately choose to place an information technology unit as part of the corporate planning and/or development function because of this strategic function.
4. The Communication function is principally included in firm infrastructure in the modern organizational era where information technology is positioned as a means or medium for individual companies to communicate, collaborate, cooperate and interact.
5. The Interorganizational function is a role that is quite unique because it is triggered by the spirit of globalization which forces companies to collaborate or establish partnerships with a number of other companies. The concept of strategic partnerships or information technology-based partnerships such as the implementation of Supply Chain Management or Enterprise Resource Planning has made companies make a number of important breakthroughs in designing the organizational structure of their information technology units. In fact, it is not uncommon to find companies that tend to outsource a number of business processes related to their information technology management to other parties for the smooth running of their business.

Discussion of information technology has been extensively researched by previous researchers, including: (Ahmad Sidiq et al., 2017), (Andri, 2022), (Dwi Urip et al. 2022), (Irfan Nur, 2016), (Nining Asniar, 2022), (Grace, 2017), (Yunita Utami, 2018).

Information System

Information systems are the implementation of information and communication technology systems organized by companies in business. Information system support in the 21st century is very important. Because the emergence of many currents of change that are broad. The occurrence of this change has brought the world economic system to occupy the position of the 4th wave which is the creative economy (Khristianto et al., 2015).

The management information system is a communication procedure in which the input is recorded, stored, and retrieved in the output of the planning, operating and monitoring systems (Danang Sunyoto, 2014). Information systems are the result of technological developments that companies use to carry out operational activities. Through information

systems, the accuracy and speed of data acquisition can be done quickly (Mirnasari & Suardhika, 2018). The success of an organization in achieving its goals is very dependent on the skills of someone who manages the company (Krismiaji, 2015). If the management of a company is good and competent, it can prosper a country.

Today, the addition of innovations to web database systems in the form of audio and even video can produce varied web addresses. In making interactive web, it requires facilities that can respond to user responses. Web pages serve the function of presenting information in a changing web system (Rusdiana & Irfan, 2019).

Single Sign On

Single Sign On (SSO) is a form of information system that uses computer technology and internet networks. In principle, Single Sign On is a mechanism where users only need to remember one authentic username and password to open several services at once (Priyo Puji Nugroho, 2012). The Single Sign On system avoids multiple logins by strictly identifying the subject and allowing authentication information to be used in trusted systems or groups of systems. The Single Sign On system can increase the usability of the network as a whole and at the same time can centralize the management of relevant system parameters (Aminudin, 2014).

Single Sign On is an authentication system that allows users to access various applications using one credential without having to log in to each application. Single Sign On has 2 main parts, namely:

1. Single Sign On (login in one application, then other applications that are defined participate in Single Sign On (will be accessed automatically) and Single Sign Out (logout) in one application, then all applications that are defined as participating in will Single Sign On logout automatically.
2. This system does not require manual interaction, thus allowing users to perform a single login process to access all application services without repeatedly inputting a password. This technology is in great demand in very large and heterogeneous networks, where the operating systems and applications used come from multiple vendors, and users are asked to fill in their personal information on each multiplatform they wish to access.

Discussion of the single sign on information system has been extensively researched by previous researchers, including: (Andi et al., 2020), (Fathurrahman et al., 2021), (Januar et al., 2021), (Hamidillah et al., 2019), (Gilang et al., 2013), (Guntoro et al., 2018), (Raga, 2020), (Zuhar et al. 2016).

Knowledge Management

Knowledge Management as a system that enables organizations to absorb the knowledge, experience and creativity of their staff to improve organizational performance. Knowledge management is a process that provides a way so that companies can recognize where key intellectual assets are located, capture the size of intellectual assets that are relevant to development (Davidson and Voss, 2002).

Knowledge Transfer International defines knowledge management as a strategy that transforms an organization's intellectual assets, both recorded information and the talents of its members, into higher productivity, new values and increased competitiveness. Knowledge management teaches organizations from leadership to members how to generate and optimize skills as a collective entity.

The American Productivity and Quality Center defines knowledge management as a strategy and process of identifying, capturing and leveraging knowledge to increase competitiveness. Knowledge management is more related to matters of sharing knowledge to increase competitiveness. Knowledge management is more concerned with sharing

knowledge, not for the sake of knowledge itself, but rather a means of finding ways to enable organizational members to run their businesses faster, better and more cost efficiently.

Discussion of Knowledge Management has been extensively researched by previous researchers, including: (Mulianasari, 2018), (Navik et al., 2017), (Sigit et al., 2015).

Table 1: Relevant Previous Research

No	Author (Year)	Previous Research Results	Similarities With This Article	Difference With This Article
1	Ahmad et al. (2017)	Information Technology has a positive and significant effect on Business Performance	Information Technology affects Business Performance	Single Sign On Information System, Knowledge Management affects Business Performance
2	Dwi Urip et al. (2021)	Information Technology has a positive and significant effect on Business Performance	Information Technology affects Business Performance	Single Sign On Information System, Knowledge Management affects Business Performance
3	Nining (2022)	Human Resources Capacity, Information Technology, Internal Control Systems have a positive and significant impact on Business Performance	Information Technology affects Business Performance	Single Sign On Information System, Knowledge Management affects Business Performance
.4	Andi (2020)	System Quality, Information Quality, Single Sign on System Service Quality have a positive and significant effect on Business Performance	Single Sign on Information System influences Business Performance	Information Technology, Knowledge Management affect Business Performance
.5	Fathurahman et al. (2021)	The Single Sign on System has a positive and significant effect on Business Performance	Single Sign on Information System influences Business Performance	Information Technology, Knowledge Management affect Business Performance
6	Hamidillah (2019)	The Single Sign on System has a positive and significant effect on Business Performance	Single Sign on Information System influences Business Performance	Information Technology, Knowledge Management affect Business Performance
7	Muliana (2018)	Knowledge Management has a positive and significant effect on business performance	Knowledge Management influences Business Performance	Information Technology, Single Sign On Information Systems affect Business Performance
8	Navik et al. (2017)	Knowledge Management has a positive and significant effect on Business Performance	Knowledge Management influences Business Performance	Information Technology, Single Sign On Information Systems affect Business Performance
9	Sigit (2015)	Intellectual Capital, Knowledge Management has a positive and significant effect on Business Performance	Knowledge Management influences Business Performance	Information Technology, Single Sign On Information Systems affect Business Performance

METHODS

The method of writing this Literature Review article is the Qualitative Descriptive method and Library Research, sourced from the Google Scholar online application, Mendeley and other online academic applications. In qualitative research, literature review must be used consistently with methodological assumptions. This means that it must be used inductively so that it does not direct the questions posed by the researcher. One of the main reasons for conducting qualitative research is that it is exploratory in nature, (Ali, H., & Limakrisna, 2013).

DISCUSSION

Based on relevant theoretical studies and previous research, the discussion of this literature review article is:

1. Influence of Information Technology on Business Performance

The role of information technology for companies is very important. Information technology plays a role in improving the quality of information and also as a powerful tool and strategy for integrating and processing data quickly and accurately as well as for creating new service products as a competitive edge to face the competition. In addition, information technology also plays an important role for companies to streamline time and costs which in the long run will provide very high economic benefits. The application of information technology in each company or organization certainly has a different purpose because the application of information technology in an organization is to support its business interests. Especially with the current conditions, with high competition and fluctuations in the business world so that the application of information technology is not only a supporting tool, but also a strategic tool, where its functions and roles are more comprehensive and more broadly related to the company's vision, mission and goals (Rahmat, 2017).

Discussion of Information Technology affects Business Performance, this has been proven by research conducted by, namely: (Ahmad Sidiq et al., 2017), (Andri, 2022), (Dwi Urip et al. 2022), (Irfan Nur, 2016) , (Nining Asniar, 2022), (Grace, 2017), (Yunita Utami, 2018).

2. Influence of Single Sign On Information System on Business Performance

Many companies have developed several web-based application services. Of all the services built, each user must have an account in each service so that the user must remember each account to access the system and for security reasons, users usually change passwords regularly. The process of changing this password will certainly take quite a long time because considering that each change that will be made is directly proportional to the number of existing systems.

Based on this, a system is needed that functions to integrate all services in the application and can manage the authentication and authorization processes for each service system. Authentication is a verification process that aims to determine whether a user has the right to access the application system on the web or not. Users who do not go through authentication are called anonymous or guest.

The simplest way that can be done is to use login authentication. Where a user or users input a Username and Password (credential), then the system will then verify it. Verification will determine whether the credential is valid or invalid, if it is valid then the user may access the system. Conversely, if it is invalid, then the user does not have the right to access anything in the system. The authentication process in an integrated system requires an additional device that is useful as a connecting medium between the application service system and the integrator system. This system is capable of handling the entire authentication process on each application system, this system is known as the Single Sign On System (SSO).

This system is a technology that allows network users to be able to access resources in a particular network using only one user account. The advantage of this Single Sign On (SSO) system is that users do not need to have multiple Usernames and Passwords and can make data processing easier. The Single Sign On (SSO) system is an identity platform and user data management that provides user management, convenience and security. The Single Sign On (SSO) system allows a user to log in just once and has the right to access all applications that they already have (Fathurrahmani, 2021).

Discussion of the Single Sign On Information System has an effect on Business Performance, this has been proven by research conducted by, namely: (Andi et al., 2020), (Fathurrahman et al., 2021), (Januar et al., 2021), (Hamidillah et al., 2019), (Gilang et al., 2013), (Guntoro et al., 2018), (Raga, 2020), (Zuhar et al. 2016).

3. Influence of Knowledge Management on Business Performance

In its application, Knowledge Management has many benefits for companies. In fact, not a few companies that utilize Knowledge Management as a basic centralization of the company. The benefits of Knowledge Management include reducing the loss of intellectual capital when someone leaves the organization, reducing costs by repeating total expenses when the organization is solving problems, minimizing redundancy in knowledge-related activities, making improvements in order to increase productivity quickly and easily, increasing employee satisfaction by means of personal development and employee empowerment, drive competitive in the market strategy. By utilizing knowledge, organizations can be more effective in utilizing very limited resources. Without Knowledge, the organization or company will be threatened with failure. The existence of company Knowledge Management can further improve skills when taking learning from the surrounding environment. In addition, Knowledge Management is very important for the continuity of a company's business processes (Eka and Hapzi Ali, 2022).

Discussion of Knowledge Management has an effect on Business Performance, this has been proven by research conducted by, namely: (Mulianasari, 2018), (Navik et al., 2017), (Sigit et al., 2015).

Conceptual Framework

Based on the formulation of the problem, theoretical studies, relevant previous research and discussion of the influence between variables, the framework for thinking about this article is processed as follows.

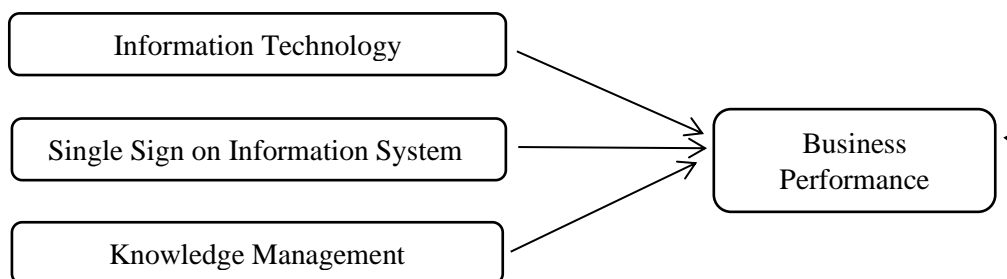


Figure 1: Conceptual Framework

Based on the conceptual framework picture above, then: Information Technology, Single Sign on Information System, Knowledge Management affect Business Performance. Apart from these three exogenous variables that affect business performance, there are many other variables that influence them, including:

- a) Intellectual Capital: (Nenden Puspa, 2018), (Wahono & Ali, 2021), (Iryani et al., 2021), (Hasyim & Ali, 2022), (Kholisoh & Ali, 2020), (Fauzi & Ali, 2021).
- b) Capital Structure: (D. A. Setyadi & Ali, 2017), (Octavia & Ali, 2017), (Larasetiati & Ali, 2019), (Fahmi & Ali, 2022), (Hernikasari et al., 2022), (Ali et al., 2016).
- c) Capital Expenditure: (Mispiyanti, 2020), (Ali et al., 2022), (Suleman et al., 2020), (Maisharoh & Ali, 2020), (A. Setyadi et al., 2017), (Paijan & Ali, 2017), (Putri Primawanti & Ali, 2022), (Mukhtar et al., 2016), (Lathiifa & Ali, 2013).

CONCLUSION

Based on the theory, relevant articles and discussion, hypotheses can be formulated for further research:

1. Information Technology affects Business Performance.
2. The Single Sign on Information System affects Business Performance.
3. Knowledge Management affects Business Performance.

Based on the conclusions above, the suggestion for the next author is that there are many other factors that affect business performance, apart from Information Technology, Single Sign on Information Systems, Knowledge Management, therefore further studies are still needed to look for other factors. the. Other factors affect Business Performance. Apart from the three variables examined in this article, such as Intellectual Capital, Capital Structure, Capital Expenditure.

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