



## Factors Affecting Operation Information Systems: Strategy, Software, Human Resources

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**Abstract:** Operation information systems are a tool that is needed by companies and government agencies in processing databases obtained from and used in the company's business. Literature review article Factors Affecting Operation Information Systems: Strategy, Software, and Human Resources are scientific article that aims to build a research hypothesis of the influence between variables that will be used in future research, within the scope of the Executive Support System for Business. The method of writing this Literature Review article is the library research method, which is sourced from online media such as Google Scholar, Mendeley, and other academic online media. The results of this article are that: 1) Strategy affects operation Information systems; 2) Software affects operation information systems, and 3) Human Resources influence the operation information systems.

**Keywords:** Operation Information Systems, Strategy, Software, and Human Resources.

### INTRODUCTION

In towards to this digital golden era, companies and government institutions are encouraged to develop knowledge and capabilities so that they can quickly adapt to the times and can increase competitiveness in maintaining the good reputation of companies and government institutions that are represented and survive in the post-pandemic situation that has not been fairly stable. Therefore, the science that needs to be understood and implemented in companies and government institutions is operational information systems. The operational information systems also has a function as production and operation management (POM) and are responsible for processing and transforming inputs, processing, and into outputs or known as IPOs that can be useful for companies and government agencies in achieving predetermined goals.

The purpose of writing this literature review analysis article is to find out the factors that affect the operation information systems such as: 1) strategy, 2) software; and 3) human

resources. Based on the background of the problem, the problem will be formulated in this literature review article so that it can focus more on the literature review, results, and also on the discussion that will be carried out. The formulation of the problems that will be discussed in this literature review article are:

1. Does strategy affect the operation information systems?
2. Does software affect the operation information systems?
3. Does human resources affect the operation information systems?

## **LITERATURE REVIEW**

### **Operational Information Systems**

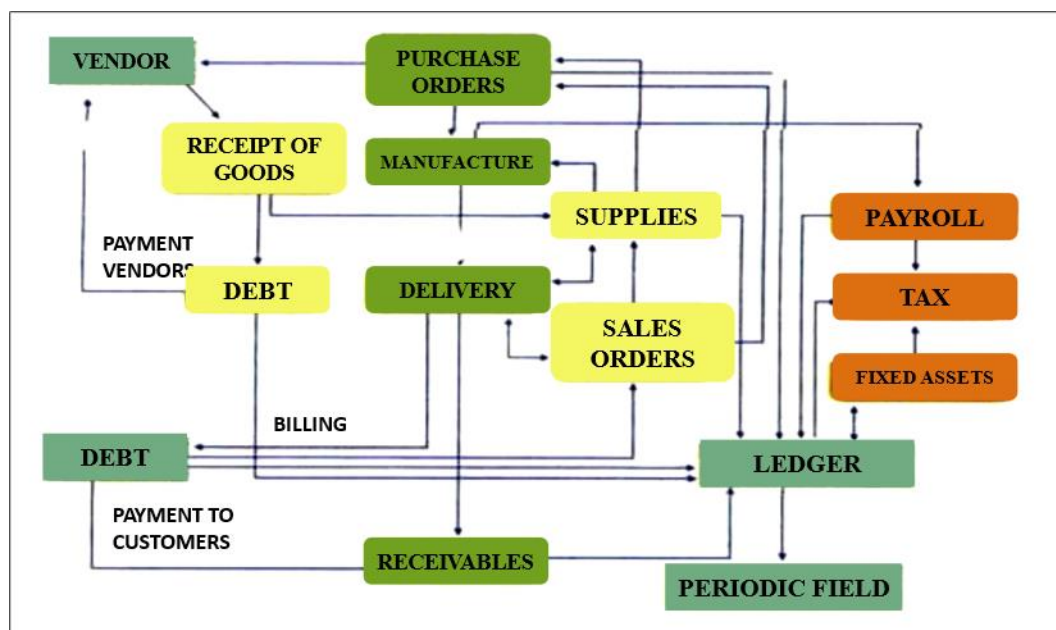
According to Sari (2017), a system is a combination of components and elements that are interconnected and established into a system to achieve predetermined goals. Meanwhile, according to Devi Rahayu (2014), the system is a series of interrelated activities to carry out the process of obtaining accurate information together. Information is an output obtained so that it can store meaning and usefulness that can provide value to people who need this information (Nugroho & Ali, 2022). According to it basically, the data in question includes events, facts, phenomena, and news that can be packaged and presented based on a predetermined production flow so that in the end it comes out as information that has passed the framework of truth and usability tests in accordance with operational needs.

Operational is a financial calculation activity of activity that must be collected and issued by every company and government institution (Umam, 2014). According to (Ibrahim, 2016) operational is a management process that is carried out evenly on human resources, technical tools, raw materials, and products that will be marketed to potential consumers and consumers.

The information system is a digital-based system that provides a myriad of information for the community for certain needs (M. Rusdiana, 2014). Another definition of an information system states that an information system is a system that has components such as a strategy, human resources, software, hardware, and brainware that help companies or government agencies in obtaining, packaging, and distributing data as information to encourage decision making appropriately and quickly (Rahmahwati Sidh, 2013). According to Rusdiana (2014) in order for an information system to experience significant development, the information system must also have several principles of information system development such as: 1) system development for operations management, 2) system development for large capital investments, 3) system development for labor training, 4) system development that does not have to be consequential, 5) dare to apply for project cancellation; and 6) the results of documentation become evidence in the development of operational information systems.

According to Prof. Dr. Ir. Hapzi Ali, MM (2016) operational information systems have two functions, namely operational and production management which are available at all levels in companies or government agencies that are responsible for the process of processing and transforming inputs into outputs that benefit people who have the same needs. It can be concluded that an operating information system is a tool that helps companies and government institutions in obtaining, process, and creating quality output for companies to achieve goals and success. Companies and governments without operation information systems will not be able to achieve a competitive advantage and succeed in marketing products that have been designed by their employee.

About this operation information system has been quite widely analyzed by previous researchers, including (Saputra, 2016), (Suparyanto and Rosad, 2020), and (Harsono, 2022).



**Figure 1: The process of transforming input into output**

Source: (Hapzi Ali, 2016)

## Strategy

Strategy comes from the Yunani language “Strategos” from the words “Stratos” (army) and ego (leader) which can be interpreted to mean that strategy is a plan made for a long-term period and has goals to assist the company in achieving predetermined goals and objectives (Sheron, 2019). According to Siregar (2020) quoting from his book "Marketing Management" Philip Kotler that strategy is an important element of a company to achieve success a business carried out depending on the capability of the company leader in formulating the strategy applied.

In addition, strategies are also grouped into 3 (three) types, namely; 1) management strategy is a strategy that is applied directly by the management of companies or government agencies to all areas of macro and micro strategy development, 2) investment strategy is a strategy oriented towards investment from stakeholders; and 3) business strategy is a strategy that leads to the functions of company management (Telaumbanua, 2018). In developing strategies, workers are required to have strategic thinking soft skills where strategic thinking can help workers to be skilled in completing work with several criteria such as:

1. Recognize the company or institution in which we work

Before entering the world of work, workers are required to have insight into where to work by providing as much information as possible regarding their place of work such as how much salary and office facilities are provided, what products are offered, the innovations needed have a positive impact on the workplace, what advantages and disadvantages they have, and the vision and mission they want to achieve.

2. Have a broad insight

Strategic thinkers usually have broad insights with the aim of determining the big picture of a creative and innovative idea. Because insights are formed from our willingness to surf the internet and absorb the information received every day.

3. Determining the positioning of the organization

Workers must also think strategically in determining sales positioning so that product sales targets can reach the maximum of what has been determined and reduce errors that have the opportunity to occur.

#### 4. Conduct market needs research

To obtain product service information when we are visiting consumers, organizations must strive to obtain data as information to the public in the internal and external environment of the organization through in-depth observation.

#### 5. Measure and evaluate ongoing processes

In measuring organizational success and failure, workers must master skills in providing advice and evaluating organizational performance so that in the future the organization can solve problems with appropriate solutions (Agus Harjito, 2016).

According to Mukhyi (2017) applying strategy is a process to realize the policies and vision and mission of the organization through several strategy development programs as follows.

##### 1. Program

A program is an activity or procedure that is required in the completion of a plan that includes organizational restructuring, changes in organizational culture, and the beginning of a new research effort.

##### 2. Budget

A budget is a financial planning in which each activity has detailed costs used by management and is formed into organizational financial statements that show the performance and financial condition of the organization.

##### 3. Procedure

Procedures or *standard operating procedures* are a step or techniques in making a detailed picture of how workers complete their work.

About this strategy has been widely analyzed by several previous researchers, including: (Engel, 2014), (R. M. Sari, 2020), (Nickols, 2012), (Osou, 2018), and (Prachi, 2022).

### Software

Software is an operating information systems designed as a translator of commands that are executed by hardware on a computer, perform calculation processes, and interact directly with users and programming languages (Rahman & Alfaizi, 2014). According to (H. Rusdiana et al., 2014) software includes a whole set of commands in obtaining and managing information such as: 1) system software: an operating system that organizes and encourages the operation of computer system programs, 2) application software, which runs programs directly for the last few users; and 3) procedures, controlling commands for users who will run operational information systems.

About this software has been widely analyzed by several previous researchers include: (Nugroho & Ali, 2022), (Susilowati & Kusuma, 2019), and (Tananjaya, 2012).

### Human Resources

According to Febriana (2019) human resources is a company's step to achieve its goals and objectives in facing various changes that exist both internally and externally. Meanwhile, according to (Furtasan Ali Yusuf, 2020) human resources are the most important component of the strategic management process and are part of efforts to develop company policies and the performance of company employees.

There are four main policies for improving the quality of human resources, namely: 1) improving the physical, spiritual, and fighting qualities of human beings so that the quality of life also increases, 2) increasing the productivity of human resources and their equity, 3) increasing human resources in expertise in the field of digital environmentally; and 4) the development of institutional bureaucracy and constitutions that can encourage the improvement of the quality of human resources (Putri et al., 2017).

About this human resource has been widely analyzed by several previous researchers, including (Chaerudin, A., Rani, I. H., & Alicia, 2020), (Sunarsi, 2018), (Mardhiyah, R. H., Aldriani, S. N. F., Chitta, F., & Zulfikar, 2021), (Zainal, V. R., Ramly, H. M., Mutis, T., & Arafah, 2019), and (Simanjuntak M.Triharjono B.Banjarnahor A et al., 2021).

**Table 1. Relevant Previous Research**

No	Author (Year)	Previous Research Results	Similarities To This Article	Differences With This Article
1	Ardian & Ali (2020)	Factors that affect Information Systems In Global Business: Management, Organization, and Technology.	Factors - Factors that affect information systems.	Management, Organization dan Technology mempengaruhi sistem informasi.
2.	Bessick (2016)	Factors - Factors y and Affect Information Management yang Effective Use of Information Technology Systems di Department of Public Sector.	Factors - Factors that affect information systems.	The influence of effective information on information technology systems.
3.	Harsono (2022)	Factors affecting computer-Based Information Systems: Operating Systems, Servers, and Programmers (Literature Review Executive Support Systems for Business)	Factors - Factors that affect information systems.	The effect of operations, servers, and programmers on information systems.
4.	Nelima, P., et al 2016)	Factors Affecting Information System User Satisfaction at the University of Kenya.	Factors - Factors that affect information systems.	The effect of satisfaction of information system users at the University of Kenya.
5.	M Biaggi Julian (2020)	Factors affecting Management Information Systems: Databases, Software, and Brainware.	The effect of software on information systems.	The influence of databases and brainware on information systems.
6.	Ravena Zahran (2020)	Factors Affecting Human Resources Information Systems, Business, Technology, and Methods.	The influence of human resources on information systems.	The influence of business, technology, and methods on information systems.

## METHODS

In writing this Literature Review article by the method of qualitative and literature review or Library Research. In addition, researchers also collect information sourced from platforms such as Google Scholar, Mendeley, and other online academic platforms as a bibliography reference. In qualitative research, the literature review is considered the basis for researchers to determine the title of the research and also as a guideline for researchers in deciding the results of research discussions (Ali, H., & Limakrisna, 2013).

## FINDINGS AND DISCUSSION

Based on relevant theoretical studies and previous research, the discussion of this literature review article in the concentration of *Executive Support System Business* is:

### 1. The Effect of Strategy on Operational Information Systems

Strategy is an important element in the application of an operational information system to complete a transformation of one's perception of strategy and expertise in dealing with changes that occur. In addition, strategy is a procedure that has a focus on the competitive advantage of an innovative product of a company or government agency.

Therefore, operational information systems are very blessed with the strategy of companies or government agencies in providing information that has added value in order to



provide useful outputs for certain internal and external scopes. The function of the operational information system is to obtain and present valuable information to help certain people who have needs in controlling the operations of companies and government agencies in order to achieve Their goals together.

The strategy has an influence on operational information systems, in line with previous research conducted by: (Maya Sari, 2018), (Abdul Kadir, 2018), and (Paylosa, 2014).

## 2. The Effect of Software on Operational Information Systems

The software can be interpreted as a tool that generates information digitally and can only be accessed by users through a computer or smart handheld telephone. The design of operational information system software is programmed to connect humans as users with computer hardware that has the function of translating human language into programming languages so that computer devices can obtain the information desired by users who have the same needs.

Operational information systems can be used effectively to make decisions quickly and appropriately demanding the inventory of software components such as: 1) hardware that is adequate in quality and quantity, 2) software created by humans as programmers to computers to run certain information system programs; and 3) human resources as brainware computers that have flying hours and competencies needed in the field of operational information systems of companies and government agencies.

The software has an influence on operational information systems, in line with previous research conducted by: (M Biaggi Julian, 2020), (Ilham et al., 2021), and (Hani & Alam, 2021).

## 3. The Effect of Human Resources on Operational Information Systems

Labor as human resources has a great influence on companies and government agencies in achieving goals and successes efficiently and effectively. In addition, human resources can run operational information systems obtained through screening where the focus of human resources is assessed in terms of the level of ability to work, adapt quickly to the work environment, and or can have a positive impact on companies and government institutions.

In operating an information system, humans are also the main key that is able to make the operational information system can be something that can provide quality output and also benefit internal and external companies and government agencies optimally and sustainably.

Human resources have an influence on operational information systems, in line with previous research conducted by: (Ravena Zahran, 2020), (Harsono, 2022), (Obeidat, 2012), and (Okon et al., 2021).

## Conceptual Framework

Based on the formulation of the problem, literature review, relevant previous research, and discussion of the influence between variables, then in the process of thinking about this article as below.

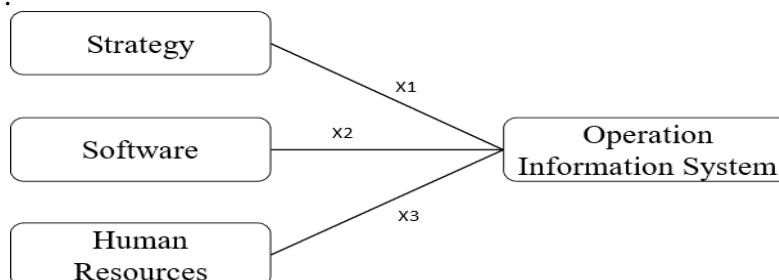


Figure 1: Conceptual Framework

Based on the conceptual framework image above, strategy, software, and human resources affect operational information systems. Apart from these three exogen variables that affect the Executive Support System for Business, there are many other variables that affect it including:

1. User Participation: (Pardani & Damayanthi, 2017), (Sahusilawane, 2014), and (K. A. D. P. Sari et al., 2021), (Dwitrayani et al., 2017), (Sudiantini & Saputra, 2022), (Octavia & Ali, 2017), (Larasetiati & Ali, 2019), (Fahmi & Ali, 2022), (Ali et al., 2016).
2. Wearer Capabilities: (Shendy Cahyaning Utami et al., 2016), (Dharmawan & Ardianto, 2017), and (Widyasari & Suardikha, 2015), (D. A. Setyadi & Ali, 2017), (Maisharoh & Ali, 2020), (A. Setyadi et al., 2017), (Paijan & Ali, 2017), (Suleman et al., 2020).
3. Top Management Support: (Susetyo & Suherman, 2016), (Teza Christy Pontonuwu, Inggriani Elim, 2017), (. et al., 2018), (Darwisyah et al., 2021), (Mulyani et al., 2020), (Sivaram et al., 2020), (Mahaputra & Saputra, 2021), (F. Saputra & Mahaputra, 2022).

## CONCLUSION AND SUGGESTION

### Conclusion

Based on the formulation of the problem, literature review, and discussion above, the researcher concluded for the next research, namely:

1. Strategy affects operational information systems.
2. Software affects operational information systems.
3. Human resources affect operational information systems.

### Suggestion

Based on the conclusions above, the suggestion for the next author is that there are many other factors that can affect *operational information systems*, apart from strategy, software, and human resources. Therefore, further studies are still needed to find other factors. Another factor affecting *operational information systems*. Apart from the three variables examined in this article such as user partisanship, user ability, and top management support.

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