



## ANALYSIS OF THE UTILIZATION OF INFORMATION TECHNOLOGY IN PERSONNEL AND HR DEVELOPMENT AGENCY KONAWA ISLANDS DISTRICT

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### ABSTRACT

This study aims to identify and analyze (1) the use of information technology at the Konawa Islands District Personnel and HR Development Agency; (2) Information technology development at the Konawa Islands Regency Personnel and HR Development Agency; and (3) Obstacles to information technology at the Konawa Islands Regency Personnel and HR Development Agency. The analysis tool used is the Analysis Interactive Model from Miles and Huberman, which divides the steps in data analysis activities into several parts, namely data collection, data reduction, data display, and data withdrawal. Conclusions or verification (conclusions). Based on the results of the study it can be concluded that (1) the utilization of information technology in the Personnel and Human Resources Development Agency of the Konawa Islands Regency as measured by hardware, software, data, procedures, and people are good; (2) The development of information technology in the Personnel and Human Resources Development Agency of the Konawa Islands Regency is getting better provided by the central BKN; (3) Obstacles to information technology in the Personnel and HR Development Agency of the Konawa Islands Regency, namely the lack of internet access.

**Keywords:** *Utilization of Information Technology*

### INTRODUCTION

The development of today's era is marked by the development of information technology. The longer humans can not be separated from technology. Information technology products are developing very rapidly, adjusting to human needs. Various products from information technology facilitate the data reporting process, thereby saving time. The use of information technology greatly influences the success, quality, and quantity of employee performance in an organization.

Information Technology (IT) is a technology used to process data. Processing includes processing, obtaining, compiling, storing, and manipulating data in various ways to produce quality information, namely

information that is relevant, accurate, and timely. Currently developing information technologies such as video technology, bioinformatics, cloud computing, global information systems, large-scale knowledge bases, and many more. Therefore, at present an organization, be it a company or a public agency, is all accustomed to processing data electronically, a computer is a necessary tool.

According to Rintho (2018: 3) information technology is a technology related to the management of data into information and the process of distributing that data or information within the limits of space and time. According to Muslihudin and Oktafianto (2016:41), computerized Information Technology indicators consist of hardware, software, data, procedures, and people.

Rakhmansyah and Susilo (2014) argued that how can an organization grow and develop without a computer, the implementation of management information systems is a basic requirement for organizations and can become a competitive advantage, so it gets high priority. All of these developments can be realized properly if supported by the right human resources. Increasingly, more and more trained personnel can use information technology tools effectively. Wireline information technology. Wireless is if from the meaning of the word it can be interpreted as "without cables", which is a substitute for wired media. While wireline is a centralized system, where all work related to computers is carried out centrally on a main computer in the computer system room.

The utilization of information technology has an important role in improving employee performance. One of them is the government agencies in the Konawe Islands Regency, especially the Personnel and HR Development Agency for the Konawe Islands Regency.

Based on preliminary observations at the Konawe Islands Regency Personnel and HR Development Agency known that the performance of employees Staffing and HR Development Agency for Konawe Islands Regency decreased. This can be seen from the low awareness of employees to learn to use information technology applications and the lack of awareness of employees to continue their education. In addition, there are still employees who hang around during office hours, do not enter the office without the permission of their superiors, and enter the office not according to working hours.

Another phenomenon shows that there are still some employees who do not understand using computers so they do not understand the use of information technology so they still need training. In addition, the use of information technology is still not implemented properly so it hinders the work of employees. This causes employee performance to decrease and needs improvement.

References to support the theory and prepositions in this study required an empirical study by the author, so some research results were adopted. Research conducted by Fadil Rahman Rezhki, et al (2022) shows that the use of ICT in Civics learning at SMP N 7 Padang uses Geschool media, WhatsApp Groups, and Youtube. Furthermore, research conducted by Husna Purnama, Iwan Zulfikar, and Tia Rama Destia (2020) shows that the use of information technology has a significant contribution and influence on service quality.

## LITERATURE REVIEW

### Human Resource Management

According to Marwansyah (2014: 3- 4) argues that human resource management can be interpreted as the utilization of human resources within the organization, which is carried out through the functions of human resource planning, recruitment and selection, human resource development, planning, and career development, provision of compensation and welfare, occupational safety and health, and industrial relations.

According to Edy Sutrisno (2016: 6) Human Resource Management (MSDM) is: "Planning, procurement, development, maintenance and use of human resources to achieve goals both individually and organizationally." According to Hasibuan (2016: 10) human resource management is "the science and art of managing relationships and the role of the workforce so that it is effective and efficient in helping the realization of company, employee, and community goals".

Bintoro and Daryanto (2017: 15) state that "human resource management, abbreviated HRM, is a science or a way of how to regulate the relationship and role of resources (labor) owned by individuals

efficiently and effectively and can be used optimally so that achieving the goals of the company, employees, and society to the maximum.

### **Information Technology**

According to Rintho (2018: 3) the notion of information technology is a technology related to the management of data into information and the process of distributing that data or information within the limits of space and time. Hamzah B. Uno and Nina Lamatenggo (2011:57) also stated that information technology is a technology used to process data. Processing includes processing, obtaining, compiling, storing, and manipulating data in various ways to produce quality information, namely information that is relevant, accurate, and timely.

According to Tata Sutabri (2014: 3) information technology is a technology that is used to process data, including processing, obtaining, compiling, storing, and manipulating data in various ways to produce quality information, namely information that is relevant, accurate and timely, which is used for personal, business, and government purposes and constitutes strategic information for decision making”.

Romney and Steinbart (2016: 4) define information technology as computers and other electronic devices used to store, retrieve, transmit, and manipulate data.

### **The Role and Importance of Information Technology**

The role of information technology in human activities at this time is indeed so great. Abdul Kadir (2014: 15) suggests that information technology in general has the following roles:

1. Information technology replaces the human role. In this case, information technology automates a task or process.
2. Information technology strengthens the role of humans, namely by presenting information on a task or process.
3. Information technology plays a role in restructuring the role of humans. In this case, technology plays a role in making changes to a set of tasks or processes.

### **Benefits of Information Technology**

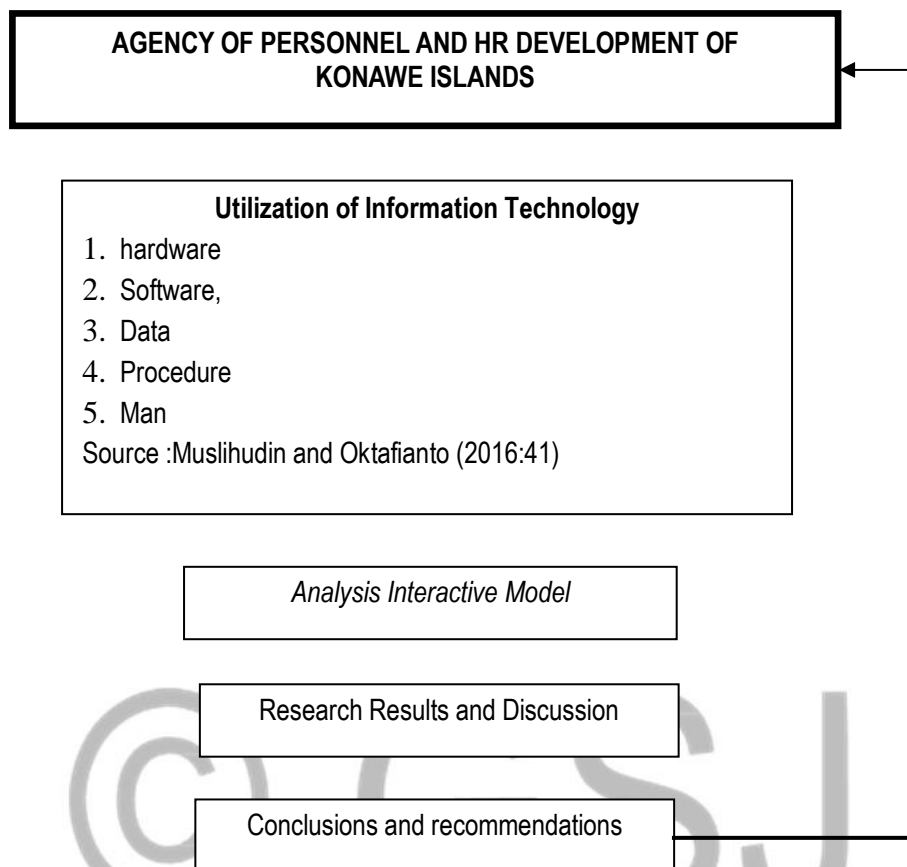
According to Abdulhak (2005: 413), there is a classification of the use of ICT into three types, namely: first, ICT as a media (auxiliary tool) education, namely only as a complement to clarify the descriptions presented. Second, ICT as a source, namely as a source of information and seeking information. Third, ICT is a learning system.

According to Bambang Warsita (2008:150-151), in general, there are three uses of information technology or instructional computers and the internet for education and learning, namely: First, Learning about computers and the internet, namely computers can be used as learning objects, for example, computer science (computer science). Second, learning with computers and the internet, namely, information technology facilitates learning according to the curriculum that applies in schools. For example, Pustekkom, DepDinas developed an interactive multimedia CD program for subjects.

### **Conceptual Framework**

The analysis technique used is the Analysis Interactive Model with data collection techniques using interviews and documentation. After processing the research results then interpreting them in the form of a discussion then drawing conclusions and determining suggestions to become recommendations for improvements to the Staffing and Human Resources Development Agency of Konawe Islands Regency. Based on the explanation above, the research framework is:

Figure 1. Research Conceptual Framework



## RESEARCH METHODS

### Research design

The method used in this research is the descriptive qualitative method. What is meant by qualitative research is research that is used to understand phenomena about what is experienced by research subjects holistically, and with descriptions in the form of words and language, in a special natural context by utilizing various scientific methods. (Lexy J. Moeloeng, 2011)

This research uses descriptive research type. According to Sugiyono (2019: 29), descriptive research is a method that functions to describe or give an overview of the object under study through data or samples that have been collected as they are, without conducting analysis and making general conclusions.

### Data Types and Sources

#### Data Type

The type of data used in this study are:

#### 1. Quantitative Data

According to Sugiyono (2019: 23), quantitative data is data in the form of numbers or scoring data. So quantitative data is data that tends to be analyzed using statistical techniques. Quantitative data, namely data in the form of numbers that can be calculated mathematically, consist of the number of employees in the Staffing and Human Resources Development Agency of Konawe Islands Regency.

#### 2. Qualitative data

Qualitative data, namely data that is not in the form of numbers but such as research locations, history of research objects, and vision and mission staffing and Human Resources Development Agency of Konawe Islands Regency.

### **Data Source**

Sources of data in this study consist of:

1. Secondary data

According to Sugiyono (2018: 456), secondary data are data sources that do not directly provide data to data collectors, for example through other people or documents. Secondary data in the form of data that has been processed by the Staffing and Human Resources Development Agency of Konawe Islands Regency obtained from agency reports consisting of organizational structure, general organizational data, and job descriptions.

2. Primary data

According to Sugiyono (2018: 456) Primary data is data sources that directly provide data to data collectors. Data is collected by the researchers themselves directly from the first source or where the object of research is carried out. Primary data, in the form of data obtained from direct interviews with respondents, namely the Secretary, Head of Personnel, Head of Human Resource Development, Head of General Affairs and Planning Subdivision, and Staff of Human Resource Development.

### **Data Collection Techniques**

The method used in collecting data in this study is as follows:

1. Interview

Interviews are conversations with a specific purpose. The conversation was conducted by two parties, namely the interviewer who asked questions, and the interviewee who provided answers to the question (Lexy J. Meleong, 2011: 186).

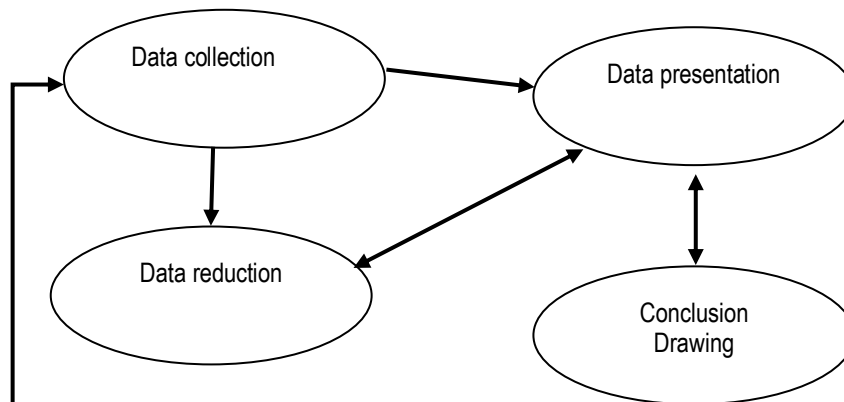
2. Documentation, namely collecting documents related to the analysis of human resource development in improving employee performance. This documentation is collated both obtained from the Staffing and Human Resources Development Agency of Konawe Islands Regency.

### **Data Analysis Technique**

To produce and obtain accurate and objective data according to what is the aim of this research, the data analysis used is a qualitative data analysis technique using context analysis from literature review and analysis of statements from interviews with informants.

Miles and Huberman in Sugiyono (2014: 19), argued that activities in qualitative data analysis must be carried out continuously until complete so that the data is saturated. Data analysis in this study was carried out at the time of data collection in a certain period. At the time of the interview, the researcher had analyzed the answers interviewed. If the answers submitted by interviewees or informants after the analysis is felt to be unsatisfactory, the researcher will continue the question again, up to a certain stage so that more credible data or information is obtained.

**Figure 2. Components in Interactive Model Data Analysis**



Source: Sugiyono, 2014:92

The guidelines used in the data analysis process can be stated as follows:

1. From the results of interviews, observations, and document recording, complete field notes were made. These field notes consist of descriptions and reflections.
2. Based on the field notes, data reduction was then made. This data reduction is in the form of important findings.
3. Data reduction is followed by compiling a data presentation in the form of a systematic story with edits from the researcher so that the meaning is more clearly understood. This data presentation is equipped with supporting factors, including methods, schemes, charts, tables, and so on.
4. Based on the presentation of these data, then formulated temporary conclusions.
5. These temporary conclusions will always continue to develop in line with the discovery of new data and new understanding so that a conclusion that is solid and truly under the actual situation will be obtained. And so on, this research activity takes place, namely, there is continuous interaction between the three components of the analysis together with the collection of new data which is felt to produce complete data so that conclusions can be formulated.
6. In formulating the conclusion, to avoid subjective elements, efforts are made:
  - a. Complete qualitative data.
  - b. Develop "intersubjectivity", through discussions with others.

Thus the conclusions in qualitative research may be able to answer the formulation of the problem that was formulated from the start, but maybe not, because as has been stated that the problems and problem formulation in qualitative research are temporary and will develop after being in the field. (Sugiyono. 2014: 345)

## **RESULT AND DISCUSSION**

### **Utilization of Information Technology in the Personnel and HR Development Agency of the Konawe Islands Regency**

The results of this study will analyze the use of information technology in the Personnel and Human Resources Development Agency of the Konawe Islands Regency which is good in terms of hardware, software, data, procedures, and people.

According to Tata Sutabri (2014: 3) information technology is a technology that is used to process data, including processing, obtaining, compiling, storing, and manipulating data in various ways to produce quality information, namely information that is relevant, accurate and timely, which is used for personal, business, and government purposes and constitutes strategic information for decision making". According to

Muslihudin and Oktafianto (2016:41), computerized Information Technology indicators consist of hardware, software, data, procedures, and people.

The results of the study show that the use of information technology in the Personnel and Human Resources Development Agency of the Konawe Islands Regency as measured by hardware, software, data, procedures, and people is good in terms of:

1. The office provides adequate facilities such as computers and printers;
2. The facilities provided by the office in completing the work are adequate so that they can support the work properly;
3. There are programs used in completing work;
4. The program provides convenience in completing work at the Konawe Islands Regency Personnel and HR Development Agency;
5. Management of existing data at the Personnel and HR Development Agency of the Konawe Islands Regency using several existing applications provided by the Central BKN;
6. The procedures for managing data at the Personnel and Human Resources Development Agency of the Konawe Islands Regency are under the SOP; And
7. Employees take advantage of existing information technology at the Konawe Islands Regency Personnel and HR Development Agency which is carried out very well under their functions.

The role of Information Technology today is not only used for organizations but also for individual needs. For organizations, information technology can be used to achieve a competitive advantage, while for individuals, technology can be used to achieve personal advantage, including finding a job.

Information Technology can be said to have penetrated all fields and various layers of society. A small example in today's society, cellphones with the ability to retrieve information from the internet have become items that people usually use to communicate, which makes the distance seem invisible. People are used to electronic mail (e\_mail) and are starting to move away from conventional letters that use paper.

Information technology has become the main facility in the world of bureaucracy, the main facility for the activities of various sectors of life which contributes greatly to fundamental changes in structure.

Utilization that occurs in big cities such as the city of Kendari itself has not been carried out effectively and thoroughly. Public services become activities in the framework of fulfilling service needs under statutory regulations. Public services must be based on service standards as a benchmark that is used as a guideline for service delivery and a reference for evaluating service quality as an obligation and promise to the public in the framework of quality, fast, easy, affordable, and measurable services. Public services are regulated in Law Number 25 of 2009 concerning public services, this provides legal certainty in dealings between the community and administrators in public services.

According to Bambang Warsita (2008:150-151), in general, there are three uses of information technology or instructional computers and the internet for education and learning, namely: First, Learning about computers and the internet, namely computers can be used as learning objects, for example, computer science (computer science). Second, Learning with computers and the internet, information technology facilitates learning according to the curriculum that applies in schools. For example, Pustekom, DepDinas developed an interactive multimedia CD program for subjects.

The results of this study are in line with research conducted by Husna Purnama, Iwan Zulfikar, and Tia Rama Destia (2020) showing that the use of information technology has a significant contribution and influence on the service quality of Bank Lampung KCP. Kalianda.

Line with the results of research conducted by Fadil Rahman Rezhki, et al (2022) shows that the use of ICT in learning PPKn at SMP N 7 Padang using Geschool media, WhatsApp Groups, and Youtube.

Based on the results of the study, shows that the use of information technology in the Personnel and Human Resources Development Agency of the Konawe Islands Regency as measured by hardware, software, data, procedures, and people is good.

### **Development of Information Technology at the Personnel and HR Development Agency of the Konawe Islands Regency**

The government has established an Information and Communication technology development program with the term E-government. The application of e-government is mandated by Presidential Decree No. 3 of 2003 concerning the implementation of electronic governance in Indonesia. The implementation of e-government in the implementation of government governance and public services certainly requires the use of information and communication technology along with reliable human resources to manage it.

E-government refers to the government's use of information technology, such as using the intranet and the Internet, which can connect the needs of citizens, businesses, and other activities. Can be a process of business transactions between the public and the government through an automated system and internet network, more commonly known as the world wide web (www).

Information technology uses a set of computers to process data, a network system to connect one computer to another as needed, and telecommunications is used so that data can be spread and accessed globally (Uno, 2010). According to Rusman (2011: 85), information technology can be interpreted as a series of stages of handling information, which includes the creation of sources of information, maintenance of information channels, selection, and transmission of information, selective reception of information, storage & retrieval of information, and use of information.

The research results show that the development of information technology in the Personnel and HR Development Agency of the Konawe Islands Regency adjusts to technological developments provided by the central BKN.

The development of information technology in the Personnel and HR Development Agency for the Konawe Islands Regency is getting better the progress of the agency.

There are five systems used by the Konawe Islands Regency Personnel and HR Development Agency, including SAPK, SIMPEG, E-MUTASI, E-KINERJA, and E-OFFICE. Each system has different functions and uses, all systems used by the Konawe Islands Regency Personnel and HR Development Agency are quite good. Like SIMPEG (Personnel Management Information System), this system can be accessed by all Civil Servants (PNS) throughout Southeast Sulawesi. Not only operators or those working at the Regional Civil Service Agency.

The results of this study are in line with research conducted by Ratih and Anjelina Tanti Kusumaningrum (2020) shows that class 6 PGSD A1 UNISNU Jepara uses technological media such as Whatsapp groups, telegrams, google classrooms, e-mail, youtube, and UNISNU Jepara e-learning for online lecture activities. These various technological media help students and lecturers in conveying learning material so that learning can run well and smoothly.

This is in line with the results of research conducted by Arimunandar Mansyur, et al (2021) showing that two aspects of the code of ethics and behavior are in good condition, namely the value of integrity and the value of professionalism. On the other hand, three aspects need to be improved about the large gap between the average expectation and the average reality, namely the value of synergy, the value of service, and the value of perfection.

Based on the results of the research, shows that the development of information technology in the Personnel and Human Resources Development Agency of the Konawe Islands Regency is getting better provided by the central BKN.

### **Information Technology Constraints in the Personnel and HR Development Agency of the Konawe Islands Regency**

The research results show that information technology constraints on the Personnel and HR Development Agency for the Konawe Islands Regency, namely the lack of internet access so that employees experience difficulties in completing work so they need to make improvements to the internet network and work with related parties, for example, the Ministry of Communication and Information and Telkom.

According to Tata Sutabri (2014: 3) information technology is a technology that is used to process



data, including processing, obtaining, compiling, storing, and manipulating data in various ways to produce quality information, namely information that is relevant, accurate and timely, which is used for personal, business, and government purposes and constitutes strategic information for decision making". According to Muslihudin and Oktafianto (2016:41), computerized Information Technology indicators consist of hardware, software, data, procedures, and people.

The Personnel and Human Resources Development Agency has the function of formulating technical policies in the personnel sector, providing technical guidance on the implementation of functions, monitoring, evaluating, and reporting on the implementation of technical support duties in the personnel sector. The function of the Agency for Personnel and Human Resource Development is at the same time part of the embodiment of the Bureaucratic Reform road map which has been made one of the objectives of each stage in the RPJMN. The goal of Bureaucratic Reform is to create a clean and accountable bureaucracy, an effective and efficient bureaucracy, and a bureaucracy that has quality public services.

The condition of Konawe Islands Regency has an internet network system that is still not optimal even though the application from the Central BKP is good but is not supported by a good internet network so it will not run optimally so special attention is needed on the internet network.

To implement Presidential Regulation Number 95 of 2018 and integrated online public services under the commitment of the Regional Government of the Konawe Islands Regency regarding the KPK action plan in the Korsupgah sector. Thus, the Communication and Informatics Office of the Konawe Islands Regency, as the agency responsible for the availability of Information and Communication Technology infrastructure, is currently temporarily supervising the stages of building an internet network within the Konawe Islands District Government. So far, the construction of the Internet network has included the installation of network devices in each OPD, and soon this will be the office area and all OPDs will soon be connected to the Internet.

This is in line with the results of research conducted by Fadil Rahman Rezhki, et al (2022) showing that the efforts made by teachers and students in overcoming these obstacles are by providing internet quota, holding workshops on application utilization, and by optimizing the use of the learning applications above.

Based on the research results show that information technology constraints on the Personnel and HR Development Agency for the Konawe Islands Regency, namely the lack of internet access.

### **Research Limitations**

The results of this study have provided several findings, but there are still some things that need to be studied further. This condition is strongly influenced by several things which indirectly become limitations of the research, namely:

1. This research resulted from the use of face-to-face contact interviews between information seekers and information sources. This will cause problems if the information provided is different from the actual situation.
2. This research does not consider other variables that might affect employee performance so potential possibilities related to competence in improving employee performance have not been included in this study.
3. This research was only conducted based on cross-sectional data, which means that the data is obtained from a certain time or only behavior at the time of research while the research object only focuses on the Personnel and Human Resources Development Agency of the Konawe Islands Regency in the future it can be carried out on a wider scope.
4. The number of informants used in this study was still limited, namely 7 informants from the Konawe Islands Regency Personnel and Human Resources Development Agency. Therefore, further researchers can increase the number of informants and different analytical approaches.

## Conclusion

Based on the results of research conducted by researchers on "Analysis of Information Technology Utilization in the Personnel and HR Development Agency of the Konawe Islands Regency", it can be concluded that:

1. The use of information technology in the Personnel and Human Resources Development Agency of the Konawe Islands Regency as measured by hardware, software, data, procedures, and people is good.
2. The development of information technology in the Personnel and Human Resource Development Agency for the Konawe Islands Regency is getting better provided by the central BKN.
3. The obstacle to information technology at the Personnel and HR Development Agency for the Konawe Islands Regency is the lack of internet access.

## Suggestion

Based on these conclusions, the researcher provides several suggestions, namely:

1. It is hoped that the head of the Personnel and Human Resources Development Agency for the Konawe Islands Regency will pay more attention to internet access so that information technology can be applied properly to provide convenience in completing work.
2. Future researchers who are interested in studying similar aspects, namely the use of information technology, it is expected to develop this research using a broader research subject.

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