



IMPLEMENTATION OF INFORMATION SYSTEMS IN MODERN OFFICE MANAGEMENT

Putri Kurniasari¹, Afina², Nasrun Harahap³

1Institut Agama Islam Negeri (IAIN) Datuk Laksemana Bengkalis

2Institut Agama Islam Negeri (IAIN) Datuk Laksemana Bengkalis

3Institut Agama Islam Negeri (IAIN) Datuk Laksemana Bengkalis

Email : putrikurniaa10@gmail.com1 , naaitsmee@gmail.com2, nasrunharahap07@gmail.com3

Received: May 2025	Accepted: May 2025	Published: June 2025
--------------------	--------------------	----------------------

Abstract :

In the era of digital and globalization, Management Information Systems (MIS) are the key to modern office work efficiency. MIS supports data integration, rapid decision making, and process automation. However, challenges such as infrastructure, human resources, and work culture still hamper its implementation. This study offers a holistic approach to optimize MIS effectively and sustainably. This study uses a literature review method by analyzing various documents such as books, journals, letters, and digital data. Data is collected from official sources and expert discussions, then analyzed using a content analysis approach. This process includes interpretation, explanation, and drawing conclusions based on written documentation, voice, and images. Management Information Systems (MIS) are important in modern offices to improve efficiency, data integration, and technology-based decision making. With the support of cloud, IoT, and big data, MIS accelerates work processes. However, challenges such as human resources, infrastructure, and work culture require adaptive strategies for MIS implementation to be successful and sustainable. Implementation of Management Information Systems (MIS) is very important in modern offices to improve efficiency, accuracy, and real-time decision making. However, technical, human resources, and infrastructure challenges must be overcome with adaptive strategies. With proper planning and integration, MIS can create a productive and competitive work environment, and drive an organization's digital transformation.

Keywords : Management Information Systems, Modern Office Management, Decision Making

INTRODUCTION

In the rapid development of the era of globalization and digitalization, organizations face the challenge of adapting to the ever-changing business environment. Information is now a strategic asset that is crucial to the success of an organization. Management Information Systems (MIS) emerge as a solution to manage information efficiently and effectively, while supporting a more appropriate decision-making process. MIS not only provides accurate and timely operational data, but also plays a role in optimizing resource utilization, strengthening internal communication, and increasing the organization's competitiveness globally. With the implementation of MIS, business process integration becomes better, so that activities such as production, inventory management, finance, and human resources can be managed in a more structured and comprehensive manner.



In this case, the Management Information System (MIS) acts as a platform that helps organizations utilize information technology to respond quickly to market dynamics and make more accurate decisions based on available data (Syahpitri & Padli Nasution, 2024). Rapid technological and information advances have also driven the increasing need for information in society. Information itself is a collection of data that has gone through a processing process with certain procedures to ensure its truth and usefulness when needed (Karina Suryadhiningrat dkk., 2023).

In the era of globalization and the Industrial Revolution 4.0, information technology has become a major pillar in building a fast, efficient, and organized work system. Modern offices are no longer just a place for administrative activities, but rather a center for managing complex, digital-based information. In this case, information systems have a strategic role in improving service quality, accelerating administrative processes, and supporting data-based decisions. Office digitalization through the implementation of information systems allows for the automation of various routine activities such as archiving, internal communication, mail management, and data storage in the cloud. Without a planned and integrated information system, organizations are at risk of becoming stagnant and having difficulty adapting to rapid changes. Therefore, it is important to conduct a study on the implementation of information systems in order to understand the determining factors for the success of digital transformation in the work environment.

Although information systems have great potential in increasing work efficiency and effectiveness, in reality not all organizations have succeeded in implementing them optimally. Various obstacles often arise, such as limited infrastructure, lack of training for human resources, resistance to change, and weak leadership commitment to the digitalization process. In its implementation, information systems are sometimes only used as a formality without being truly integrated into daily operations. This is also reflected in the research of Nugraha et al. (2023), which found that although the use of a Scrum-based information system in Wangunsari Village increased the accuracy of letter management, there were still obstacles in user adaptation and system maintenance (Nugraha dkk., 2023).

In contrast to previous studies that generally focused on technical aspects or limited case studies, this study carries a more comprehensive approach. The main emphasis is not only on the technical implementation of information systems, but also includes dimensions of human resources, organizational policies, technological readiness, and office work culture. By combining managerial and technical perspectives, this study aims to: (1) describe the

practice of implementing information systems in modern offices; (2) identify technical, HR, and managerial constraints; and (3) formulate adaptive strategies so that information systems can be implemented effectively and sustainably. This approach is expected to contribute to the development of scientific literature and become a practical reference for public and private organizations in implementing information systems that support modern work performance in concrete terms.

RESEARCH METHOD

This study uses a literature review method approach as the basis for its analysis. Data collection is carried out through a review of various library sources from various types of documents. These sources include various categories, including autobiographies, personal letters, books, scientific journals, diaries, clippings, memoirs, official documents from government and private agencies, as well as digital data stored in various media such as servers, flash drives, and websites. The writing process begins with the collection of various library sources, which include documents such as books, scientific journals, seminar proceedings, and the results of discussions with experts that are relevant to the research topic. After all the data has been collected, the next step is to conduct data analysis. The discussion carried out is closely related to information obtained from various forms of documentation, including writing, voice recordings, and images. This process is generally known as analytical research. In this process, the author applies content analysis techniques that include data interpretation, adding explanations, and drawing conclusions (Kurniasari dkk., 2025)

FINDINGS AND DISCUSSION

According to the Great Dictionary of the Indonesian Language, implementation is defined as execution or application. In general, implementation refers to a series of actions or activities carried out to achieve certain goals based on decisions that have been made. This includes efforts to change decisions into real steps that bring about changes, both large and small, in accordance with established procedures. The essence of implementation is understanding and carrying out what needs to be done after a program is run (Carolin Sembiring, 2022).

Thus, implementation can be interpreted as an action, activity, process, or policy that can produce an impact or encourage the realization of a goal. Meanwhile, the term management comes from Latin, namely "manus" which

means hand and "agere" which means to do, which then forms the word "manager" which means a person who controls or manages.

Specifically, the term leadership usually refers to an executive or manager, namely an individual who plays a managerial role in an organization. According to Aldag & Stearns in an article on development and strategy, management includes the process of planning, organizing, and directing human resources and organizations that are systematically arranged to achieve predetermined goals (Karmila & Bin Hasyim, 2016).

According to Tata Sutabri, an information system is a system in an organization designed to meet the needs of daily transaction processing to support managerial operational functions and strategic activities of the organization, and to produce important reports for external parties. Meanwhile, Jogiyanto explained that an information system is a combination of human elements, facilities, technology, media, procedures, and control mechanisms in an organization that aims to form important communication channels, manage routine transactions, provide warnings about internal and external events, and provide information that supports appropriate decision making.

Kenneth C. Laudon explained that technically, an information system is a collection of interconnected components that function to collect, process, store, and disseminate information to support the decision-making and control process in an organization. In addition, information systems also help managers and employees analyze problems, understand complex issues, and develop new products.

In general, an information system consists of three main processes: input, process, and output. These three stages produce the information needed by the organization to support decision making, operational control, problem solving, and product innovation. The input process functions to identify and collect relevant data, both from within and outside the organization. The processing process aims to change the data into meaningful and easily understood information. Furthermore, the output stage delivers the information to the parties who need it. After the entire process has taken place, the information system also requires feedback as a basis for evaluating and improving future decisions. (Top of Form Bottom of Form Kusnendi, 2016).

Various experts have put forward definitions of Management Information Systems (MIS). In general, MIS is understood as the process of processing data into accurate and relevant information to support decision making. According to Lee (2001), MIS is a system or mechanism that provides information to help manage an organization effectively. Baskerville and Myers (2002) define MIS as the process of developing, utilizing, and implementing information systems by

individuals, organizations, and communities. Laudon and Laudon (2003) see MIS as a field of information systems study with a focus on its application in the business and management world. Becta (2005) describes MIS as a communication network used within an organization. Murdick and Ross (1994) explain that MIS is a communication process that records, stores, and processes input data into output information to support planning, organizing, and monitoring functions. Meanwhile, Kelly (1970) states that MIS is a combination of computer technology and human resources that function to store, access, deliver, and utilize data to support management and business planning activities efficiently (Agustin, 2018).

According to Susanto (2004), a quality Management Information System (MIS) must consist of integrated components that work in harmony to produce accurate and reliable information for its users. All elements in this system must run in an integrated manner. The main components of MIS include hardware that functions to input, process, store, and display data; software which is a collection of programs to run computer functions; and human resources (brainware) whose job is to operate the system. In addition, there are procedures in the form of a series of routine activities that are carried out consistently, a database that contains a collection of interrelated data to facilitate information searches, and computer networks and data communications that support the exchange of information quickly and efficiently between devices (Frisdayanti, 2019).

Basic Concepts Of Modern Office Management

The terms office administration and office management are often used interchangeably in everyday conversation. Although historically both have different contexts of use, both terms basically have similar meanings and purposes in the literal sense. This is also emphasized in one of the United Nations publications which states that over time, the terms "administration" and "management" have increasingly been used synonymously. Administration is generally used in the context of government or state affairs, while management is more widely used in the business or corporate sphere. However, today there is a tendency for the term management to be used widely in the public sector, as a result of the adoption of business management practices that are slowly being applied also in government bureaucracy (Aziz Zulhakim, 2023).

Office management is a branch of management science that focuses on managing office activities effectively and efficiently. George R. Terry, as quoted by Gie, explains that office management includes the process of planning, organizing, directing, and controlling work in the office environment and its employees so that organizational goals can be achieved. Meanwhile, another view states that office management reflects the ability to guide staff to use work facilities optimally according to the situation and conditions of the work

environment in order to achieve predetermined targets. William Leffingwell and Robinson, as quoted by Priansa and Garnida, emphasize that office management is a combination of art and science in carrying out office tasks efficiently, whenever and wherever the work is carried out (Zainuddin dkk., 2019)

From various views on office management, it can be concluded that office management is a series of activities involving planning, organizing, directing, and controlling in managing the office work environment. The main goal is to create a working atmosphere that supports and motivates human resources, so that each employee can carry out their duties and responsibilities in an optimal, efficient, and effective manner.

In Indonesian, the word "modern" refers to something new, current, and in line with the times, both in terms of attitude, way of thinking, and action. Therefore, a modern office can be interpreted as a workplace that is able to manage resources optimally and implement a fair, efficient, productive, democratic, and human value-oriented work system. In practice, a modern office implements work principles that include planning, scheduling activities, carrying out tasks, evaluating results, and giving awards for employee performance. Thus, modern office management is the management of all office activities that are adjusted to the latest technological developments, work methods, and management systems in order to meet the needs of the organization holistically and sustainably (Rusdiana & Zaqiyah, 2021).

In the modern view, the office is seen as the core of an organization, where managerial activities take place, the center of decision making, the center of information exchange, and the center of communication. To provide a clearer picture, several experts provide the following definitions: (Syafuddin & Rahmad, 2018)

Office management is a branch of management science that plays an important role in providing information to ensure the smoothness and efficiency of all organizational activities. William Leffingwell and Edwin Robinson state that office management is a combination of art and science that focuses on carrying out office tasks efficiently, whenever and wherever the work is done. Meanwhile, Mills Geoffrey emphasizes that office management is the art of guiding staff in using work facilities that are in accordance with environmental conditions to achieve organizational goals. Thus, office management can be understood as the process of managing human and non-human resources and all office activities effectively and efficiently, in order to support the achievement of organizational goals through the provision of accurate and valuable information. Top of Form Bottom of Form (Rohmah & Ristianah, 2023).

The more modern an office is, the greater the volume of data, information, and functions that can be utilized more efficiently and effectively. This condition encourages organizations to be more progressive and adaptive in facing environmental changes and increasingly tight competition. The application of dominant technology in educational institutions in the office environment also determines the quality of work produced, and even plays an important role in fundamental transformations in the structure, operations, and management systems of the organization. In a modern office, all managerial activities are supported by sophisticated technology and equipment, which can be seen from the completeness of the available work facilities (AHyani & Saimima, 2023).

Implementation of Information Systems in Modern Office Management

In the decision-making process during implementation, the information management system plays an important role in providing various effective choices for decision makers. This allows them to determine and choose the most appropriate option. Decision making itself is the result of an effort to solve a problem, namely choosing the best alternative among several available options, as a result of a deep thinking process towards a problem faced.

The results of decision making are a form of consideration that requires information that is precise, accurate, reliable, and relevant to the needs of the organization. This information can come from external sources, but cannot be directly accepted without verification. Valid information greatly assists leaders in making the right decisions and in solving various organizational problems. Therefore, the management information system plays an important role in filtering and selecting information based on the basic needs of the organization to support an effective decision-making process (Anisa Puspita & Muhammad Irwan Padli Nasution, 2023).

Management Information Systems (MIS) are an important element in modern office management, especially in today's digital era. Kim & Lee stated that cloud-based MIS allows the integration of all work processes in one easily accessible platform, supporting performance monitoring, project management, and financial reporting. Real-time data access helps improve coordination and transparency between departments. However, they also emphasize the importance of cybersecurity due to the high dependence on digital systems. MIS is now the main basis for office operations by utilizing information technology for more efficient data management. Its components include hardware, software, networks, procedures, and human resources that support management and decision-making processes. MIS includes various systems, such as transactions, executives, decision support, and human resource information. With technological advances such as cloud computing, big data, IoT, and AI, MIS is

becoming more sophisticated. Laudon & Laudon emphasized that modern MIS not only helps management in making decisions, but also allows organizations to respond quickly to market changes. In the digital era, the use of MIS increases the speed and accuracy of decision-making through real-time data, work efficiency through automation, and stronger data protection. Davenport & Bean also stated that organizations that implement data-based MIS excel in terms of speed and quality of decisions compared to traditional methods. In addition, cloud-based MIS also strengthens teamwork and continues to evolve with technological advances to support operational efficiency (Nahuway Fernando, 2024).

CONCLUSION

The implementation of information systems in modern office management is very important in the current digital and global era. Management Information Systems (MIS) have a crucial role in increasing the efficiency, effectiveness, and accuracy of data management and decision-making processes. MIS is the main component that supports modern office operations that require speed, accuracy, and direct and comprehensive data integration.

However, in practice, the implementation of Management Information Systems (MIS) still faces various challenges, both from technical aspects, human resource quality, infrastructure limitations, and work culture that does not yet support. Therefore, the success of MIS implementation is highly dependent on the readiness of the organization, including the availability of resources, commitment from leaders, adequate training for HR, and system integration that is carried out comprehensively and sustainably.

In order to overcome these challenges, an adaptive strategy is needed, including structured planning, improving human resource competency, providing adequate infrastructure, and the involvement and commitment of all parts of the organization in supporting the digital transformation process.

The implementation of the right and integrated Management Information Systems (MIS) enables modern office management to create a more efficient, open, and adaptive work environment to change, so that overall it can increase the competitiveness of the organization.

REFERENCES

Agustin, H. (2018). SISTEM INFORMASI MANAJEMEN MENURUT PRESPEKTIF ISLAM. *Jurnal Tabarru': Islamic Banking And Finance*, 1(1), 63-70. [https://doi.org/10.25299/jtb.2018.Vol1\(1\).2045](https://doi.org/10.25299/jtb.2018.Vol1(1).2045)

- Ahyani, E., & Saimima, M. S. (2023). IMPLEMENTASI MANAJEMEN PERKANTORAN BERBASIS BUDAYA MUTU DALAM MEWUJUDKAN LEMBAGA PENDIDIKAN ISLAM UNGGUL. *Jurnal Visionary : Penelitian Dan Pengembangan Dibidang Administrasi Pendidikan*, 11(1), H. 50.
- Anisa Puspita & Muhammad Irwan Padli Nasution. (2023). Manfaat Implementasi Sistem Informasi Manajemen Di Organisasi Bisnis. *Jurnal Penelitian Ekonomi Manajemen Dan Bisnis*, 3(1), 153-158. <https://doi.org/10.55606/Jekombis.V3i1.3035>
- Aziz Zulkhikim, A. (2023). MANAJEMEN PERKANTORAN MODERN (Cetakan Pertama, Hlm. H. 2). CV. Andanu Abimata.
- CAROLIN SEMBIRING, A. (2022). IMPLEMENTASI KEBIJAKAN STANDAR PELAYANAN ADMINISTRASI TERPADU KECAMATAN (PATEN) DI KANTOR CAMATSEKADAU HILIR KABUPATEN SEKADAU. *Publika, Jurnal Ilmu Administrasi Publik*.
- Frisdayanti, A. (2019). PERANAN BRAINWARE DALAM SISTEM INFORMASI MANAJEMEN. *Jurnal Ekonomi Dan Manajemen Sistem Informasi*, 1(1), H. 65.
- Karina Suryadhiningrat, R. F., Wahyudin, A., & Sobandi, A. (2023). Implementasi Sistem Teknologi Informasi Dan Komunikasi (TIK) Dalam Manajemen Kearsipan (Studi Pada Sekolah Dasar Muhammadiyah Priangan Kota Bandung). *JURNAL PENDIDIKAN MANAJEMEN PERKANTORAN*, 8(1), H. 2.
- Karmila, M., & Bin Hasyim, S. (2016). Pengaruh Manajemen Perkantoran Terhadap Kinerja Pegawai Di Dinas Lingkungan Hidup Kebersihan Dan Pertamanan Kabupaten Garut. *Jurnal Pembangunan Dan Kebijakan Publik*, 7(2).
- Kurniasari, P., Wahidi, I., Habib, S., & Khrisfison, K. (2025). CONTRIBUTION OF EDUCATIONAL MANAGEMENT IN IMPROVING THE EFFECTIVENESS OF ISLAMIC EDUCATIONAL INSTITUTIONS. *Internsional Journal Of Multidisciplinary Research*, 1(2), H. 68-81.
- Kusnendi, K. (2016). Konsep Dasar Sistem Informasi. 1-36.
- Nahuway Fernando, V. (2024). Manajemen Perkantoran Modern Di Era Digitalisasi: Suatu Tinjauan Literatur. *JURNAL ADMINISTRASI TERAPAN*, 3(1), H. 306.
- Nugraha, D., Nur, I. L., Hidayatuloh, M. T., Laluma, R. H., & Gunawan. (2023). Implementasi Sistem Informasi Manajemen Kantor Menggunakan Scrum Framework Di Desa Wangunsari. *Jurnal Ilmiah Media Sisfo*, 17(1), 116-124. <https://doi.org/10.33998/Mediasisfo.2023.17.1.740>

- Rohmah, N. R., & Ristianah, N. (2023). Konsep Dasar Manajemen Perkantoran. INTIZAM: Jurnal Manajemen Pendidikan Islam, 6(2), H. 30.
- Rusdiana, R., & Zaqiyah, Q. Y. (2021). MANAJEMEN PERKANTORAN MODERN (Hlm. H. 3). Insan Komunika.
- Syahpitri, R., & Padli Nasution, M. I. (2024). PENTINGNYA SISTEM INFORMASI MANAJEMEN DALAM ORGANISASI MODERN. Neraca Manajemen, Ekonomi, 10(11).
- Syaifuddin, A. R., & Rahmad, S. P. (2018). Manajemen Perkantoran, (Hlm. H. 3-4). Bandar Publishing.
- Zainuddin, Z., Wafi, A. H., & Haq, A. (2019). MANAJEMEN PERKANTORAN MODERN (Studi Kosenptual Manajemen Kantor Di Lembaga Pendidikan Madrasah). Islamic Akademika : Jurnal Pendidikan & Keislaman, 3(1), H. 81-82.