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## Information Technology and Communication In A Company: An Analysis

Topic: Informatic and Information System

S D Anggadini, M H Ula, H Y Darmawan, L Yulianti

Universitas Komputer Indonesia

This research aims to determine the role of technology and information in the company. Generally, information and communication technology aims to provide a general understanding of information and communication technology equipment. The purpose of implementing information technology for a company is to obtain a value chain from information technology, which is beneficial to all aspects of the business and aims to improve efficiency. The research method used in this study is a descriptive method, that is, interviews are used to obtain more in-depth information. His research results prove that the use of information technology has a very important impact on employee performance. The conclusion of this study is that the role of information and communication technology is very beneficial to the company, and to win the competition, the company must have a core competitiveness or strategy. (Approx 136 words)

*Keywords: technology, efficiency, information and communication*

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## **LETTER OF ACCEPTANCE**

Dear **Sri Dewi Anggadini, M H Ula, H Y Darmawan, L Yulianti.**

Thank you for your submission to the INCITEST 2021. We are pleased to inform you that your paper entitled "**Information Technology and Communication In A Company: An Analysis**" has been **accepted** as a full paper for presentation by the conference committee of the International Conference on Information Engineering, Science, and Technology (INCITEST) 2021. The event will take place in Bandung, Indonesia, on 10 March 2021.

Kindly note that only papers presented during the conference will be considered for submission to the conference proceedings publisher. We kindly request that you or one of the co-authors be prepared to present the paper during the allocated presentation slot at INCITEST 2021.

Congratulations once again on the accepted paper. We look forward to welcoming you to INCITEST 2021 and witnessing the valuable insights you will share with the attendees.

Thank you for your contribution to INCITEST 2021, and we anticipate a successful and enriching conference experience.

**Warm regards,**

  
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as

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For The Paper Entitled

**Information Technology and Communication In A Company: An Analysis**

In The 4<sup>th</sup> International Conference on Informatics Engineering, Science & Technology (INCITEST),  
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# Information Technology and Communication In A Company: An Analysis

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**Abstract.** This research aims to find out the role of technology and information in the company. Generally, information and communication technology aims to provide a general understanding of information and communication technology equipment. The purpose of this research is to examine the importance of the application of information technology for a government to obtain the value chain of information technology, which is beneficial for all aspects of efforts to improve efficiency and effectiveness. The research method used in this research is qualitative descriptive method through socialization of questionnaires and interviews to employees of the Bandung City Government, to get more in-depth information. The results prove that the use of information technology has a very important impact on employee performance because it will facilitate all activities to be faster, precise and accurate, including in the Bandung government because it has utilized modern information technology in managing government management. In conclusion, this research is important to improve the understanding that information technology is necessary and very beneficial for the government and win competition with the private sector, the government must have advantages, core competitiveness, strategies and innovations, especially in the use of information technology.

## 1. Introduction

Information and communication technology is a challenge that companies must face. Innovation and applications based on information and communication technology (ICT) have become the main driving force for enhancing organizational performance, economic growth and social change. [1] Information and communication technologies have become valuable business tools for entrepreneurs. [2] Information and communication technology, education/training and R&D are one of the most important elements for establishing an entrepreneurial platform. [3] Entrepreneurship and ICT require skills to adapt to current economic trends. [4] Sin Tan's Kotelnikov explained the level of entrepreneurs' use of information and communication technology, which can be categorized from basic technologies such as radio and mobile phones to e-mail, e-commerce, and information system processes. Using it is more economically valuable and promising for its business. [5] The company's IT capabilities are essential for better website management, because it can portray comprehensive information and electronic

**Commented [12341]:** Write your complete affiliation, including department, faculty, and office address

payment systems. [6] Multinational companies put ICT business management at risk in terms of post-acquisition integration, and managing the process of shared value creation is the key to success in performance management. [7] Sin Tan also pointed out that the application of ICT in companies can improve business processes, one of which is through the Internet. Entrepreneurs can communicate with customers via e-mail, file sharing, building websites and e-commerce. [8]

This research refers to previous research according to [9] which states that information technology has an impact on various activities, especially when it comes to regulating business processes in order to adapt information technology to its environment. Similar to [10] which states that the importance of information technology is applied to the organization so that it needs an in-depth discussion of what kind of information technology will be applied. Research according to [11] that information technology affects internal control because it will manifest more optimal results. Furthermore [12] activities that include marketing, finance, resources are inseparable from the advancement of information technology because it will facilitate its implementation. This is supported by (13) technological advances impacting the organization's activities in order to survive against its competitors. This research has differences with previous research, namely the dimensions of content research and revolution problems so it is important to be researched.

Advances in information technology and communication are bound to affect employee performance. According to Simamora quoted and translated by Nurhayati, employee performance is the level at which employees meet job requirements. [14] According to Robbins, there are 5 indicators that measure the performance of individual employees, namely : quality, quantity, timeliness, effectiveness and independence. [15] The purpose of implementing information technology for a company is to obtain a value chain from information technology, which is beneficial to all aspects of the business and aims to improve efficiency. The research method used in this study is a descriptive method, that is, interviews are used to obtain more in-depth information.

## 2. Method

The method used is descriptive and qualitative method, the goal is to explain the phenomenon in more depth, which proves that the detail and depth of the data obtained is very important for research. Because it uses qualitative research, this research does not really focus on the value or number of variables measured. For data collection, using interview techniques, observation and dissemination of questionnaires to the Bandung watershed government in the information system section. The results of the questionnaire were collected again to map respondents' answers and compared with the results of interviews and observations, then analyzed to obtain conclusions related to the benefits of using information technology in government.

## 3. Result and Discussion

The use of information and communication technology (ICT) in an activity has grown rapidly in recent years. Nowadays, most people can easily use modern ICT products. From iPods, mobile phones, personal organizers and digital TVs to satellite communications technology, personal computers, and the World Wide Web. This new technology can help organizations maximize the search and exchange of information, as well as disseminate it through electronic publications. This allows individuals to directly communicate with others around the world from home or office. [16] It can be shown the useful use of computers and the internet both in close proximity and far, seen in figure 1.

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Add discussion from the view of engineering field such as online program to be in the scope of conference/publisher

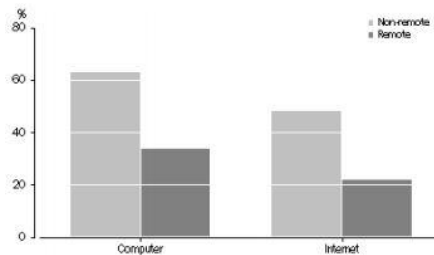


Figure 1. Chart Using of Computers and the Internet in Remote areas

Based on figure 1, it can be seen that information technology is very necessary for both remote and non-long distance because it will help in terms of communication and coordination to realize the company's achievements. The revolution in information technology needs to be done so that the company is ready to compete with other companies in the management of the company.

The role of information and communication technology in the field of government is demonstrated by the emergence of e-government proven to improve the cooperation relationship of the central government with other parties, such as citizens through Government to Citizen (G2C), business companies through Government to Business Enterprises (G2B), other governments through government to government (G2G). Good government is a joint agenda that is agreed on how to realize a government that costs less, quality government, professional government, digital government and government that conducts regulatory reforms. Therefore, it is important for governments to build innovation in the public sector, such as; development of the policy framework introducing e-government, including the establishment of new strategies and laws involving all stakeholders in the community. The condition of the utilization of information technology in the city of Bandung is categorized as good because it has used modern technology in the management of its government [17].

Through this policy, the government gets a response from various communities, if the public assesses that the policy can improve the quality of administration in Indonesia, then the value of the community will increase as well [18]. As for the utilization of internet-based information and communication technology can be utilized by anyone by knowing the general principle of information search in the internet world, there are at least two factors that determine the amount of time and effort we spend to obtain such information, namely; level of expertise on topics and knowledge of search strategies [19]. A person's level of expertise is very influential in finding information effectively, efficiently and focusedly, as the person can understand the language and how to prepare knowledge in the field of expertise [20].

Based on the results of analysis conducted from the results of surveys and interviews in the Bandung government, the database required by the government of Bandung in accordance with its duties and functions. The naming system of the database used is adjusted to the function of the database in question, for example the database containing recapitulation data from each work unit and used by the regional head, regional secretary and secretary of the council for reporting, decision making and strategic planning of local government named "executive database". To prevent data duplication in some work units, some work units that require the same data must use the same database. So that one database can be used by several work units to build its information system.

#### 4. Conclusion

In the application of information and communication technology the Bandung Government has been quite complete and has used modern technology. It must be realized that information and communication technology is just a tool that will not be able to create any change if it is not supported by adequate human resources and work culture to run these tools.

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### Acknowledgment

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## Information Communication and Technology in the Industry

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# Information Communication and Technology in the Industry

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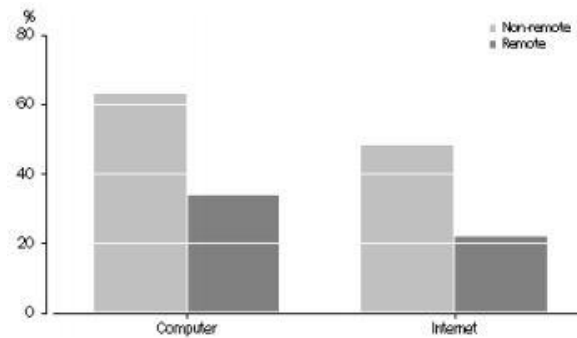
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