

Influence of job satisfaction and management information systems on employee performance at PT. Pawnshop in Palopo City

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Abstract

Purpose: This study aimed to analyze the effect of job satisfaction and management information systems on employee performance at PT. Pawnshops in Palopo City.

Research methodology: This study applied a quantitative approach with a total sampling technique, involving 38 employees as respondents. Primary data were collected through structured questionnaires and analyzed using SPSS version 23, employing descriptive statistics and multiple regression analysis to test the hypotheses.

Results: The findings indicate that both job satisfaction and management information systems have positive and significant effects on employee performance. The coefficient of determination (R^2) is 0.539, showing that 53.9% of the variation in employee performance can be explained by the two independent variables, while the remaining 46.1% is influenced by other factors outside this study.

Conclusions: This study confirms that higher levels of job satisfaction and effective use of management information systems contribute significantly to enhancing employee performance at PT. Pawnshops in Palopo City:

Limitations: This study was limited by the relatively small sample size and restricted to one branch of PT. Pawnshops and may not fully represent other branches or regions.

Contribution: This study contributes to the fields of human resource management and information systems by providing empirical evidence of the joint role of job satisfaction and information systems in improving organizational performance. These findings can serve as a reference for managers of similar institutions to optimize employee outcomes.

Keywords: *Employee Performance, Information Systems, Job Satisfaction, Management, Pawnshops*

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1. Introduction

The era of globalization is one of the driving variables that triggers such changes. Every organization, both public and private, is required to be able to carry out dynamic changes as a strategy to adapt to the environment so that the company can survive and be sustainable. An organization is founded because it has goals to achieve. To achieve their goals, each organization is influenced by the actors in the organization concerned. The success of achieving these goals depends on the behavior and attitudes of people toward synergizing various resources, including human resources, natural resources, science and technology. An important factor in the success of organizational performance is the presence of

employees who are capable and skilled and have high work enthusiasm, so that satisfactory work results can be expected (Adil, Sapar, & Jasman, 2020; Pohan & Tarigan, 2022). Challenges and changes in the environment encourage companies to be effective and efficient. The challenge lies in recruiting, retaining, and developing employees. The company makes various efforts to continue recruiting potential employees, retain company assets to remain within the company, and always attempts to maximize its employees' abilities. Companies do this to achieve harmony in the implementation of their activities (Anggreani & Wilandari, 2023).

Employees are one of the supporters who drive activities within an office or company agency; therefore, employees need what is called "direction" or "work instructions" from the company agency to carry out activities within the company so that the implementation is in accordance with the plan. Performance is one of the factors that influences a company's level of success (Chasanah, 2008; Salman, 2024). PT. Pegadaian (Persero) is the only State-Owned Enterprise (BUMN) that operates in the pawning sector, but the proliferation of Sharia Banks, which also operate in the pawning sector, has resulted in PT. Pegadaian (Persero) must be ready to face competitive challenges in the future. To bring a company into the business environment, managers must be responsible for planning and have the competence to make the expected changes. One of the changes that is influential in carrying out work effectiveness is human resources, often called human capital. If human resource management can be carried out well and precisely, it will undoubtedly create high-quality and solid human resources for carrying out their duties. The tasks that a person performs describe the quality and quantity of work performed. Each individual tends to face things that may not have been previously anticipated in the process of achieving the desired needs, so that through work and growth, a person will make progress in his life. Performance is the process carried out by a company to evaluate an employee's job performance. The success of an organization, both as a whole and in various groups within a particular organization, is highly dependent on the performance of its employees concerned in a company (Smat, 2004).

In addition to the performance of company employees, an information system for a company is equally important. A Management Information System is relatively complex in nature. The presence of information technology in everyday life is important considering the continuous development of technology, and as a result, the demand for technology from humans is increasing. Currently, the use of social media is no longer bound by the boundaries of place and time because users can access it via smartphones anytime and anywhere, even while working, which can result in excessive use of work time. This situation adds complexity to the work environment, where each organization has different goals (Ali, 2019). Gordon B. Davis in his book Jong, Chen, Ruangkanjanases, and Chang (2021) explains that a Management Information System is an integrated human or machine system to provide information to support operations, management and decision-making functions in an organization.

An information system is a subsystem that is part of another system with a larger capacity. Information systems cannot be designed or operated separately from other subsystems. Information systems are only one of several subsystems owned by an organization. The functions of the other subsystems are completely dependent on the role of the organization. These subsystems are usually described in terms of their activities and correspond to specific departments within an organization. Information systems assist in controlling and organizing various activities from subsystems within an organization to help it realize its goals (Erpurini, 2019; Mandasari & Rikumahu, 2024). The function of the Management Information System is to encourage the fulfillment of information needs. Information maintained with the Management Information System is expected to meet the characteristics of "Amount of Information (Quantity of Information), Quality of Information (Quality of Information), Recency of Information (Actual Information), Relevance of Information (Relevant or Appropriate Information), Accuracy of Information (Accuracy of Information) and Authenticity of Information (Truth of Information)." As stated by (Bac, 2022) in his book Deni Darmawan and Kunkun Nur Fauzi, that "Management Information Systems support information data management activities, especially with regard to information sources, information accuracy, information flow and expansion in the information collection process"

Based on the above explanation regarding employee job satisfaction and management information systems, the author is interested in conducting research on PT. Palopo Branch Pawnshop. which is located at Jl. Andi Kambo No.43, Salekoe Village, East Wara District, Palopo City, South Sulawesi which is a State-Owned Enterprise (BUMN) or credit institution managed by the government whose main activity is carrying out the distribution of loan money on the basis of pawn law. The distribution of loan money is carried out in an easy, fast, and safe manner so that it does not burden the people making the loan and does not cause new problems for the borrower after making a loan at the pawnshop. This is in accordance with the motto used by the pawnshop, namely "Solving Problems Without Problems." Furthermore, in this study, we explain the increase in employee performance during PT. Pegadaian (Persero) Palopo Branch: income and income value (Busriadi & Arifin, 2021; Hung & Lin, 2022; Meku Lelo, 2024; Nopiana, Pardistya, Ambarwati, Taufiqurahman, & Indah, 2024).

PT. Pegadaian in Palopo City provides various services related to PT products. Pegadaian (Persero) Palopo Branch. PT Pegadaian's product services in Palopo City are available, starting from pawnshop gold investment, pawnshop gold price checks, gold savings, digital pawnshop registration or online pawnshops, pawnshops' Fast Safe Credit (KCA), sharia pawnshops, and others. At this office, customers can also borrow money or credit with collateral ranging from a motorbike or car BPKB letter, land certificate, and others. Guaranteed pawnshop process: Based on the brief description above regarding the Pegadaian (Persero) Palopo Branch, the author is interested in conducting an Analysis of Job Satisfaction and Management Information Systems on Employee Performance of PT. Pawnshops in Palopo City: Employee performance is a central issue in organizational studies because it determines the institutional survival and competitiveness. Performance is measured not only by the quantity of output but also by quality, timeliness, and innovation. Thus, identifying the factors that influence employee performance is essential. Job satisfaction and management information systems (MIS) are among the most critical factors. Job satisfaction reflects employees' perceptions of their work environment, rewards, recognition, and career opportunities. According to Herzberg's two-factor theory, motivators such as achievement and recognition drive satisfaction, while dissatisfaction arises from hygiene factors such as salary or policies. At PT. In Pegadaian, satisfaction may stem from job security and pride in serving the community, whereas dissatisfaction could result from workload or limited incentives (Bhandari, 2023; Sumaryono & Ali, 2023).

MIS also plays a vital role in supporting performance by providing accurate and timely information for decision making. In the pawnshop sector, MIS helps manage loan processing, customer data, reports, and compliance. With digital transformation, PT. Pegadaian has developed online services such as digital pawn registration and gold savings, which rely on MIS efficiency (Wahyudi and Lestari, 2021). A well-designed MIS reduces errors and enhances transparency, thereby increasing satisfaction, whereas a poor system may lower morale. The synergy between satisfaction and MIS is thus crucial. High satisfaction motivates employees to perform optimally, while an effective MIS simplifies processes, creating a supportive work environment. In Palopo City, PT. Pegadaian faces the dual challenge of maintaining satisfaction while optimizing MIS amid competition from Shariah banks and fintech platforms. Local studies such as this one are important because regional socioeconomic conditions influence employee performance differently than in large metropolitan branches. Academically, this research enriches the literature by combining human resource and technological perspectives in state-owned financial institutions. Practically, the findings emphasize the importance of fair rewards, leadership support, and continuous investment in MIS as strategies for sustaining competitiveness and organizational sustainability.

2. Literature review

2.1 Job satisfaction

Job satisfaction is an employee's attitude towards work that is related to the work situation, cooperation between employees, rewards received at work, and matters related to physical and psychological factors (Hariana, 2021). Handoko (2001) defines job satisfaction as whether employees are happy with their work, which can be seen from the employee's good behavior towards work and all things experienced in the work environment. Thus, it can be concluded that job satisfaction is defined as a positive attitude

from workers, including feelings and behavior towards their work, by assessing one's work as a sense of appreciation in achieving one of the important values of work.

2.2 Benefits of Job Satisfaction

Hasan (2023) If a company is able to influence job satisfaction, it will gain many benefits, here are five benefits of job satisfaction:

1. Workers completed the survey quickly. The work is completed quickly. This plays an important role in employees' satisfaction. In addition, work completed more quickly reduces the workload.
2. Damage can be reduced. Damage can be reduced with the aim of work that has risks that can be reduced so as to create employee satisfaction at work
3. Thus, absenteeism can be reduced by implementing these measures. Employee job satisfaction has a significant influence on absenteeism; if employee job satisfaction is high, the level of absenteeism will continue to fall because employees are enthusiastic.
4. Employee turnover can also be reduced. Employee turnover can be reduced because employees feel comfortable and happy with the work they do
5. Work productivity can also be increased by this. Work productivity can increase because of work enthusiasm, which is driven by high levels of job satisfaction.

2.3 Factors that influence Job Satisfaction

Job satisfaction is an interesting and important issue because high satisfaction is a characteristic of a well-managed organization and is the result of effective leadership. Each participant had a different level of satisfaction with the program. Many factors that influence job satisfaction depend on employees' personalities.

According to Hariana (2021), Indrawati (2013) is as follows:

1. Opportunity for advancement
Employees are given the opportunity to gain experience and improve their abilities while they work. If employees are able to improve their work, they will be given an additional salary based on their work results.
2. Job security
This factor refers to the belief that an employee's position is relatively safe. If employees feel safe at work, they will feel satisfied and continue to work in the organization.
3. Salary
Salary is a determinant of job satisfaction because every employee expects remuneration from the company.
4. Company and management
The company and management can provide a stable situation and conditions that ensure employees feel satisfied with carrying out their activities at work.
5. Supervision
If superiors are indifferent and poorly supervise their subordinates, this can result in employees turning over and frequently missing work hours.
6. Intrinsic and job factors
The attributes that exist in people's work, such as certain skills, difficulty and ease, and pride in the task, can increase or decrease their satisfaction.
7. Working Conditions
The extent to which the physical work environment provides comfort and a pleasant work environment makes it easier for employees to complete their work tasks.
8. Social aspects of work
The social aspect of work is an important factor because it can determine whether employees are satisfied or dissatisfied with their jobs.

2.4 Information Systems

According to Kadir, a management information system is defined as a system that is used to show or present certain information that is useful in supporting operations, decision-making, and management in an organization (Lestari, Akbar, & Maulana, 2021). Technology, especially in the fields of informatics and communications, is also no less important in helping provide relevant information in a

timely manner (Mahmood, Ahmed, & Fadhil, 2021). Things that support companies include information systems that are in line with increasingly advanced developments and have many types in each development (Putri, Ahmad Suardi, & Adil Basir, 2024). The integration of management information systems into organizational operations is not merely a technical necessity but a strategic resource that enhances competitiveness. In modern organizations, MIS serves as the backbone for coordinating diverse activities, ranging from routine administrative tasks to complex analytical processes. By centralizing and structuring data, MIS enables management to monitor performance indicators, evaluate employee productivity, and design policies based on reliable evidence rather than intuition.

Furthermore, the role of MIS is not only limited to providing information but also to improving transparency and accountability in decision making. A robust MIS allows every department to access the same set of accurate and updated data, reducing discrepancies and fostering trust between employees and the management. This alignment ensures that strategic decisions reflect real organizational conditions and support the achievement of long-term goals. However, the successful implementation of MIS often faces several challenges. These include limited employee digital literacy, resistance to adopting new systems, and high costs associated with the development of infrastructure. Without proper training, employees may perceive MIS as a burden rather than a supportive tool, which can lead to inefficiencies. Therefore, companies must invest in continuous training programs, user-friendly interfaces, and periodic system updates to ensure that MIS remains relevant and accessible to all staff levels. In the context of PT. At Pegadaian, the adoption of MIS is particularly critical because of the company's dual role as a profit-oriented institution and a public service provider. With competition from Shariah banks and fintech platforms, PT. Pegadaian must leverage MIS to streamline its service delivery, enhance customer satisfaction, and reduce operational risks. Services such as digital pawn registration, online gold savings, and real-time credit monitoring depend heavily on the reliability of the MIS. By optimizing its information systems, PT. Pegadaian can not only improve internal efficiency but also strengthen its position in an increasingly digital and competitive financial market.

2.5 Benefits of Information Systems

Liyas (2020) states that "management information systems benefit organizations. The benefit is increased efficiency by combining employee data and human resource activities. Many human resource activities can be performed with more efficiency and less paperwork with automation and the availability of better information." In connection with this, the information system is oriented towards utilizing information. It is necessary to build, maintain, and operate a database in a network system that is spread across various work and organizational units. To utilize information, it is necessary to build an information service system that can support planning, management administration, monitoring administration, and decision-making. The efficiency derived from a well-structured management information system (MIS) extends far beyond simplifying paperwork. In today's digital age, MIS contributes to building organizational intelligence by integrating multiple streams of data, ranging from employee attendance and performance records to financial reporting, into a single cohesive framework. This integration enables managers to identify trends, anticipate problems, and design proactive strategies that improve employee productivity and organizational outcomes (Hossain, Yasmin, Biswas, & Asha, 2024; Özden, 2023).

Another critical advantage of MIS is its ability to facilitate interdepartmental coordination. In large organizations with diverse units, a lack of communication often leads to redundancy and delays. By providing real-time access to updated data, the MIS bridges information gaps and reduces inefficiencies stemming from siloed operations. Employees from different departments can collaborate more effectively because decisions are based on shared, transparent and verifiable information. Nevertheless, the successful utilization of MIS requires more than technological investment. Human factors, such as user acceptance, training, and adaptability, play a decisive role in determining the effectiveness of a system. For instance, resistance to change can slow down the adoption of new digital platforms, particularly among employees accustomed to traditional methods. To address this, organizations must implement comprehensive training programs and foster a culture that embraces technology as an enabler, rather than a disruptor. For PT. In Pegadaian, where the business revolves around trust and

financial reliability, MIS plays a strategic role in maintaining customer confidence. Efficient database management and automated reporting ensure that loan disbursement, collateral management, and repayment schedules are handled accurately and securely by the bank. Furthermore, in an era where fintech innovations challenge conventional financial institutions, PT. Pegadaian's ability to provide fast, transparent, and reliable services through MIS is a key differentiator. By continuously upgrading its information systems, the company can align with customer expectations while ensuring compliance with regulations and operational efficiency.

2.6 Employee performance

Employee performance depends on the quality and competitiveness of human resources. Employee performance is an individual factor because each employee has a different level of competence in performing their duties. Management measures employee performance based on the performance of each employee (Nabawi, 2019). An employee's performance will be better if the employee has high abilities, a supportive work environment, an appropriate distribution of job characteristics in various fields, and support from the organization or company. In general, employees who perform well can win the competition and achieve the goals set by the company. Employee performance can be observed and measured using the performance standards implemented by companies. If an employee has successfully carried out their duties in accordance with the standards applied, then their performance can be considered good (Adil et al., 2020).

According to Saputra, Bagia, and Yulianthini (2016), performance is the result of work in terms of quality and quantity that can be achieved by an employee in carrying out tasks in accordance with the responsibilities given to him. Employee performance is the result of an employee's productivity in an industry. According to Mangkunegara (2025), performance is the result of the quality and quantity of work achieved by an employee while carrying out assigned tasks. In every industry, employee performance is important for maintaining the consistency of industrial or organizational productivity, which is in line with the industry's vision and mission (Narwadan, 2021).

2.7 Employee Performance Goals

According to Adil et al. (2020), personal encouragement to employees rather than external coercion is an important factor in taking every opportunity to carry out work duties optimally. If each task can be performed optimally, employee work productivity can be demonstrated for the benefit of the organization or institution in which they work. It can be seen that performance appraisals are not only beneficial for the agency but also for the employees themselves. Because human resource management aims to assess employee performance, as explained by Hadiwijaya and Mintarsih (2021), work performance assessment can be divided into 3 according to classification:

1. Administratively, it provides direction for promotions, transfers, and salary increases.
2. Informative: Providing data to manage subordinates' work performance and providing data to individuals about their strengths and weaknesses.
3. Motivation: Creating learning experiences that motivate staff to develop themselves and improve their work performance.

2.8 Factors Affecting Performance

Wahyunadi (2024) states that an organization's success is highly dependent on the manager's ability to organize employees, where determining factors that can increase their willingness and ability to meet the set targets must also be taken into account; thus, this has touched on aspects relevant to the techniques used to influence individual behavior. As an organization, the company aims to make profits. Organizations can operate because of the activities carried out by their employees. Therefore, the factors that influence employee performance are very important because employees know how capable they are of doing their jobs.

According to Suharno, Elmas, and Priantono (2020), the factors that influence performance are as follows.

1. Ability Factor (Ability)

Ability comprises both potential and real abilities. This means that leaders and employees with above-average potential, especially those who are superior, gifted, and genius, with adequate education for their position and skill in carrying out daily work, will find it easier to achieve maximum performance.

2. Motivation Factors (Motivation)

Motivation is defined as the attitude (attitudes) of leaders and employees towards the work situation (situation) in the organizational environment. Those who have a positive attitude towards their work situation will show high work motivation; conversely, those who have a negative attitude towards their work situation will show low work motivation. The work situation includes work relationships, work facilities, work climate, leadership policies, work leadership patterns, and working conditions.

2.9 Performance Indicators

To achieve this performance, a technique must be used to produce precise and accurate results. Performance must be carried out according to company conditions, and the techniques used must also be in accordance with company conditions and the company's standards.

The results of work that are done well or meet the goals expected from the work because quality is the strength that maintains satisfaction at work. According to Jhon Miner in Sutjahjo, Ratnasari, and Nugrahani (2021), to achieve or assess performance, there are dimensions that become benchmarks, namely as follows:

1. Quality

The results of work that are done well or meet the goals expected from the work because quality is the strength that maintains satisfaction at work.

2. Quantity

The amount resulting from completed work or activities against the specified targets.

3. Time

Complete work at the appointed time and effective working hours

4. Cooperation

Cooperation between leaders and employees at work is an important element because working together to complete tasks and responsibilities leads to good work results will be achieved.

2.10 Research Framework

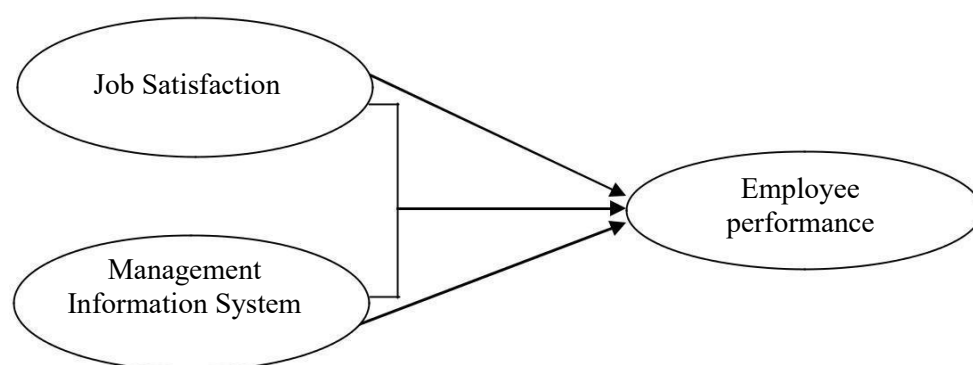


Figure 1. Framework of Thought

3. Research methodology

Both quantitative and qualitative research methods were employed. This study aimed to determine the effect of job satisfaction on employee performance at PT. Pawnshops in Palopo City: To determine the influence of Management Information Systems on employee performance in PT. Pawnshops in Palopo City: To determine the effects of job satisfaction and management information systems on employee performance at PT. Pawnshops in Palopo City: The population of this study was limited to the employees of PT. Palopo City has 38 pawnshops. To determine the number of samples taken as respondents using the total sampling formula, the sample in this study was 38 employees of PT. Pawnshops in Palopo City: The data collection techniques used in this research were a list of questions (questionnaire) and document studies. The data analysis techniques used were the classical assumption test, multiple regression, t-test, F-test, and determinant coefficients using SPSS version 23.

4. Results and discussions

4.1 Instrument Validation Test

Validation tests were used to measure the validity of the questionnaire. A questionnaire is said to be valid if the statements in the questionnaire can reveal something that the questionnaire measures. The guideline for a model is said to be valid if the calculated r is greater than the table r for a positive r value. In this study, the correlation coefficient was calculated using SPSS version 23.

Table 1. Validation Test Results for the Job Satisfaction Variable (X1)

No. Item	r-count	r-table	Status
1.	0.519	0,235	Valid
2.	0.618	0,235	Valid
3.	0.520	0,235	Valid
4.	0.578	0,235	Valid
5.	0.589	0,235	Valid
6.	0.609	0,235	Valid
7.	0.546	0,235	Valid
8.	0.454	0,235	Valid
9.	0.749	0,235	Valid
10.	0.534	0,235	Valid
11.	0.642	0,235	Valid
12.	0.496	0,235	Valid
13.	0.696	0,235	Valid
14.	0.494	0,235	Valid
15.	0.402	0,235	Valid

Source: SPSS 23 Data Processing Results, 2024

Table 2. Validity Test Results of Management Information System Variables (X2)

No. Item	r-count	r-table	Status
1.	0.412	0,235	Valid
2.	0.460	0,235	Valid
3.	0.459	0,235	Valid
4.	0.408	0,235	Valid
5.	0.538	0,235	Valid
6.	0.358	0,235	Valid
7.	0.396	0,235	Valid
8.	0.485	0,235	Valid
9.	0.470	0,235	Valid
10.	0.380	0,235	Valid
11.	0.425	0,235	Valid
12.	0.540	0,235	Valid
13.	0.576	0,235	Valid
14.	0.650	0,235	Valid
15.	0.580	0,235	Valid
16.	0.520	0,235	Valid
17.	0.380	0,235	Valid
18.	0.350	0,235	Valid

Source: SPSS 23 Data Processing Results, 2024

Table 3. Employee Performance Validity Test Results (Y)

No. Item	r-count	r-table	Status
1.	0.594	0,235	Valid
2.	0.712	0,235	Valid
3.	0.672	0,235	Valid

4.	0.558	0,235	Valid
5.	0.718	0,235	Valid
6.	0.458	0,235	Valid
7.	0.427	0,235	Valid
8.	0.439	0,235	Valid
9.	0.418	0,235	Valid
10.	0.398	0,235	Valid
11.	0.680	0,235	Valid
12.	0.409	0,235	Valid
13.	0.595	0,235	Valid
14.	0.370	0,235	Valid
15.	0.630	0,235	Valid

Source: SPSS 23 Data Processing Results, 2024

4.2 Discussion

4.2.1 The Effect of Job Satisfaction on Performance

Job satisfaction influences PT performance. Pawnshops in Palopo City imply that if job satisfaction improves, performance will also increase. This research supports the theory put forward by Widodo (2025) which states: "It shows that there is a relationship between employee satisfaction and performance factors." This can be observed if employee satisfaction and performance increase. This is consistent with the results of Widayati, Winanta, Widada, and Pratiwi (2024), who concluded that job satisfaction influences employee performance. "Taken together there is also an influence between compensation and job satisfaction on employee performance."

Job satisfaction at the Pegadaian in Palopo City is good, as can be seen from the good job satisfaction at the Pegadaian in Palopo City, which can be seen from the employees feeling satisfied with the security guarantees on work facilities and the security of their belongings in the company every time they carry out work. Employees are also satisfied with superiors who always provide motivation, identify the strengths and weaknesses of their employees, supervise work results, and provide direction to employees when work errors occur. Employees are satisfied with their work because it matches their abilities. Employees are satisfied with their salaries because they comply with government regulations. Employees are also satisfied with their career opportunities (Ngaliman, Catrayasa, & Khairil, 2025).

4.2.2 The influence of management information systems on performance

PT employees. Pawnshops in Palopo City have a positive management information system, as evidenced by the information system owned by PT. The pawnshop in Palopo City is good, so the accounting management system, financial management information system, manufacturing management information system, marketing management information system, and human resource management information system have fulfilled the company's organizational structure at Pegadaian in Palopo City (Lani, Hutajulu, & Mollet, 2025; Wamaer, Umar, & Hafizrianda, 2025).

4.2.3 The influence of job satisfaction and management information systems on performance

Job satisfaction and management information systems influence PT performance. Pawnshops in Palopo City, meaning that if work stress and job satisfaction are carried out well, performance will also increase (Al-Musawi, Alsafo, & Waham, 2025; Maisuro, Ngaliman, & Indrawan, 2024; Pali, Marlissa, & Hutajulu, 2025). PT. Pawnshops in Palopo City have high performance, as employees always prioritize the quantity of work results, and the targets given can always be achieved. Employees are always responsible for carrying out their work so that it is completed on time. In addition, employees are always present on time and provide information when they are absent. Employees at work have good attitudes and are able to work with other employees.

5. Conclusion

5.1 Conclusion

Based on the results of the analysis discussed above, the following conclusions can be drawn:

1. Job satisfaction significantly affects PT performance. Pawnshops in Palopo City:
2. Management information systems significantly affect PT performance. Pawnshops in Palopo City:
3. Job satisfaction and work information systems significantly affected PT performance. Pawnshops in Palopo City:

5.2 Recommendations

1. To increase job satisfaction, by always paying attention to the management information system and increasing good job satisfaction, performance will increase
2. Considering that job satisfaction influences employee performance, attention should be paid to job satisfaction, such as paying attention to the level of welfare of employees and providing work according to employees' abilities.
3. It is hoped that future researchers will use this research as a reference material, where the factors that influence performance are job satisfaction and management information systems.

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