



Analysis and Evaluation of ERP Information System User Satisfaction PT. Bozzetto Indonesia Using Pieces Framework

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ABSTRACT

This research will evaluate the ERP application which has implemented in PT. Bozzetto Indonesia. The application of the information system used only by some of department. Some of them are money accounting department, sales marketing, and production department. As known that inside ERP system there are so many modules in it. Every department using different module for inputting the data, to determine the component of information system running well need the evaluation process. this research aimed to evaluate the running system and to analysis the strength and the weakness of ERP PT. Bozzetto Indonesia information system which used Framework pieces by measuring six variables they are performances information/data, economic, control, efficiency, and services. Which has an analysis point is evaluation referential and information system analysis also to determined what is the impact of profit rate that increase in system used for make the company follow up from the business prospect for facing the global defiance. The results of the research show that ERP PT. Bozzetto Indonesia information system that is using by the company has many advantages and strength that support the business company but also found the disadvantages and weakness so that ERP PT. Bozzetto Indonesia information system need to improve.

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1. Introduction

PT. Bozzetto Indonesia, which is engaged in the textile chemical sector in supporting the company's business processes, uses the Enterprise Resource Planning (ERP) information system as a medium that connects one part to another to exchange information in the form of information in the form of transactions or reports. Basically, the information system cannot be separated from the input and output processes, so that the data processed by the system will produce output in the form of information. Web-based information systems regarding production data processing applications, supply of goods as well as sale and purchase transactions of goods and financial reports will greatly assist in the framework of business processes so that they can be more effective and efficient in achieving the vision / mission.

ERP systems encourage the flow of information from various company functions, so that existing business processes and the information provided are interrelated, and errors can be minimized. In the textile chemical business, there are many modules that must be integrated with each other, including the production module, inventory & stock management module, sales module and accounting module. And the ERP system is able to integrate all these modules, so that it can increase the effectiveness and efficiency of the company's operational performance.

An evaluation of the system is needed to improve system performance on business development at PT. Bozzetto Indonesia conducts evaluations based on general quality characteristics. This evaluation aims to test or analyze how well the quality of ERP implementation in the business process system at PT. Bozzetto Indonesia with the previously mentioned modules. The impact of implementing ERP must have a positive impact on user performance (in this case employees within the company). Here are some points for assessing the factors used to measure the performance of ERP users including quality of work, quantity of work, job knowledge, creativity, dependability, initiative. (initiative) and personal qualities [6]. The modules in the ERP system are discussed in the study:



a. Production

The production module can help companies produce products. The production module has the following functions: machine scheduling, billing for materials, production planning, raw material usage, tracking production forecasts, and creating actual production reports.

b. Inventory & Stock management

Inventory and inventory management modules are integrated with sales to record data and reports on products or commodities. Start by ordering, distributing and storing in a warehouse. This module is very helpful for increasing the efficiency and efficiency of inventory management, and can prevent companies from losing damaging products.

c. Sales

A sales strategy that is very sensitive to currency changes is often used in the market. The most important thing to use this module is to create a data structure to record, analyze and control activities to provide customer satisfaction and create profits for the future.

d. Financial Accounting

This module function provides a continuous measurement of the company's internal and external profits, and provides financial documents (audits) for each number contained in each report.

Research is a guideline for human curiosity on these questions, such as careful study, research, research and hypotheses to obtain certain things, such as reaching the truth, obtaining answers to questions, developing science, and so on [2].

In providing analysis or evaluation of a system, several analytical models can be done. In this study, the PIECES Framework analysis model will be used. The PIECES framework itself is a tool for analyzing computer-based information systems which are composed of important points that can be used as guidelines / references in analyzing the system. In short, the PIECES Framework contains important things in system evaluation, such as: Performance, Information and data, Economics, Control and security, Efficiency, and finally Service [3].

By using PIECES as a tool to analyze the system in detail and comprehensively, it will receive special attention so that the advantages and disadvantages of the system can be identified so that it can be used as a reference for further company development in the future. This prompted the author to raise the title "Evaluation of the Use of ERP Information Systems with Pieces Framework Method at PT. Bozzetto Indonesia".

2. Research Methodology

2.1 Sample Selection

a. Population

Population is a generalization area consisting of objects / subjects that have certain qualities and characteristics that are determined by the researcher to study and then draw conclusions [5]. The population in this study consisted of 15 staff who were directly involved in using the system in their daily work.

b. Research Respondents

The sampling technique used was purposive sampling, in which the sample selected by the researcher in this study were people who really struggled in their fields.

2.2 Data Collection Methods

a. Primary Data.

Primary Data Is the main data used in research obtained through a questionnaire. The primary data used in this study is sourced from the level of staff satisfaction as users of the company's ERP information system by providing a list of statements in the form of a questionnaire.

b. Secondary Data.

Secondary data is data obtained by researchers indirectly in the form of evidence, historical records or reports. In addition, secondary data used is obtained through literature or literature studies such as books, journals, proceedings and pages. In addition, the authors also use data documentation related to data processing carried out by company ERP information systems in accordance with the research topic [5].

c. Instruments.

Instruments in research are used to collect data, and will be used to make measurements in order to produce accurate data, so each instrument must have a scale. The scale used in this research is the Likert scale, the Likert scale is used to measure the attitudes, opinions and perceptions of a person or a group of people about social phenomena. The choice of each answer to the respondent's response to the satisfaction quality dimension is scored as follows:

Table 1.
Likert scale

No.	Alternative Answers	Score
1	Strongly Agree (SS)	5
2	Agree (S)	4
3	Doubtful (RG)	3
4	Disagree (TS)	2
5	StronglyDisagree (STS)	1

2.3 Research Methods

PIECES Framework is a framework used to classify a problem, opportunities, and directives contained in the scope of analysis and system design section [7].

a. Performance

Performance is a collection of systems in completing tasks quickly so that goals can be achieved immediately. Indicators that affect:Throughput, Respon time, Audibility, Common Communication, Completeness,Consistency, Fault Tolerance.

b. Data and Information

Information is important because with this information management and users can take the next steps. If the ability of the information system is good, then the user will get accurate, timely and relevant information as expected. Indicators that affect:Accuracy, Relevance of Information, Presentation of Information, Data Flexybility.

c. Economics

Utilization of costs used from the use of information. The increase in the need for economical information can affect cost control and increase the benefits of the information system. Indicators that affect:Reusability, Resources.

d. Control and Security

This analysis is used to compare the analyzed systems based on the aspects of system integrity, ease of access, and data security: Integrity, Security.

e. Efficiency

Efficiency relates to how these resources can be used optimally. Operations in a company are said to be efficient or not usually based on tasks and responsibilities in carrying out activities.Indicators that affect:Usability, Maintanability.

f. Service

The upgrading of services represents a diverse category. Improving better service for management, users and other parts is a symbol of the quality of an information system. Indicators that affect: Accuration, Realibility, Simplicity.

3. Results and Discussion

3.1 System Analysis

Erasoft is an application used by PT. Bozzetto Indonesia, this information system is software used for purchasing processes, warehouse data for raw materials and finished materials, production processes, sales orders and accounting processes. However, this system still uses localhost so that it cannot be accessed anywhere, it can only be accessed by local area network (LAN) / intranet that is on the PT network. Bozzetto Indonesia only can use this application. For this reason, this must be developed so that later this software can be accessed via the internet and can be accessed anywhere. Researchers will only discuss 2 major modules, namely the production module and the accounting module.

a. Erasoft Main Menu Information System





Fig 1. The ERP system login menu display
 Source: PT. Bozzetto Indonesia

The display for the first time entering into the system is functioned to regulate access from users to enter the intended module. There are many modules in this system but the researcher will only discuss 2 modules, namely the <http://192.168.7.8/ST> module for production transactions and the <http://192.168.7.8/SI> module for accounting transactions.

b. Production Module Menu

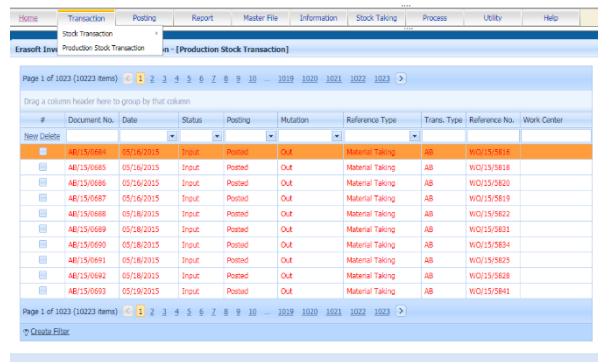


Fig 2. Menu display of the production module
 Source: PT. Bozzetto Indonesia

Used for the production data input process, divided into 2 input processes, the first is work order data input and the second is the production data input process.

c. Display Work Order Creation

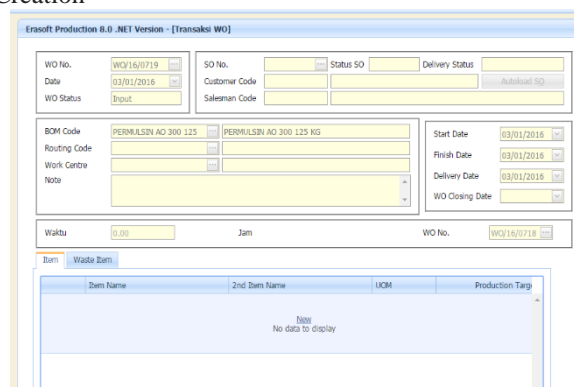


Fig 3. Display of work order creation process
 Source: PT. Bozzetto Indonesia

Used for production parties which will be used as raw material requests to the warehouse for preparation of production raw materials and used for production schedules.

d. Display of Production Data Processing

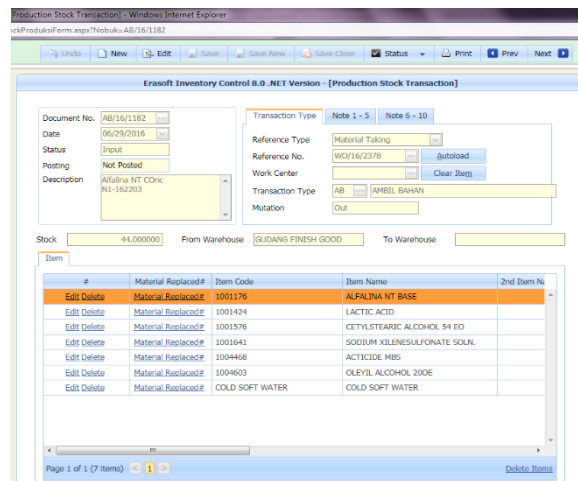


Fig 4. Display of the production input process
Source: PT. Bozzetto Indonesia

The process is carried out after the production administrator receives a batch card from the production operator and then input it into the system, which will then pull the production into a sales order.

e. Accounting Module Menu

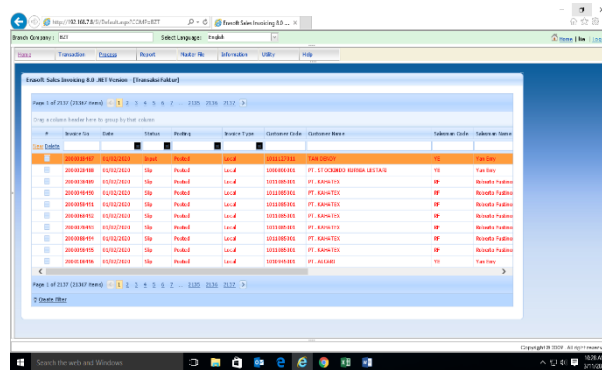


Fig 5. Display of the accounting module
Source: PT. Bozzetto Indonesia

After the sales order process is carried out the next stage is the withdrawal of the travel documents which will be used to generate invoices to customers

f. Invoice Creation Process Menu

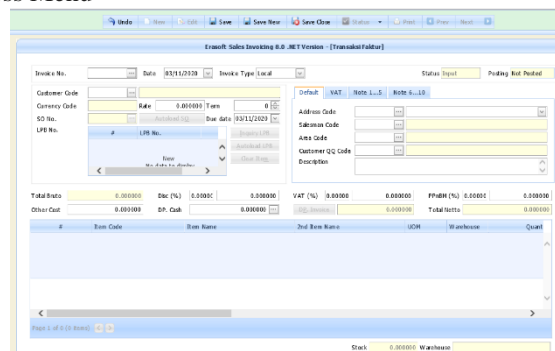


Fig 6. Display of invoice creation
Source: PT. Bozzetto Indonesia

The process of making an invoice in this stage, the things that must be considered are the customer, the price of the goods purchased and the tax invoice

3.2 Calculation of Criteria



Based on the results of distributing questionnaires to 15 (fifteen) ERP information system users at PT. Bozzetto Indonesia using a Likert scale to determine the level of satisfaction of users of information systems according to the choice of answers and scores. So to get the average level of satisfaction according to the Likert method in Nazir (2014) using the formula:

$$rk = \frac{jsk}{jk}$$

rk = Questionnaire Average
 jsk = Total Score of the Questionnaire
 jk = Number of Questionnaire

As for the determination of average satisfaction using the theory of Kaplan & Norton (2000):

Value Range	Information
1 – 1.79	Very Dissatisfied
1.8 – 2.59	Not Satisfied
2.6 – 3.39	Quite Satisfied
3.4 – 4.91	Satisfied
4.2 – 5	Very Satisfied

Kaplan & Norton publishes a balanced scorecard through a series of journal articles and the book The Balanced Scorecard. Since the introduction of the original concept, the balanced scorecard (BSC) has become fertile ground for theory development and research. "Balanced scorecard helps organizations to face two fundamental problems, namely measuring organizational performance effectively and implementing strategies successfully" [8].

a. Performance

Table 2.

Questionnaire Tabulation Domain Performance ERP Information System PT. Bozzetto Indonesia.

RESP	PERFORMANCE				
	SS	S	RG	TS	STS
SCORE	5	4	3	2	1
R1	1	3	2		
R2		6			
R3	1	1	3	1	
R4	1			5	
R5	3	2		1	
R6	2	4			
R7		5	1		
R8	1	3	1	1	
R9	1	4	1		
R10	1	4			1
R11		1	4	1	
R12		5	1		
R13		6			
R14	1	4		1	
R15	1	2	2	1	
AMOUNT	13	50	15	11	1

Source: Research Results (2020)

$$rk = \frac{(13 * 5) + (50 * 4) + (15 * 3) + (11 * 2) + (1 * 1)}{90}$$

$$rk = \frac{333}{90} = 3.7$$

Based on the results of the calculation of the average level of satisfaction obtained a value of 3.7 in the system performance domain and when combined with the satisfaction level according to Kaplan and Norton, it can be concluded that the level of user satisfaction with the ERP information system PT.

Bozzetto Indonesia is included in the PUAS category. So this shows a positive indication that users are satisfied with the performance of PT Bozzetto Indonesia's ERP information system.

b. Data and Informations

Table 3.

Questionnaire Tabulation Domain Information ERP Information System PT. Bozzetto Indonesia.

DATA AND INFORMATIONS					
RESP	SS	S	RG	TS	STS
SCORE	5	4	3	2	1
R1		5	1		
R2		2	4		
R3		2	3	1	
R4		3	1	2	
R5	4	2			
R6		5	1		
R7		3	3		
R8		2	2	2	
R9		5		1	
R10		1	3	2	
R11			3	3	
R12		3	3		
R13		4		2	
R14	1	4	1		
R15		2	4		
AMOUNT	5	43	29	13	0

Source: Research Results (2020)

$$rk = \frac{(5 * 5) + (43 * 4) + (29 * 3) + (13 * 2) + (0 * 1)}{90}$$

$$rk = \frac{310}{90} = 3.4$$

Based on the calculation of the average level of satisfaction, the value of 3.4 is obtained in the data and information domain, and when combined with the satisfaction level according to Kaplan and Norton, it can be concluded that the level of user satisfaction with the ERP information system PT. Bozzetto Indonesia is included in the PUAS category. So this shows a positive indication that users are satisfied with the data processed up to the information generated by the ERP information system PT. Bozzetto Indonesia.

c. Economics

Table 4.

Domain Economic Questionnaire Tabulation ERP Information System PT. Bozzetto Indonesia.

ECONOMICS					
RESP	SS	S	RG	TS	STS
SCORE	5	4	3	2	1
R1		1	2	1	
R2		1	3		
R3		3	1		
R4		3		1	
R5	1	2	1		
R6	1	3			
R7		1	3		
R8		2	2		
R9		3		1	
R10			4		
R11			2	2	
R12		2	2		
R13		4			
R14		2		2	



ECONOMICS					
RESP	SS	S	RG	TS	STS
R15		1	3		
AMOUNT	2	28	23	7	0

Source: Research Results (2020)

$$rk = \frac{(2 * 5) + (28 * 4) + (23 * 3) + (7 * 2) + (0 * 1)}{60}$$

$$rk = \frac{205}{60} = 3.41$$

Based on the calculation of the average level of satisfaction, the value is 3.41 in the economic domain and when combined with the satisfaction level according to Kaplan and Norton, it can be concluded that the level of user satisfaction with PT Bozzetto Indonesia's ERP information system is included in the PUAS category. So this shows a positive indication that users are satisfied with the use of PT. Bozzetto Indonesia from an economic perspective.

d. Control and Security

Table 5.

Questionnaire Tabulation Domain Control and Security Information System ERP PT. Bozzetto Indonesia.

CONTROL AND SECURITY					
RESP	SS	S	RG	TS	STS
SCORE	5	4	3	2	1
R1	1	2	2	1	
R2		3	2	1	
R3		4		2	
R4	1	3		2	
R5	1	1	1	3	
R6	1	3	2		
R7	1	2	2	1	
R8		1	4	1	
R9		3	1	2	
R10	1	1	2	2	
R11		2	4		
R12		3		3	
R13		4		2	
R14	1	3		2	
R15		2	3	1	
AMOUNT	7	37	23	23	0

Source: Research Results (2020)

$$rk = \frac{(7 * 5) + (37 * 4) + (23 * 3) + (23 * 2) + (0 * 1)}{90}$$

$$rk = \frac{298}{90} = 3.31$$

Based on the results of the calculation of the average level of satisfaction obtained a value of 3.31 in the control and security domain, and when combined with the satisfaction level according to Kaplan and Norton, it can be concluded that the level of user satisfaction with the ERP information system PT. Bozzetto Indonesia is included in the SATISFIED ENOUGH category. So this shows a bad indication that the user is quite satisfied with the control and security contained in the ERP information system.

e. Efficiency

Table 6.

Domain Efficiency Questionnaire Tabulation ERP Information System PT. Bozzetto Indonesia.

EFFICIENCY					
RESP	SS	S	RG	TS	STS
SCORE	5	4	3	2	1
R1		3	1		

RESP	EFFICIENCY				
	SS	S	RG	TS	STS
R2		2	2		
R3		1	3		
R4	1	2		1	
R5	1	3			
R6	3	1			
R7		3	1		
R8		2		2	
R9		3	1		
R10		2	2		
R11			3	1	
R12		4			
R13		4			
R14	1	3			
R15		2	2		
AMOUNT	6	35	15	4	0

Source: Research Results (2020)

$$rk = \frac{(6 * 5) + (35 * 4) + (15 * 3) + (4 * 2) + (0 * 1)}{60}$$

$$rk = \frac{223}{60} = 3.71$$

Based on the calculation of the average level of satisfaction, the value is 3.71 in the efficiency domain and when combined with the satisfaction level according to Kaplan and Norton, it can be concluded that the level of user satisfaction with the ERP information system PT. Bozzetto Indonesia is included in the PUAS category. So this shows a positive indication that users are satisfied with the resulting efficiency after the implementation or use of the ERP information system PT. Bozzetto Indonesia.

f. Service

Table 7.

Questionnaire Tabulation Domain Service ERP Information System PT. Bozzetto Indonesia.

RESP	SERVICE				
	SS	S	RG	TS	STS
SCORE	5	4	3	2	1
R1	1	1	1		
R2		2	1		
R3	2		1		
R4		2		1	
R5	2	1			
R6		3			
R7		2	1		
R8		1	2		
R9		3			
R10		3			
R11		1	2		
R12	1	2			
R13		2	1		
R14		2		1	
R15		1	2		
AMOUNT	6	26	11	2	0

Source: Research Results (2020)

$$rk = \frac{(6 * 5) + (26 * 4) + (11 * 3) + (2 * 2) + (0 * 1)}{45}$$



$$rk = \frac{171}{45} = 3.8$$

Based on the results of the calculation of the average level of satisfaction obtained a value of 3.8 in the service sector and when combined with the level of satisfaction according to Kaplan and Norton, it can be concluded that the level of user satisfaction with the ERP information system PT. Bozzetto Indonesia is included in the PUAS category. So this shows a positive indication that users are satisfied with the services provided by the ERP information system PT. Bozzetto Indonesia.

Based on the calculation of the list of statements given to respondents who are staff of PT. Bozzetto Indonesia and also a user of ERP information systems, of the 6 domains contained in the PIECES framework, there is one domain that gets the highest score, namely 3.8 in the service sector with the predicate PUAS and the other five domains showing the predicate PUAS and 1 (one) ENOUGH domain. SATISFIED with the average value obtained above 3.56.

4. Conclusions

Based on the PIECES framework analysis method consisting of Performance, Information and data, Economics, Control and Security, Efficiency, and Service in evaluating library information systems, the satisfaction level of each domain is obtained, namely the performance domain obtains a score of 3.86 with PUAS predicate, the Information and Data domain got a score of 3.4 with the predicate PUAS, the Economics domain got a score of 3.41 with the predicate PUAS, the Control and Security domain got a score of 3.31 with the predicate ENOUGH SATISFIED, the Efficiency domain got a score of 3.71 with the predicate PUAS and the Service domain got a score of 3.8 with SATISFIED predicate.

ERP Information System PT. Based on the PIECES framework, Bozzetto Indonesia has been able to provide satisfaction to users, especially in the system service domain to get the best score and there still needs to be a lot of improvement, especially in the control domain because it has the smallest value. The PIECES framework can be used to analyze the level of user satisfaction with the information system used. The results of calculations and analyzes that have been done show that the ERP information system of PT. Bozzetto Indonesia already has advantages, but improvements and developments are still needed to cover the weaknesses and weaknesses that exist in the information system used.

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