

Designing Financial Information Systems And Customer Management On Website-Based CCPA And P3A

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Abstract— Business competition that is increasingly fierce in this era, requires companies to not only focus on profits but also focus on the needs of consumers and stakeholders. Along with the development of information technology, the company's efforts in meeting the needs of consumers and stakeholders, can be supported with the help of information systems. With the help of a well-integrated information system, companies can collect, process, analyze and store data more quickly, precisely and accurately and can maximize marketing, sales and service efforts to consumers. In CCPA and P3A, the recording of transactions and customer data is still done manually. Because of this, a financial information system and customer management were developed. Based on the results of the functionality test and the results of interviews with users, it proves that the system developed can support the performance of CCPA and P3A in terms of recording transaction data and customer data.

Keywords— Financial Information Systems, Customer management, Financial reports, *Laravel*, *MySQL*.

I. INTRODUCTION

Business competition that is increasingly fierce in this era requires companies to not only focus on profits but also focus on the needs of consumers and stakeholders. With a good customer relationship management, a company can not only retain old consumers but can also attract interest from new consumers. Not only

focusing on consumer needs, companies are also required to be able to meet what the stakeholders need. The need for data and information from financial statements that can be presented quickly and precisely is an important factor. The sooner a financial data and information can be presented, the faster the decisions that can be made, and the more accurate the data and information presented, the more correct the decisions will be made.

This research will be conducted at CCPA and P3A which are certification service bodies. This research will focus on processing financial data and customer data in the CCPA and P3A. In terms of recording every transaction carried out by CCPA and P3A so far, it still uses a manual system, namely using Microsoft Excel. This can hinder the performance of CCPA and P3A because with a financial system that is still manual, it can cause many errors and the financial data it produces cannot be fast and accurate. In terms of recording consumer data, CCPA and P3A still use Microsoft Excel. This is of course an obstacle because the consumer data recorded cannot be analyzed and cannot be processed further. The design and development of a special information system for CCPA and P3A based on websites with the help of the laravel framework, can be a solution to solve this problem. With a system, CCPA and P3A can record and process financial transaction data more quickly and accurately and can better collect, process and analyze consumer data.



Figure 7 Output Offer Letter

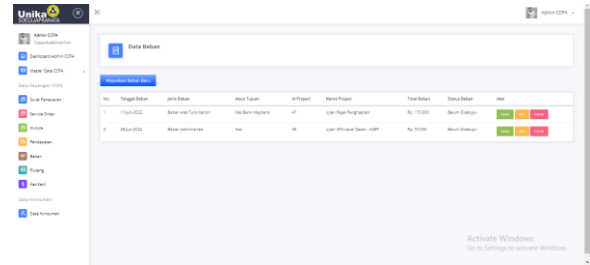


Figure 11 Expense Page

The image above is a expense page. On this page users can add, edit and delete data.

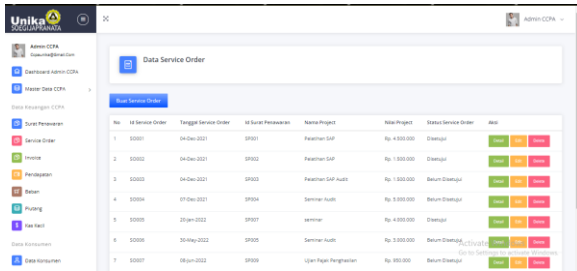


Figure 8 Service Order Page

The picture above is a service order page. On this page users can add, edit and delete data.

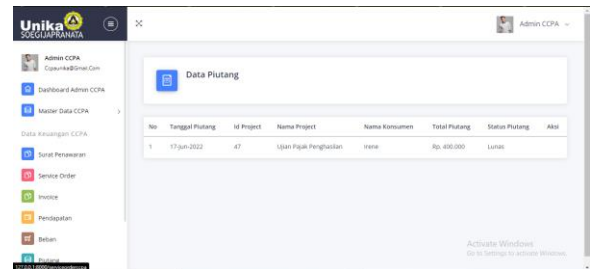


Figure 12 Receivables Page

The picture above is a receivables page. On the page, the user can see the details of a receivable and can pay it off.

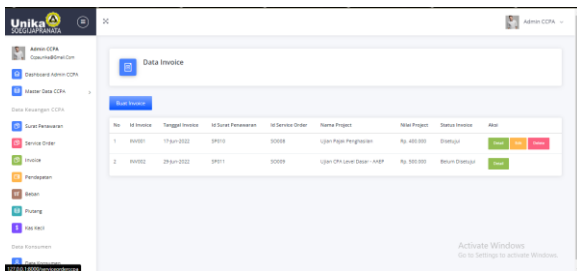


Figure 9 Invoice Page

The picture above is an invoice page. On this page users can add, edit and delete data.

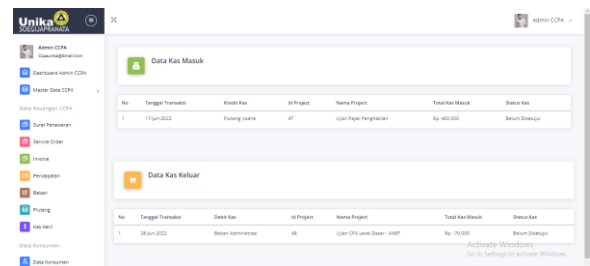


Figure 13 Petty Cash Page

The picture above is a petty cash page, where users can see the flow in and out of cash.

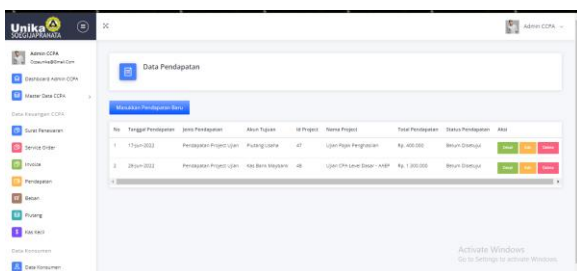


Figure 10 Revenue Page

The picture above is a revenue page. On this page users can add, edit and delete data.

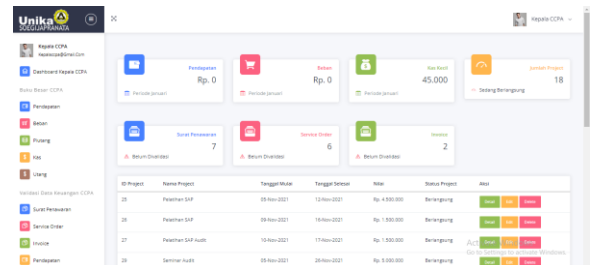


Figure 14 Dashboard Head Page

The image above is the result of the implementation for the head dashboard page. On this page, the head can see some important

information including the number of offer letters, service orders, and invoices that have not been validated and the number of projects that take place. In addition, on this page, the head can see the balance of income, expenses and also cash in a period.



Figure 15 General Ledger of Revenue

The picture above is a revenue ledger page where the head of CCPA and P3A can see the details of the ledger of income accounts in a certain period.



Figure 16 General Ledger of Expense

The picture above is a expense ledger page where the CCPA and P3A heads can see the details of the load account ledger in a given period.



Figure 17 General Ledger of Cash

The picture above is a cash ledger page where the head of CCPA and P3A can see the details of the ledger of cash accounts in a certain period.



Figure 18 General Ledger of Receivables

The picture above is a receivables ledger page where the head of CCPA and P3A can see the details of the general ledger of accounts receivable in a certain period.

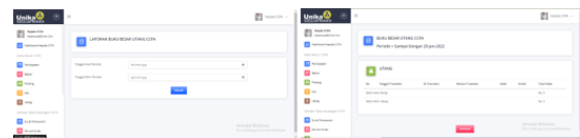


Figure 19 General Ledger of Debt

The picture above is a debt ledger page where the heads of CCPA and P3A can see the details of the debt account ledger in a certain period.



Figure 20 Project Profit and Loss Statement



Figure 21 Profit and Loss Statement

The picture above is a page that will display information about the income statement.

PERIODE : 01 Jan 2022 SAMPAI DENGAN 31 Jul 2022					
No.	Uraian	Saldo Awal	Saldo Akhir	Saldo Akhir	Saldo Akhir
1	01 Jan 2022				
2	31 Jul 2022				
Saldo					
1	01 Jan 2022				
2	31 Jul 2022				
Saldo Awal					
Rp. 0,00					
Saldo Akhir					
Rp. 0,00					

Figure 22 Output Profit and Loss Statement

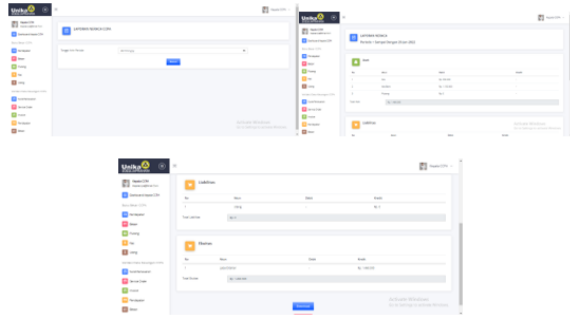


Figure 23 Balance Sheet Report

LAPORAN NEERACA
PERIODE : SAMPAI DENGAN 01-Jul-2022

Aset			
No	Nama Aset	Debit	Kredit
1	Kas	Rp. 300.000	-
2	Surat Berharga	Rp. 1.100.000	-
3	Piutang	-	Rp. 0
Total Aset		Rp. 1.400.000	

Liabilitas			
No	Nama Liabilitas	Debit	Kredit
1	Utang	-	Rp. 0
Total Liabilitas			Rp. 0

Ekuitas			
No	Nama Ekuitas	Debit	Kredit
1	Modal Disahkan	-	Rp. 1.400.000
Total Ekuitas			Rp. 1.400.000

Figure 24 Output Balance Sheet

System Testing

Testing this system is carried out in two ways, namely by testing functionality and interviewing with users. This test aims to ensure that this system can run properly and in accordance with user needs.

From the results of the functionality test above, we can see that this system is running well without any obstacles and obstacles. And this system has been built and developed in accordance with the system design that has previously been adapted to the needs of users. Interviews were conducted with the admins and heads of CCPA and P3A after they tried the existing system themselves. The following are the results of the interview:

No.	Pertanyaan	Jawaban	
		Admin	CCPA
PERFORMANCE EXPECTANCY			
1.	Apakah dengan sistem ini anda dapat melihat perkembangan dan perkembangan data (baik untuk data keuangan (SP, SO, dan Invoice) maupun untuk data keuangan serta data lainnya? Jelaskan?	Iya, setelah data masuk, terdapat perkembangan data karena dibantu ke semua pihak alias satu pihak saja yang memiliki akses tersebut.	Iya. Semua menu tersedia ya. Dan sudah dan sudah terupdate dan sudah terupdate.
2.	Apakah dengan sistem perkembangan sistem tersebut bisa anda dalam hal perkembangan data keuangan, data pelaporan, dan data lainnya yang ada di CCPA dan P3A? Jelaskan?	Iya, semuanya. Sebab akan terdapat di dalam sistem tersebut yang sudah manual yang bisa anda hilangkan.	Iya. Fitur tersebut sudah perkembangan tersebut sudah ada, data perkembangan dan laporan.
3.	Misalnya saat, apakah sistem dapat menampilkan data-data yang telah diinputkan secara manual dan terupdate? Jelaskan?	Iya, bisa saja, karena bisa menampilkan data yang sudah terupdate secara manual.	Dapat perkembangan data tersebut dapat dan perkembangan tersebut bisa input, atau bisa diinputkan.
EFFORT EXPECTANCY			
1.	Apakah tampilan ke user interface) tersebut sudah sesuai, mudah dilihat perkembangan sistem ini? Jelaskan?	Iya, semuanya.	Cukup semuanya ya. Dan sudah menu tersedia untuk bisa diinputkan.
2.	Misalnya saat, apakah oleh perkembangan sistem sudah dipahami dan dipahami? Jelaskan?	Iya, setelah untuk dipahami.	Iya.
SOCIAL INFLUENCE			
1.	Misalnya saat, apakah sistem yang ada sudah sesuai dengan standar sistem sistem keuangan yang ada saat ini? Jelaskan?	Iya, telah sesuai.	Sangat fungsional, sudah sesuai.
FACILITATING CONDITIONS			
1.	Apakah anda menggunakan perkembangan dan perkembangan dalam perkembangan sistem? Jelaskan?	Iya, saya memiliki perkembangan itu.	Iya. Memiliki perkembangan dengan beberapa software ERP.
2.	Apakah sistem (laptop atau komputer, dan jaringan internet) yang ada di CCPA dapat perkembangan perkembangan sistem ini? Jelaskan?	Iya, dapat menggunakan perkembangan sistem.	Iya.
HEDONIC MOTIVATION			
1.	Misalnya saat, apakah sistem ini terdapat anda belated? Jelaskan?	Iya, saya sangat terdapat.	Iya. Fitur perkembangan dan project sangat sesuai dengan kebutuhan.
BEHAVIOR INTENTION			
1.	Apakah sistem ini sudah berjalan sesuai dengan yang anda butuhkan? Jelaskan?	Iya, semuanya ada untuk yang sudah dipahami.	Sangat sesuai, sudah.
2.	Apakah anda lebih memilih perkembangan sistem ini daripada perkembangan sistem manual? Jelaskan alasannya?	Iya, karena perkembangan sistem.	Iya. Data terupdate, lebih cepat dan terupdate. Lebih cepat perkembangan sistem.

Table 1 Interview Results Table

And based on the results of the interviews that have been conducted, information is obtained that this developed system is in accordance with their needs and helps their performance. Not only that, based on the results of the interview as well, this system has an easy-to-understand appearance and flow.

IV. CONCLUSION

Based on the results of the study, the results of testing the functionality and the results of interviews with users can be concluded that:

The process of designing and creating a system starts from data collection, designing use case diagrams, entity diagrams, activity diagrams, system creation and ends with system testing.

The system that has been completed can run well, and is in accordance with the existing design and needs. It is evident from the results of the system functionality test that suggests that all existing components and features can run well. And this system has a look and flow that is easy for users to understand.

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