

CHAPTER 5

Conclusion and Recommendation

5.1 Conclusion

The result above proved there some significant correlation between performance expectancy, effort expectancy, social influence with behavioral intention for a couple ERP system modules and the result proved there is significant correlation between behavioral intention and facilitating condition with use of behavior to use the system.

There is no significant correlation for HR, P2P, and Finance modules at performance expectancy with behavioral intention to use the system but the rest of these independent variables have a correlation between effort expectancy, social influence, and facilitating condition with behavioral intention except for EAM module and SCM module. SCM module does not have a correlation between effort expectancy with behavioral intention to use the system but the rest of SCM variable has correlation between independent and dependent variables.

The existing of ERP system fully supported PT. XYZ in their daily activity job appropriately. Their worked become more precise and accurate. The resources inside the ERP itself are reliable and valid. They believe the system will be survived for couple month or maybe a few years. So users feel satisfied and accept the existence of ERP system at PT. XYZ. But as this project said there is minor problem occurred for a certain function at ERP system and event that need to be optimize.

- Performance Expectancy: Improvement at ERP system itself is needed to maximize users' satisfaction to use ERP system by repairing some issued that might occurred to the ERP system.
- Effort Expectancy: System operational at ERP system need to be simplified so their users could use effectively.

- Social Influence: Users' awareness need to be increase to use this ERP system.
- Facilitating Condition: facility such as internet connection need and additional application need to be evaluated. So The ERP system could reach effective and efficient.

5.2 Recommendation

Through this thesis analysis to reach users satisfaction and the system reach effective and efficient mitigation plan is needed. This mitigation plan is used to avoid any unwanted event occurred in the future. There is a limitation creating this recommendation. The author of this project did not have an access to review their ERP system itself. This assumption had been conduct by analyzing the interview, questioner result from their users, and from result from chapter 4. The recommendation that this project gathered as followed:

- EAM
 - SERIP not fully absorb into ERP system. So the recommendation to solve this situation is either adding new featured that could absorb whole SERIP process or fixing the bug.
 - Junior users become obstacles because of less knowledge that they have. So the recommendation to solve this situation is create sharing knowledge on every week to their junior user. It will help them to increase their productivity while using ERP system.
 - Bad internet connection on each field might occur data loss. So the recommendation to solve this situation is a PC need to be place around high connectivity internet connection while accessing ERP system. Then each staff should gathered and shared data by using courier. It is not efficient but could reduce data loss while accessing ERP system.
 - There is a bug that occurred inside the EAM module. The bug is the printing status is shown successful record while the printer

failed to print. So the recommendation to solve this situation in the short run PIC (Person in Charge) should call IT support or admin to re-do the process before the printing status became successful record. In the long run company needs to fix this bug.

- SCM

■ There is a bug that occurred inside the SCM module. System does not do auto update while there is a changes inside PO (Purchase Order). It causes time consuming while retrieving approval from new PIC. So the recommendation to this situation needs to call IT technical support to do their magic. In long run they need to fix this bug.

■ Users retrieve spam email regarding “Back Oder” approval notification even if they already accepted or rejected the approval. So the recommendation to this situation needs to call IT technical support to do their magic. In long run they need to fix this bug.

- Finance

■ The ERP system on Finance module is great for now and Finance module had updated into the latest update. So maintaining the system is needed.

- HR

■ The ERP system on HR module is great for now and HR module had updated into the latest update. So maintaining the system is needed.

- P2P

■ ARIBA and JDE already has integration problem, this process may able retrieve data from ARBA to JDE and JDE to ARIBA. Need to be cleared the SLA (Service Level Agreement) between ARIBA and JDE related to integration problem.