

IMPLEMENTATION OF FMS PORTAL FOR RECORDING ACTIVE TRANSACTIONS AT PT. ASKRINDO PURWOKERTO BRANCH

Amelia Putri Utami¹, Adi Wiratno¹ and Le Ngoc Thuy Trang²

¹Economic and Business Faculty, Jenderal Soedirman University

²National Yunlin University of Science and Technology University

*Email corresponding author: amelia.utami@mhs.unsoed.ac.id

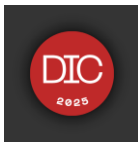
Abstract

Digitalization in financial management is increasingly important in modern business, including in the insurance sector. PT Askrindo Purwokerto Branch has implemented Financial Management System (FMS) to improve efficiency and transparency in recording financial transactions. This article discusses the process of recording active transactions using the FMS portal, the challenges faced in its implementation, and the solutions that have been implemented to overcome these obstacles. The driving and inhibiting factors of the program implementation are also analyzed to provide an understanding of the successful implementation of this system. With the training, improvement of system features, and optimization of standard operating procedures (SOPs), the process of recording active transactions becomes faster, more accurate, and more efficient. The method used in preparing this article is using hands-on work practices and data collection methods.

Keyword: Financial Management System (FMS), active transactions, financial digitization

Abstrak

Digitalisasi dalam pengelolaan keuangan semakin penting dalam bisnis modern, termasuk di sektor asuransi. PT Askrindo Cabang Purwokerto telah mengimplementasikan Financial Management System (FMS) untuk meningkatkan efisiensi dan transparansi dalam pencatatan transaksi keuangan. Artikel ini membahas proses pencatatan transaksi aktif menggunakan portal FMS, tantangan yang dihadapi dalam implementasinya, serta solusi yang telah diterapkan untuk mengatasi kendala tersebut. Faktor pendorong dan penghambat pelaksanaan program juga dianalisis guna memberikan pemahaman terhadap keberhasilan implementasi sistem ini. Dengan adanya pelatihan, peningkatan fitur sistem, dan optimalisasi prosedur operasional standar (SOP), proses pencatatan transaksi aktif menjadi lebih cepat, akurat, dan efisien. Metode yang digunakan dalam menyusun artikel ini yaitu menggunakan praktik kerja langsung dan metode pengumpulan data.



Kata Kunci: Financial Management System (FMS), transaksi aktif, digitalisasi keuangan

A. INTRODUCTION

In the era of growing digitalization, insurance companies such as PT Askrindo continue to innovate in financial management and administration. Digital transformation is one of the important aspects in improving efficiency and transparency in recording financial transactions. One of the efforts made is the implementation of the Financial Management System (FMS) system as the main platform in recording financial transactions, including the process of recording active transactions. The use of this technology-based system aims to replace error-prone manual recording methods, speed up the journal approval process, and improve compliance with applicable accounting standards. With FMS, companies can monitor financial flows more accurately and in real-time, so that business decisions can be made more quickly and precisely.

PT Askrindo's Financial Management System (FMS) is a digital-based system used to manage and record financial transactions in an integrated manner. The system is designed to replace manual processes in recording active transactions, monitoring cash flow, and ensuring more accurate and efficient financial records. A transaction is usually viewed as a type of contract between a buyer and a seller. As a legally binding document for the exchange of products, services or investment assets, this agreement is very helpful. Transactions can also be interpreted as actions taken by a person or organization that have the potential to change the amount of money or assets they previously owned (Yanuardin,

2024). An active transaction is a type of financial transaction that directly affects the financial position of an entity, be it a company, financial institution, or individual. These transactions involve changes in the assets, liabilities, or equity of an entity as a result of operational or investment activities.

However, in the implementation of this system, there are several challenges that are often faced by employees, such as the high volume of active transactions at one time causing the system to experience technical problems, resulting in the portal being unable to respond (blank). As a result, users must repeat the active transaction process from the initial stage, which can hamper work efficiency. System optimization is needed to ensure stability and reliability in handling high workloads. To overcome these obstacles, system optimization is needed through increasing server capacity and strengthening IT infrastructure to be able to handle the high volume of active transactions simultaneously.

Implementation of an auto-save feature can be applied to ensure data is saved automatically, so that users do not need to repeat the process from the beginning in case of interruption. Managing active transaction schedules by dividing access times or implementing a queuing system can also reduce pressure on the system. Regular system monitoring and maintenance is essential to identify and resolve potential problems before they hamper operations. By implementing these measures, it is expected that the system

can operate more stably, minimize the risk of technical disruptions, and improve the efficiency and accuracy of journal recording.

B. IMPLEMENTATION AND METHODS

Direct work practice is carried out at PT Askrindo Purwokerto Branch by following routine activities that have been determined. Internship activities took place from August 12, 2024 to November 29, 2024.

The method used in preparing this article is using hands-on work practices and data collection methods.

1. Methods of Implementation of Direct Work Practices

The method of implementing practical work directly through an internship system by following every routine operational activity on weekdays carried out at PT Askrindo Purwokerto Branch which is located at Jl.Dr.Angka No.12, Karangjengkol,Sokanegara, East Purwokerto District, Banyumas Regency, Central Java.

Implemented on August 12 to November 29, 2024 which is carried out in five working days from Monday to Friday, with Monday to Thursday starting at 08.00 - 17.00 and Friday starting at 08.00 - 16.30. Placements are made in four sections consisting of the Marketing section, Claims and Subrogation section, Finance Section, Underwriting Section. With the provisions of each section within a period of 2 weeks with a rolling system.

2. Data Collection Methods

In the implementation of direct work practices, data collection is

also carried out to find out the active transaction process carried out in each transaction. Data collection in direct work practice activities at PT Askrindo Purwokerto Branch uses observation, interviews, documentation, and literature study methods.

a. Observations

Data collection with the observation method is done by observing directly at the research location to find out the conditions and truth at that location (Abdhul, 2022). Observation in direct work practice is carried out on various matters related to the active transaction process at PT Askrindo Purwokerto Branch.

b. Interview

The interview method is a process of collecting data in the form of oral questions to sources to find out and obtain information about the research being conducted (Pujaastawa, 2016). Interviews in direct work practice are conducted by asking and answering questions with employees at the location regarding the active transaction process at PT Askrindo Purwokerto Branch.

c. Documentasi

Documentation is a data collection technique by taking pictures, videos, or writings for proving the research that is being done. Documentation during this PKL activity took the form of taking pictures using electronic media in the form of smartphones, to support research.

d. Literature Study

Data collection in the form of literature studies, namely by searching for information through literature or written sources such as previous research journals, books, articles and so on.

Documentation of the active transaction process activities carried out at PT Askrido Purwokerto Branch can be seen in Figures 1 and 2, which show the application of the system in recording financial transactions digitally.

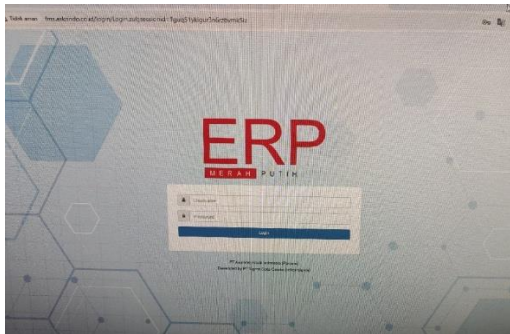


Image 1. Dashboard Portal Financial Management System (FMS)

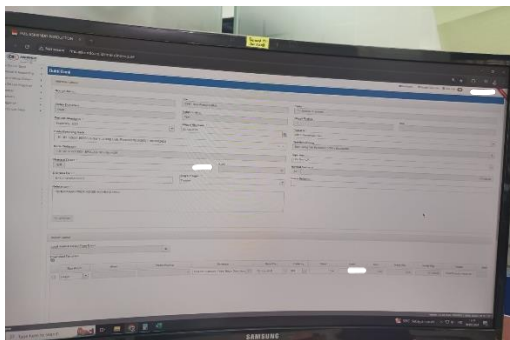


Image 2. Active Transaction Recording Process in FMS

C. RESULTS AND DISCUSSION

A transaction is usually viewed as a type of contract between a buyer and a seller. As a legally binding document for the exchange of products, services or investment assets, these agreements are helpful. A transaction can also be defined as an action taken by a person or organization that has the potential to change the amount of money or assets they previously owned (Yanuardin, 2024).

Active transactions are types of transactions that have a direct impact on the financial position of a company. The main characteristics of these transactions include changes in the company's balance sheet or financial statements, so that they can affect the existing financial balance. Active transactions generally involve external parties, such as customers, suppliers, or financial institutions, because they are related to the company's operational activities. Active transactions have a real impact on the company's financial flows. Another related characteristic is their dynamic nature, where these transactions continue as long as the company carries out its operations.

At PT Askrido Purwokerto Branch, active transactions include various financial activities that directly affect the company's financial position. Examples of active transactions that commonly occur include cash or bank income and expenses, which reflect the company's financial flow in carrying out its operations. In addition, the accountability of Work Advance (UMK) is also included in active transactions, because it relates to the recording and

use of funds to support operational activities. Receiving money from insurance premiums, handling fees, and commission payments to business partners are also part of active transactions, as they contribute directly to the company's revenues and costs. All of these transactions demonstrate the dynamic nature of PT Askrindo's financial activities in supporting its business operations.

In the financial operations of PT Askrindo Purwokerto Branch, manual recording of transactions has the potential to cause problems such as recording delays, data input errors, and difficulties in tracing historical transactions. To overcome this problem, the Financial Management System (FMS) is implemented as the main solution in recording active transactions. Financial Management System is a system that functions in managing financial data, as well as report management related to Askrindo company finances in the insurance business such as setting foreign currency values, basic premium values or nominal, and bookkeeping or journaling, as well as risk management of nominal insured objects integrated with the Askrindo Core System (ACS) system (Willysandro P, 2020).

The FMS portal enables digital recording of transactions, with features that support more systematic, accurate, and efficient recording. The system is also integrated with various other financial modules, such as accounts receivable, claims payment, and financial reporting, making it easier to audit and report in real-time. The FMS portal provides a tiered authorization

feature that allows validation of transactions by various levels of users before they are confirmed as official journals. This increases security and accuracy in the financial recording process. In addition, the FMS Portal is equipped with security features that ensure that only authorized parties can make changes or modifications to financial data, thus reducing the risk of fraud or data manipulation.

The following are the stages in the process of recording active transactions at PT Askrindo can be done through the following steps:

1. Transaction Identification and Verification
 - a. Identify the types of transactions that occur, whether they include premium receipts, claim payments, operating expenses, or other transactions.
 - b. Check the completeness of supporting documents such as invoices, receipts, proof of transfer, or agreement letters.
 - c. Ensure transactions have been approved by authorized parties in accordance with company policy.
2. Data Input into the System (FMS Portal)
 - a. Log in to the FMS portal using valid credentials.
 - b. Select the appropriate transaction module (e.g. premium receipts, claim payments, or operating expenses).
 - c. Enter transaction details, including date, amount, accounts involved, and transaction description.

- d. Upload supporting documents if required.
3. Validation and Approval
 - a. After the transaction is inputted, the system will validate the data entered.
 - b. Transactions may require approval from the relevant supervisor or section before further processing.
 - c. If there are errors or discrepancies, transactions can be corrected or rejected before posting.
4. Posting to Ledger
 - a. Once the transactions are validated and approved, the journal entries will be posted into the accounting ledger.
 - b. This process ensures that transactions are officially recorded in the company's financial statements.
5. Report Generation and Reconciliation
 - a. Transactions that have been posted can be entered into financial statements, such as the balance sheet and income statement.
 - b. Reconcile with other financial data, such as bank balances or cash, to ensure accuracy of records.
 - c. If discrepancies are found, adjustments or further investigations are made.
6. Archives and Documentation
 - a. All transactions that have been recorded must be properly documented for audit and reporting purposes.
 - b. Supporting documents must be stored in accordance with

company policy and applicable regulations.

However, in its implementation, several problems were found when users recorded active transactions on the FMS portal. Some of the problems that often occur include sudden system errors, which cause interruptions in the transaction recording process. In addition, when the number of transactions recorded at one time is too large, the FMS portal can experience disruptions such as the display suddenly becoming blank or unresponsive. As a result, users must repeat the entire recording process from the beginning, which not only hampers work efficiency but also potentially increases the risk of errors in data recording.

To overcome these problems, a series of solutions are needed that can improve system performance, stability, and reliability. The following are some solutions that can be implemented to ensure the FMS portal can operate more optimally and support the smooth recording of transactions for users.

1. System Performance Optimization
Increase server capacity and database optimization so that it can handle higher transaction loads without experiencing performance degradation.
2. Improved System Stability
Identify and fix bugs or loopholes in the system that cause errors or crashes when recording transactions and conduct regular tests to ensure the system can handle high workloads without experiencing interruptions.
3. Improved Auto-Save Mechanism

Add an auto-save feature so that transaction data that has been recorded is not lost in the event of a system disruption and provide a draft or cache feature so that users can continue recording without having to repeat from the beginning.

4. Improved Monitoring and Rapid Response to Issues

Implement a real-time monitoring system to detect any disruptions in the system before they impact users.

In the implementation of the Financial Management System (FMS) portal at PT Askrindo Purwokerto Branch, some of the resulting outcomes include fully digital recording of financial transactions without the need for manual recording, increased efficiency in the process of recording and verifying transactions, and reduction of data input errors through automatic validation features. In addition, this system provides easy access for employees to view transaction data in real-time, thus increasing transparency in financial management.

In an effort to improve operational efficiency and compliance with applicable financial standards, PT Askrindo Purwokerto Branch has implemented the Financial Management System (FMS). The process of implementing this system is inseparable from various driving factors that support the smooth and successful use of the system. The following are the main driving factors that influence the successful implementation of the FMS system in this company:

1. Management Support

Full support from management is a key factor in the successful implementation of the FMS system. The management of PT Askrindo Purwokerto Branch not only provided the required resources, such as budget and experts, but also ensured that all parties involved in the implementation process were given clear motivation and direction.

2. Human Resources Readiness

Employees involved in financial processes have been given intensive training to understand the use of the FMS Portal. Good socialization and regular training ensure that the finance team is able to make the most of the system.

3. Efficiency and Accuracy

With the automation offered by the system, many manual processes that were previously time-consuming can be replaced, thus speeding up the completion of routine tasks. In addition, the system also reduces the possibility of human error in the recording and calculation process, which ultimately improves the accuracy of financial reports and reduces the risk of errors that could harm the company.

4. Reliable IT Support

When technical issues or system problems arise, the IT team is ready to provide solutions quickly, be it through bug fixes, system updates, or handling other technical issues.

5. Adequate Technology

Infrastructure

The implementation of the FMS portal is supported by qualified technology infrastructure, including a stable internet network, adequate hardware.

The implementation of the Financial Management System (FMS) at PT Askrindo Purwokerto Branch provides various benefits in improving the efficiency and accuracy of recording financial transactions. However, during the implementation process, several inhibiting factors arise that need to be managed so that the system can operate optimally. The following are some of the inhibiting factors faced during the implementation of the FMS portal in this company:

1. **Technical Disruptions**
Obstacles such as server down, limited system capacity, unstable internet connectivity, and system bugs can hinder the active transaction process and cause delays or errors in data recording.
2. **Limitations in System Performance Monitoring**
Without an adequate system in place to monitor and evaluate FMS performance on an ongoing basis, identifying problems or needed improvements can be hampered, resulting in difficulties in maintaining smooth operations.
3. **Lack of User Feedback**
Without a channel for feedback from system users, the company cannot know the problems faced by users in the field. This can hinder continuous improvement and reduce the effectiveness of the system.

In the implementation of the FMS portal, some indications of success can be seen from the increase in transaction processing speed, where the transaction settlement time is shorter compared to the manual method. In addition, data accuracy has also improved significantly with fewer transaction recording errors. In terms of operational

efficiency, the system allows more transactions to be processed in one day compared to the manual method.

User satisfaction is also one of the main indicators of success, where most employees feel the system is more effective than the manual method. The ease of auditing and reporting has also increased because data is more organized and easily accessible, so that internal audits can be carried out without significant obstacles. From a regulatory aspect, the system also meets the applicable accounting standards and ensures that all financial records are in accordance with company policies.

D. CLOSING

1. Summary

The implementation of the Financial Management System (FMS) at PT Askrindo Purwokerto Branch has had a positive impact on the efficiency and accuracy of recording financial transactions. With the integration of various financial modules, the system enables real-time cash flow monitoring and faster decision making.

However, despite the significant benefits, there are technical constraints such as system errors, blank displays, and high transaction loads that hamper smooth operations. In addition, infrastructure limitations and less than optimal monitoring mechanisms are also hindering factors. Strong management support, human resource readiness through intensive training, and adequate infrastructure are the main

drivers of successful FMS implementation.

2. Suggestion

In order for the FMS system to function more optimally and avoid similar problems in the future, the following suggestions can be implemented:

- a. **Technology Infrastructure Improvement**
Periodically evaluate server and network needs to accommodate the increasing number of transactions and adopt cloud computing technology to make the system more flexible in handling transaction spikes.
- b. **System Development**
Improve user experience with a more responsive and intuitive UI/UX and provide a batch transaction upload feature to allow users to record multiple transactions in one process.
- c. **HR Training and Strengthening**
Conduct regular training for users to improve their understanding in using the FMS effectively and build a feedback system from users for future system improvement and development.
- d. **Process Evaluation and Simplification**
Review transaction recording procedures to be more efficient and minimize the possibility of input errors.

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