

ANALYSIS ENTERPRISE RESOURCE PLANNING (ERP) IN EMPLOYEES OF PT. GRACE TECHINC BALIKPAPAN

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Abstract: The information system that can help improve the effectiveness and efficiency of work is Enterprise Resource Planning (ERP). The ERP is an information system that integrates information available in the company from the various aspects of resources. The purpose of this research is to provide an overview of the ERP-based information system for PT Grace Technic employees in influencing the implementation of working processes for all employees. The data collection in this study was carried out through the questionnaire. The Data analysis is used qualitative analysis by distributing questionnaires to respondents, is the employees who work by calculating percentage scores. This research was conducted with the aim of knowing and analyzing the influence of ERP on employees in PT. Grace Technic Balikpapan Based on the ERP implementation data and information. The method is used the quantitative research method. The research instruments are the tools or facilities used by researchers in collecting data, so that their work is easier and the results are better, more accurate, complete and systematic. The results of this research indicate that the Enterprise Resource Planning (ERP) at PT. Grace Technic Balikpapan showed that the results are very good percentage score can help the employee in managing performance so that they can maximize the employee work and then what must be done is to develop the ERP system, in management commitment and training in the use of the ERP system.

Keywords: Effectiveness; Efficiency; Employees; Enterprise Resource Planning; Performance.

INTRODUCTION

In today's highly competitive and rapidly changing economy. Information technology has developed very rapidly. All companies and industries demand each other and work on how information technology can support work processes. The use and application of information technology appropriately and maximally becomes a support in terms of time practicality, energy and more guaranteed in the accuracy of the work process. The use of information technology, especially in a company, can be seen in terms of ease of use, effectiveness and efficiency.

An information system that can help improve work effectiveness and efficiency is Enterprise Resource Planning (ERP). *Enterprise Resource Planning* (ERP) is an embodiment of an information system that integrates information data available in a company from various aspects of the resources needed for the ongoing performance of a company. Data integration in ERP technology is carried out in a function department that enters data used as information, so that data can be used by other functions within a related company. The use of ERP which is equipped with hardware and software to coordinate and integrate information data in each process area to produce fast and accurate decision making for preparing analyzes and reports.

PT Grace Technic as a fabrication, machining and construction service company is committed to protecting everyone, company assets, the surrounding environment from potential hazards associated with PT Grace Technic's activities. In this case PT Grace Technic has a commitment to the sustainability of the Company, including:

1. Creating safe and healthy conditions in the workplace.
2. Prevent damage or pollution as a result of the impact of the company's work processes.
3. Involvement of Resources, every personnel of PT. Grace Technic cares about and consistently implements HSE policies.
4. Prioritizing aspects of Occupational Health, Safety and Environment.
5. Involve work partners in efforts to achieve HSE commitments.
6. Communicating and disseminating HSE to all personnel and work partners.
7. Follow and improve the HSE management system in accordance with applicable laws and regulations.
8. Identify potential hazards and reduce the risk as low as possible to prevent accidents.
9. Using the best technology to reduce the impact of operations on people, assets and the environment.
10. Increase the awareness and competence of workers so they can carry out their work properly and safely.
11. All levels of PT. Grace Technic, both employees and top management, are fully committed to living and carrying out health, safety and environmental aspects.

Based on the description and explanation above, the formulation of the problem in this study is:

1. How does the quality of the Enterprise Resource Planning (ERP) system affect the performance of employees at PT Grace Technic?
2. How does the quality of the Enterprise Resources Planning (ERP) information system service according to the employees implemented at PT Grace Technic?
3. How is the employee's ability to use the Enterprise Resource Planning (ERP) system at PT Grace Technic?

The purpose of this study is to provide an overview of ERP-based information systems for PT Grace Technic employees in influencing the implementation of work processes for all employees. The creation of this information system is used to improve quality and quantity. In addition, this study also aims to describe and measure the effect of the quality of the Enterprise Resource Planning (ERP) system on the performance of employees of PT Grace Technic. Measuring the quality of Enterprise Resources Planning (ERP) information system services according to employees implemented at PT Grace Technic. Knowing the ability of employees to use the Enterprise Resource Planning (ERP) system at PT Grace Technic.

The benefit of this research is to provide guidance for PT Grace Technic employees to be used as material for evaluating employee performance using the ERP system and can be used as a guide for further research.

METHODS

The method used in this study is the quantitative research method. Quantitative research, namely by collecting the required data from respondents and then calculating the score of the answers that have been collected from respondents. Collecting data in this study using a questionnaire in the form of a statement. Research instruments are tools or facilities used by researchers in collecting data so that their work is easier and the results are better, more accurate, complete and systematic so that the results are easier to process.

This research was conducted at PT. Grace Technic Balikpapan, which is located at Jalan Mulawarman No. 999 district. East Baliapan, Balikpapan City. The questionnaire is a list of questions addressed to the respondent, the respondent's answers to all statements in the questionnaire are then recorded or recorded. Descriptive statistics in this study are used to measure the use of the ERP system on user satisfaction and its impact on employee performance. Dist This question was sent to respondents via an online questionnaire in the form of a google form. The data used are primary data taken by distributing questionnaires to predetermined samples. The collected data is then processed by calculating the value of the

level and continuum line in the descriptive analysis. As for how many materials are used to process data from all activities and routines in PT. Grace Technic Balikpapannamely as follows:

1. Plan document and Company Profile containing the Company's Vision, Mission and Functions
2. Forms and files used to collect data in internal business process activities in PT. Grace Technic Balikpapan

Based on what has been described above, the method applied is by data collection techniques. Data collection to obtain information about all existing situations and conditions in PT. Grace Technic Balikpapan which is the first step taken in data processing as for several techniques used as follows:

1. Observation is carrying out observation activities on all activities that use information systems in PT. Grace Technic Balikpapan
2. The questionnaire is a data collection technique by distributing statements to respondents which can be given directly or a link to an online form that must be answered
3. Literature review, namely collecting literature relating to the analysis of the influence of ERP on employees in PT. Grace Technic Balikpapan and article references by internet.

RESULTS AND DISCUSSION

This research was conducted by means of quantitative research, where the results of this study were in the form of numbers and the data obtained from the respondents were then analyzed. And in this study aims to find out how the performance of existing employees in PT. Grace Technic Balikpapanusing an ERP system. Data collected from questionnaires distributed to employees in PT. Grace Technic Balikpapancollected as many as 35 respondents. The delivery process was carried out by distributing questionnaires using a percentage scale with a score of 1 to 5. The results of the distribution of all questionnaires returned in the same number and were suitable for use and analysis. Following are the results of distributing the questionnaires:

Table 1. Questionnaire Results

No.	Information	Amount
1.	Questionnaire distributed	35
2.	Response questionnaire	35
3.	Unresponsive questionnaire	0
4.	Percentage of respondents	100%
5.	Questionnaires cannot be analyzed	0
6.	Total questionnaires that can be analyzed	35

Source: data processed by the author

In describing and describing the data on the influence of ERP on employees of PT. Grace Technic Balikpapan, researchers explained the results of calculations using the Percentage formula, namely in the form of a table containing the average score of respondents from the results of distributing questionnaires with the percentage scale as follows:

Table 2. Distribution Results

Characteristics	Category	Freq	%
ERP used in PT. Grace Technic Balikpapan is Effective and Efficient	Strongly Disagree	0	0 %
	Don't agree	1	2.9 %
	Neutral	4	11.4 %
	Agree	9	25.7 %
	Strongly agree	21	60%

ERP system at PT. Grace Techic Balikpapan is easy to learn for employees	Strongly Disagree	0	0 %
	Don't agree	4	11.4 %
	Neutral	7	20 %
	Agree	15	42.9 %
	Strongly agree	9	25.7 %
The facilities obtained from the company to work are very sufficient	Strongly Disagree	1	2.9 %
	Don't agree	1	2.9 %
	Neutral	12	34.3 %
	Agree	9	27.7 %
	Strongly agree	12	34.3 %
By using an ERP system, employee work time is more effective and efficient	Strongly Disagree	0	0 %
	Don't agree	3	8.6 %
	Neutral	5	14.3 %
	Agree	18	51.4 %
	Strongly agree	9	25.7 %
Employee performance has increased since using the ERP system	Strongly Disagree	1	2.9 %
	Don't agree	2	5.7 %
	Neutral	10	28.6 %
	Agree	12	34.3 %
	Strongly agree	10	28.6 %
Employee work is much better by using ERP System	Strongly Disagree	1	2.9 %
	Don't agree	0	0 %
	Neutral	5	14.3 %
	Agree	19	54.3 %
	Strongly agree	10	28.6 %
The ERP system applied at PT. Grance Technic Balikpapan is clear and easy to understand	Strongly Disagree	0	0 %
	Don't agree	1	2.9 %
	Neutral	4	11.4 %
	Agree	15	42.9 %
	Strongly agree	15	42.9 %
The ERP system provides a clear picture of work procedures for employees	Strongly Disagree	0	0 %
	Don't agree	1	2.9 %
	Neutral	5	14.3 %
	Agree	17	48.6 %
	Strongly agree	12	34.3 %

Source: data processed by the author

The percentage calculation steps are as follows:

a. Calculating frequency (f)

b. Calculating the Percentage (P) of answers using the formula:

$$P = f/N \times 100 \%$$

Where :

P = Percentage answered

f = frequency of respondents' answers

N = Total frequency

In calculating the percentage in the table where N = 35, which is based on the number of respondents who filled out the questionnaire. Then the percentage of each answer is calculated on each statement characteristic indicator on the questionnaire.

On the characteristics indicator "ERP used at PT. Grace Technic Balikpapan is already Effective and Efficient", here's how to calculate the results:

Strongly disagree $= \frac{0}{35} \times 100\% = 0\%$

Don't agree $= \frac{1}{35} \times 100\% = 2,9\%$

Neutral $= \frac{4}{35} \times 100\% = 11,4\%$

Agree $= \frac{9}{35} \times 100\% = 25,7\%$

Strongly agree $= \frac{21}{35} \times 100\% = 60\%$

From the calculation results stated that respondents with a percentage of 60% strongly agree that the use of ERP is very effective and efficient.

CONCLUSION

As issue of Enterprise Resource Planning (ERP) at PT. Grace Technic Balikpapan can assist employees in managing performance so that they can maximize employee work so that problems do not occur that cannot be controlled. According to employees, the service quality of the Enterprise Resources Planning (ERP) information system implemented at PT Grace Technic is very good in supporting employee performance in carrying out work more effectively and efficiently.

Employees can easily use the Enterprise Resource Planning (ERP) system at PT Grace Technic. From the conclusion in implementing an ERP system there are several very important things that are the key to the success of implementing an ERP system and should be improved by both the company and the ERP system developer, namely management commitment and training in the use of the ERP system.

Suggestion

1. As for suggestions for this research that uses quantitative methods by calculating scores from the questionnaires distributed to informants must produce numbers or answers that are accurate and valid. The results of this study indicate that use of Enterprise Resource Planning (ERP) at PT. Grace Technic Balikpapan is very good at maximizing employee work.
2. The results of this research analysis can be a guideline for further researchers to redevelop the results of analytical research, especially in terms of the results effect of ERP on Employees at PT. Grace Technic Balikpapan.
3. Maintaining the accuracy of data and information on ERP implementation at PT. Grace Technic which has been running well, which is very helpful for employees at PT. Grace Technic Balikpapan in completing the work
4. Suggestions for companies in implementing an ERP system there are several very important things that are the key to the success of implementing an ERP system and should be improved by both the company and the ERP system developer, namely management commitment and training in the use of the ERP system.

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