



Ideas and Concept in Developing Financial and Tax Administration System at The Angkal Fast Boat & Resort Nusa Penida

Made Ayu Jayanti Prita Utami*
Business Department
Politeknik Negeri Bali
Badung, Bali, Indonesia
prita.utami@pnb.ac.id

I Gede Iwan Suryadi
Business Department
Politeknik Negeri Bali
Badung, Bali, Indonesia
gedeiwan@pnb.ac.id

Ni Nengah Lasmini
Accounting Department
Politeknik Negeri Bali
Badung, Bali, Indonesia
nengahlasmini@pnb.ac.id

Ketut Vini Elfarsa
Business Department
Politeknik Negeri Bali
Badung, Bali, Indonesia
viniefarsa@pnb.ac.id

I Putu Okta Priyana
Business Department
Politeknik Negeri Bali
Badung, Bali, Indonesia
oktapriyama@pnb.ac.id

Gede Pradiva Adiningrat
Business Department
Politeknik Negeri Bali
Badung, Bali, Indonesia
gedepradiva@pnb.ac.id

Abstract— The Government of Indonesia is actively focusing on the growth of Micro, Small, and Medium Enterprises (MSMEs). In today's post-covid digital world, the MSME sector is critical to economic revival. The goal of this research is to improve the digitization of the finance system at The Angkal Fast Boat & Resort Nusa Penida. The Angkal is a tourist MSMEs with different types of business fields, including fast boat business from Bali to Nusa Penida, resorts in Nusa Penida, Water Sport, and other business fields. The complexity of this firm has not been matched by a technology-based finance system, resulting in operational issues that have an impact on business continuity and growth. Therefore, this research aimed at describing ideas and concept in developing a financial system from conventional into digital financial system. The ideas and concepts in developing the financial system covers: 1) MSME requirements analysis, 2) financial system design, 3) financial system development, and 4) system training support. This research is anticipated to give innovations and solutions in the form of ideas and concepts in digitizing the financial system as well as boosting human resource competency in financial system use for MSMEs in The Angkal.

Keywords— MSMEs, Digital Finance Innovation, Financial System, Digital System.

I. INTRODUCTION

To deliver services for businesses and consumers, decision-makers are increasingly focused on ICT (Information and Communication Technology), digital systems, and the Internet [1]. Moreover Bieliaieva [2] states that the use of

digital technology to streamline a company's business operations, boost productivity, and enhance the customer experience is known as "digitalization," which is a profound business transformation. Digitalization is an international phenomenon, especially in these days of global pandemics. Therefore this advancement in information technology may eventually have an impact on how a corporation leads its industry in terms of market share, goods and services, customer preferences, and laws and opolicies [3]. As the end goal, this might happen massively in the activities of people's life that take place in the financial services industry.

The industrial and corporate worlds have gone digital in both production and services, demonstrating a plan to connect all business systems, big and small. Depending on the digital system that is constructed, this system can be utilized continually, allowing it to be developed in response to periodically changing demands. Due to a system that has not been able to adjust to MSME owners and the breadth of the business system as a strategy, the digital role in MSMEs is still comparatively small [4]. As we know MSMEs play a significant part in the Indonesian economy. MSMEs are currently one of the new job alternatives being used to lessen the effects of unemployment in Indonesia. Additionally, MSMEs are crucial in promoting Indonesia's economic growth. This is based on the significant contribution MSMEs have made to regional income and state revenue in Indonesia. Community small business, also known as MSME, is a type of small business that was started on an individual's initiative and creates new jobs in order to lower Indonesia's unemployment rate. MSMEs are able to readily alter and adapt to market needs that change over time since the capital requirements for initial investment in MSMEs are relatively small and the absorption rate of human resources

is comparatively high [5]. This causes MSMEs to be less vulnerable to various external changes [6].

Since the Covid-19 epidemic entered Indonesia, the spread of the corona virus has significantly impacted the viability of the Indonesian economy (Covid-19). The epidemic's expansion in Indonesia has had a profound effect on all business players, including micro, small, and medium-sized businesses. Naturally, this results in a great deal of worry for MSME actors since there are less community activities. As a result, there is less demand or less purchasing power, which has a big influence on MSME actors' turnover [7]. Moreover Taufik, et al [8] states that the expansion of Covid-19 also has an immediate effect on the internal environment of company entities and traditional commercial activity patterns in the areas of finance, marketing, human resources, and operations. Additionally, regarding the improvement of MSMEs in managing its business in the digital era, financial services must keep up with digital change in order to be competitive and long-term in the market. Financial institutions' existence is linked to their adoption of innovation and embrace of digital developments to increase efficiency and performance inside the firm [9] [10] [11].

As one MSMEs that is eager to improve the financial system in post covid-19 situation, The Angkal Fast Boat & Resort still faces some problems regarding to financial reports and tax administration. The Angkal is one of the MSMEs involved in the tourist industry and operates in a number of different business sectors, including the rapid boat service between Bali and Nusa Penida, resorts on the island, water sports, and other enterprises. A technology-based financial system, sufficient tax administration, and the existence of a consolidated financial report that displays the overall performance and financial situation of the firm do not match the complexity of this business. This makes it challenging for the firm to make both short-term and long-term choices, which leads to operational issues that may have an effect on business continuity and growth. Additionally, daily reports that are prepared as notes are done manually, and occasionally the layout is still disorganized.

Based on the problems stated above, this research aimed at describing ideas and concept in developing financial system and tax administration at The Angkal Fast boat & resort.

II. METHODOLOGY

This research uses a descriptive qualitative approach. According to Sugiyono qualitative descriptive research method is research used to investigate, describe, explain, find the quality or privilege of social influences that cannot be explained, measured or described through a qualitative approach. This method is used to examine the condition of natural objects, where researcher is as a key instrument. Sampling of data sources is carried out purposively and

snowball, the collection technique is tri-angulation (combined), data analysis is inductive or qualitative and the results of qualitative research emphasize meaning rather than generalization [12].

This study aimed at describing ideas and concept in developing a financial system from conventional into digital financial system. The ideas and concepts in developing the financial system covers: 1) MSME requirements analysis, 2) financial system design, 3) financial system development, and 4) system training support. This research is anticipated to give innovations and solutions in the form of ideas and concepts in digitizing the financial system as well as boosting human resource competency in financial system use for MSMEs in The Angkal.

III. RESULT AND DISCUSSION

The ideas and concepts in developing the financial system and tax administration into a digital system covers four important activities or concepts: 1) MSME requirements analysis, 2) financial system design, 3) financial system development, and 4) system training support.

A. MSMEs requirements analysis

The first step in establishing a digital-based financial and tax administration system is to undertake a needs assessment and survey. The Angkal must undertake field surveys and interviews with all finance department staff to determine their requirements in the process of digitizing administration and finance. This procedure is critical given the urgency of the demands and the examination of human resources that will support the system change that will be implemented. In principle, it is critical to carry out this needs analysis in order to identify the fundamental requirements for the development of a solution that may help enhance the performance of a unit or group and solve a problem that emerges.

B. Financial System Design

The following step is the design design stage, which is based on the outcomes of the prior needs analysis. The reason for the preceding relevance of requirements analysis is to be able to construct a blueprint that will later be utilized as a standard in developing the desired digital financial system. At this design stage, The Angkal can organize a focus group discussion with multiple stakeholders, such as the system designer team, about the outcomes of the previous stage's requirements analysis. This debate is critical in order to achieve the correct design outcomes to be realized in the following development step. At this point, the angkal party must work with the system designer to create a legitimate and effective design that can be used as a reference for the system developer to match the angkal's human resource skills later when he operates this digital-based financial and tax system. This design stage may be

carried out in three actions during its implementation: planning, analysis, and design.

Planning information systems is the initial action in the design stage. The angkak party and the system designer use the 5W+1H technique to determine system needs in this activity.

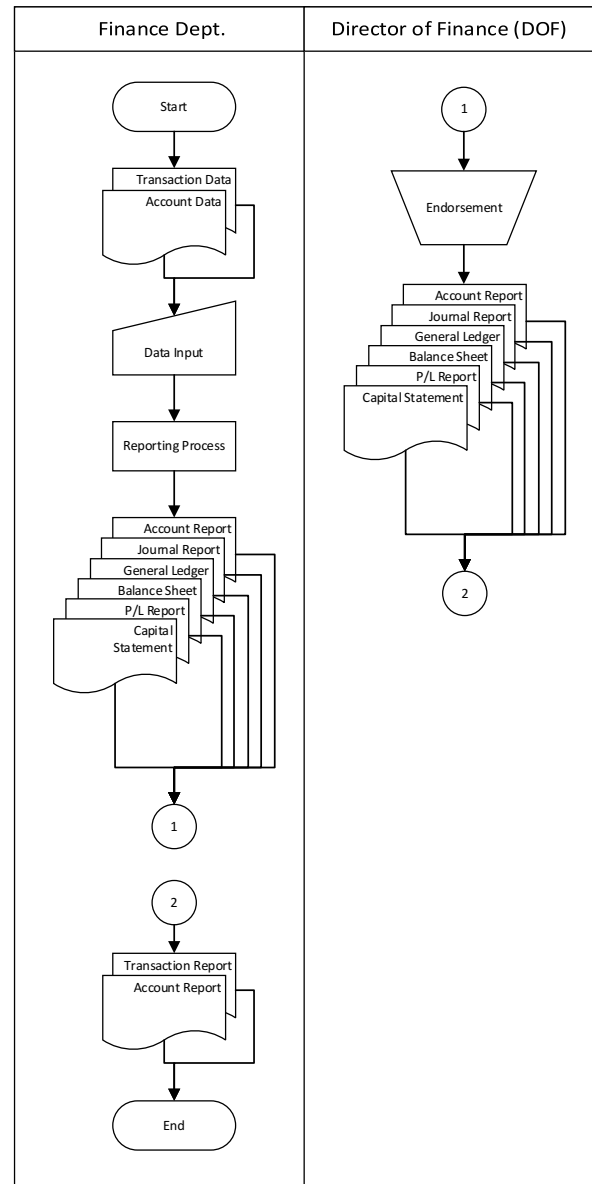
- 1) What information system design will be created?
- 2) Who will be a part of the financial system?
- 3) Where is the financial system design most useful?
- 4) When may the financial system's design be used?
- 5) Why is it necessary to develop a financial system to assist finance and tax administration in the Angkal?
- 6) What are the financial system's procedures and processes?

The angkak and system designer can create a concept map of the financial system design that they intend to construct after identifying the system planning utilizing the 5W+1H technique.

Following the planning step, the following level is system analysis. Based on the diagnosis results from the previously existing financial and tax administration system, this step involves actions to build a new financial system and tax administration. Several actions are included in the analysis phase, including the creation of entity relationship diagrams (ERD), use case diagrams, and use case scenarios.

The next step is to construct a database and a graphical user interface (GUI). The design process will convert the previously evaluated criteria or needs. This design stage results in the creation of a physical database design and a Graphical User Interface (GUI) design in the form of a system mockup.

The unified system of The Angkal must receive monthly account and transaction data from the three subsidiaries' financial employees. Each organization goes through the process of uploading information for each transaction and account into The Angkal consolidation system. The output of account statements, journals, ledgers, profit and loss, balance sheets, and changes in capital are then produced by the finance team on the system. Following completion of the report, the leadership can view all types of transactions that have been completed on each report, and the leader then confirms the printed financial statements. Additionally, a compilation of all reports is made and delivered to the finance division in the form of transaction and account reports.



C. Financial System Development

The third stage is the construction of the financial system and tax administration, which were detailed and explicitly designed in the previous stage by the system designer and afterwards by the angkak parties as system users. At this stage of development, the angkak party consults with the system developer about the design and mock-up created with the system designer. The system developer will study the design outcomes to acquire a perfect image of the system that will be built so that the angkak party can run it afterwards. At this point, the system developer will handle the majority of the system's implementation. To get the intended result, the angkak party should continue to collaborate with the system developer.

D. System Training Support

After the system has been created, the following step is to implement mentorship or training for the workers who will use it so that it may be used correctly and efficiently. To acquire the finest training outcomes for the Aangkal staff, the organization needs now hire system developers and specialists in finance and taxation. It is anticipated that this training process will continue in order for personnel who utilize this system to effectively acquire the necessary abilities. The instruction given may take the form of workshops or socialization including the developed financial system and tax administration. This stage is critical for the Aangkal since human resources are restricted in operating a digital-based system that will be employed in the banking system and tax administration at the Aangkal Fast Boat & Resort.

IV. CONCLUSION

As one MSMEs that is eager to improve the financial system in post covid-19 situation, The Angkal Fast Boat & Resort still faces some problems regarding to financial reports and tax administration. The Angkal is one of the MSMEs involved in the tourist industry and operates in a number of different business sectors, including the rapid boat service between Bali and Nusa Penida, resorts on the island, water sports, and other enterprises. A technology-based financial system, sufficient tax administration, and the existence of a consolidated financial report that displays the overall performance and financial situation of the firm do not match the complexity of this business. This makes it challenging for the firm to make both short-term and long-term choices, which leads to operational issues that may have an effect on business continuity and growth. Additionally, daily reports that are prepared as notes are done manually, and occasionally the layout is still disorganized.

To cope the problems emerged in the angkal. This research describes ideas and concept in developing a digital financial system and tax administration to assist The Angkal in improving the business to have a better financial system. The ideas and concepts in developing the financial system and tax administration into a digital system covers four important activities or concepts: 1) MSME requirements analysis, 2) financial system design, 3) financial system development, and 4) system training support.

Acknowledgment

The author would like to thank all forms of support that have been given in writing this article. Particular thanks are owed to State Polytechnic of Bali, Matching Fund committees who funded the authors' research, and The Angkal as the Industry partner.

REFERENCES

- [1] N. R. Mosteanu, "Finance digitalization and its impact on labour market," *Tech. Soc. Sci. J.*, vol. 8, p. 598, 2020.
- [2] N. Bieliaieva, O. Sova, T. Ganushchak, O. Zhuk, and O. Matusova, "Digitalization of the financial subsystem of industrial enterprise: Points of implementation," *E3S Web Conf.*, vol. 255, 2021, doi: 10.1051/e3sconf/202125501045.
- [3] S. J. Berman, "Digital transformation: opportunities to create new business models," *Strateg. Leadersh.*, 2012.
- [4] P. K. Basuki Putri, D. Yudhanegara, and R. Fadilah, "DIGITALISASI KEUANGAN UKM (Studi Kasus CV. Madu Mekar Purwakarta)," *J. Ris. Entrep.*, vol. 4, no. 2, p. 1, 2021, doi: 10.30587/jre.v4i2.2530.
- [5] E. Y. Nasution and T. Indria, "Digitalisasi UMKM di Masa Pandemi," *Arsip Publ. Ilm. Biro Adm.*, vol. 2, no. 1, pp. 797–805, 2021, [Online]. Available: <http://research-report.umm.ac.id/index.php/API-BAA/article/view/4022>.
- [6] H. Wijoyo, "Digitalisasi umkm pasca pandemi covid-19 di riau," *Pros. Konf. Nas. Adm. Negara Sinagara*, pp. 12–16, 2020.
- [7] M. Nicola *et al.*, "The socio-economic implications of the coronavirus pandemic (COVID-19): A review," *Int. J. Surg.*, vol. 78, pp. 185–193, 2020.
- [8] T. Taufik and E. A. Ayuningtyas, "Dampak Pandemi Covid 19 Terhadap Bisnis Dan Eksistensi Platform Online," *J. Pengemb. Wiraswasta*, vol. 22, no. 01, pp. 21–32, 2020.
- [9] H. Mohamed and H. Ali, "Hazik Mohamed and Hassnian Ali Blockchain, Fintech, and Islamic Finance." 2019.
- [10] I. Romanova, S. Grima, J. Spiteri, and M. Kudinska, "The payment services Directive II and competitiveness: The perspective of European fintech companies," *Eur. Res. Stud.*, vol. 21, no. 2, pp. 3–22, 2018.
- [11] L. Baiguzina, G. Galimova, and E. Nurdavlyatova, "Financial system in the conditions of digitalization of the modern economy," *E3S Web Conf.*, vol. 295, p. 01035, 2021, doi: 10.1051/e3sconf/202129501035.
- [12] P. Sugiyono, "Metodologi penelitian kuantitatif kualitatif dan R&D," *Alpabeta, Bandung*, 2011.

Open Access This chapter is licensed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License (<http://creativecommons.org/licenses/by-nc/4.0/>), which permits any noncommercial use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license and indicate if changes were made.

The images or other third party material in this chapter are included in the chapter's Creative Commons license, unless indicated otherwise in a credit line to the material. If material is not included in the chapter's Creative Commons license and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder.

