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PIECES Framework for Information System Needs Analysis using Website-based Appsheet: A Technopreneurship Digitalization Solution in Indonesia

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ABSTRACT

The development of technology and information systems hold crucial roles in the industrial world. The quantitative research aims to analyze information system needs as a reference in improving business processes and as a solution for digitizing technopreneurship in Indonesia. The object of this research is PT OMAJA POWER, a company operating in the renewable energy sector. The samples are selected using the side saturation method by which data is obtained through a questionnaire distributed to all company employees. The PIECES framework is employed to create a questionnaire and a system needs analysis. The research proposes a need analysis for an information system for managing account receivables and payables based on the PIECES framework which is expected to be central for technopreneurship in Indonesia. The research obtained the following percentages: 4.85% for performance, 4.76% for information and data, 4.76% for economics, 4.80% for control and security, 4.61% for efficiency, and 4.66% for service.

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INTRODUCTION

Digitalization has become the main drive for transformation in various industrial sectors, including economics and Accounting Information Systems (Ivanov et al., 2020). This change is not just a trend, but an essential tool to increase efficiency, accuracy, and competitiveness in an increasingly aggressive business environment. In the era of globalization and rapid technological progress, digitalization has changed the global economic landscape, changed the way of communication and business transactions, and redefined traditional parameters (Tan, Elshaday et al., 2024). The increasingly rapid development of technology in the era of globalization brings significant influences to the business world (Sari et al., 2021). Technopreneurship allows business entities to adapt to the digitalization era by employing the existing technology (Kasmirandi, 2023). An example of technology utilization in business is developing startups that can contribute to the economic sector.

Companies face challenges in adopting digital technology; transitioning from manual systems to automation to speed up accounting processes (Maulana & Kustiwi, 2023). In the ever-growing global economy, companies often operate across countries, adding complexity to accounting data and information management. Digitalization can simplify the process of monitoring in real-time, optimizing and automating business processes (Z. Tan & Miller, 2023). The role of digitalization in the economy is also closely related to innovation and the development of new products and services (Calderon-Monge & Ribeiro-Soriano, 2023). The ability to innovate and adapt is the key to surviving and growing in a dynamic environment (Pratami, 2022).

The development of technology and information systems is the key to supporting operational activities that allow companies to receive information more quickly in the industrial world (Frieyadie & Muharam, 2023). In the business world, managing receivables guarantees the smooth running of the credit sales policy implemented by the company by collecting receivables quickly without affecting the assessment of the company's credibility (Anwar, 2019). Meanwhile, debt management serves as a guideline for business actors to take various anticipatory steps toward the possibility of financial difficulties (Yaskun, 2021). Receivables are assets for the company obtained from sales on credit (Zulhendra & Lady Novica, 2021). Receivables that are not managed properly will become bad debts which cause reduced cash turnover and impact the company's profitability (Rahayu et al., 2020). Meanwhile, debt is an obligation that must be paid by the company with money or services at a designated time in the future (Cindy & Ardini, 2023). It is imperative to manage debt efficiently because debt that is not managed well can cause problems for the debt owner (Akbar et al., 2023).

This condition serves as the background for designing a receivables and payables management information system. The case study in this research is a solar panel contractor company called PT Orangiro Makmur Jaya (OMAJA POWER). This company provides services in renewable energy installation and automation systems, especially solar power plant installation. The company is suffering from problems of inefficient payments; the payments from customers

in the form of receivables, and payments for operational debts, which results in uncollectable receivables that reduce the company's profitability. This research aims to create an information system that can manage the receivables and payables using AppSheet, a website known for its versatility as it allows access from mobile devices with Android or iOS operating systems. Additionally, Appsheet enables storage using the Google Drive cloud which keeps the device's storage unaffected (Munandar et al., 2022).

According to research by Teni, Salleh, & Abdullah, (2022) AppSheet can also function as a mobile application to keep track of daily stock status. Research by Wati & Barnad, (2022) suggested that AppSheet also can design and implement a company's data inventory system. Furthermore, Nugroho (2021) also found that AppSheet can improve project management performance for independent contractors. Embarking from these previous studies, this research focuses on the receivables and payables management system for the company's project and employee receivables. Meanwhile, the debt management system is concerned with operational debts. This research aims to analyze the need for an information system for managing receivables and payables as a reference for improving business processes and a solution for digitizing technopreneurship in Indonesia.

THEORETICAL REVIEW

PIECES Framework

The PIECES framework is a framework used to classify problems, opportunities, and directions in the system analysis and design section and is used as a tool to evaluate existing systems and opportunities for improvement (Ramadhani, 2018). Moreover, the PIECES framework generates a list for identifying problems based on existing information systems (Pangri et al., 2021). There are six indicators used, namely:

a. Performance, which is an analysis carried out to determine whether the system performance is running well or not.
b. Information and data, which can figure out how much and how clear information produced by the system will be.
c. Economics, which is an analysis carried out to find whether the system is appropriate to be implemented at PT OMAJA POWER by looking at the costs incurred.
d. Control and security, which is conducted to determine the extent of supervision and control so that the system runs well.
e. Efficiency, which is an analysis carried out to find whether a system is efficient, in terms of how little input can produce a satisfactory output.
f. Service, which indicates how the system can present a presentable display to users so they can quickly understand the presented data.

Information Systems

An information system is a collection of components that are organized and integrated (Junaedi & Azzahra, 2024). An information system begins with a set of data that are processed into information that the recipient can use (Wibowo et al., 2022). In an organization, an information system is a collection of interconnected components that collect, obtain, process, store, and distribute information to support decision-making and supervision within a company so that daily transactions, managerial supports, and strategic operations can be processed (Sutabri, 2012, p. 30).

Receivables Management

Receivables management aims to carry out collections, settle overdue receivables, and make decisions on selling goods or services on credit to customers (Sari et al., 2023). Receivables have a direct influence on the company's liquidity and business efficiency. Every business needs reliable information about how much of its existing receivables can be converted into cash in the future (Surikova et al., 2022). Effective receivables management is a necessary condition for the successful work of an enterprise, as it creates the prerequisites for rapid business growth and financial improvement. Company management can maintain liquidity at a high level through efficient receivables management (Menkinoski et al., 2016).

Debt Management

Debt management is accountability and transparency towards fellow humans (Akbar et al., 2023). An efficient debt management must be based on ethical, moral, and spiritual standards. Debtors have to be aware of their obligation to pay their debts, while a company needs an efficient debt management system because debts that are not managed properly can cause problems for the debtors. Efficient debt management prevents an imbalance of internal and external resources (Andy et al., 2023).

Website Appsheet

AppSheet is a no-code development platform for building applications that can be created using data sources such as Google Sheets, Excel, Cloud SQL, Salesforce, and other similar connectors whose features can be customized based on business needs (Waviandy, 2022). Using AppSheet simplifies the communication process between departments and guarantees that the requested information is fully recorded and can also be used for production planning (Chandra, 2022). AppSheet can also be used to record and manage finances digitally, thereby making the financial process more organized, the implication being that it will minimize the occurrence of errors in bookkeeping and make it easier for business owners to see the finances of their business (Hassan et al., 2023).

Technopreneurship

Technopreneurship is a startup business endeavor that uses technology currently in demand as the basis of the business (Wulandari et al., 2021).

Technopreneurship is a form of someone's enthusiasm and courage to operate a technology-based business independently. Technopreneurship originates from invention and innovation. An invention is a discovery that aims to make life easier, while innovation is the process of adopting an invention by market mechanisms. Thus, technopreneurship is the combination of technology (scientific and technological capabilities) and entrepreneurship (working alone to generate profits through business processes).

METHODOLOGY

The research is quantitative research conducted at PT OMAJA POWER. The sampling employed the saturation method, while the entire population was considered a sample (Hikmawati, 2020). The data was collected through a questionnaire which was distributed to all company employees. The framework for designing the statements in the questionnaire and the measurement system requirements reflect on the PIECES framework (Performance, Information and Data, Economics, Control and Security, Efficiency, and Service) as the system requirements analysis tool that can later be used as a reference for company progress (Hasibuan & Ferianto, 2023). The following are the six indicators used:

a. Performance; this analysis is carried out to determine system performance.
b. Information and data; this analysis is conducted to find whether the information produced by the system is adequate and clear enough.
c. Economics; this analysis is carried out to determine the costs incurred.
d. Control and Security; this analysis is carried out to determine system control and security.
e. Efficiency; this analysis is carried out to determine system efficiency.
f. Service; this analysis is carried out to determine the easy and informative display for users.

Researchers performed a need analysis for an AppSheet website-based receivables and payables management information system which is expressed in a Likert scale with value categories in Table 1.

Table 1. Likert Scale Values

Likert Scale	Score
Very Important	5
Important	4
Neutral	3
Not Important	2
Very Unimportant	1

Source: processed by the author 2024

Subsequently, the system requirement percentage index was calculated using the following formula according to (Aditya & Jaya, 2022):

$$\text{Percentage of System Need} = \frac{\text{Total Questionnaire Score}}{\text{Number of questionnaires}} \text{X } 100\% \text{ ……. (1)}$$

The level of need is determined based on the scale in Table 2.

Table 2. Percentage of Need Level

Percentage of Need (%)	Information
1.00 - 1.79	Very Unneeded
1.80 - 2.59	Not Needed
2.60 - 3.39	Neutral
3.40 - 4.19	Need
4.20 – 5.00	Very Needed

Source: (Hikmatulloh et al., 2022)

RESULTS AND DISCUSSION

The questionnaire helps obtain the data necessary to analyze the level of system needs and is designed using the PIECES framework. The PIECES framework produces system need levels with five Likert scales, namely very important, important, neutral, not important, and very unimportant. Subsequently, the system need level is expressed by the value of the percentage of system need. Table 3 shows the results of the performance indicators.

Table 3. Performance Indicators

	Very Important	Important	Neutral	Not Important	Very Unimportant
	40	4	0	0	0
	35	4	3	0	0
	40	4	0	0	0
	35	8	0	0	0
Total	**150**	**20**	**3**	**0**	**0**

Calculations $= \frac{(150x5)+(20x4)+(3x3)+(0x2)+(0x1)}{173}$

Percentage of System Need $= \frac{839}{173} \text{X } 100\% = 4.85\%$

The system needs percentage is calculated based on the performance indicators. The system needs calculation result is 4.85%, which means urgent needs of the system. Table 4 shows the result of the information and data framework.

Table 4. Information and Data Indicators

	Very Important	Important	Neutral	Not Important	Very Unimportant
	30	12	0	0	0
	35	8	0	0	0
	35	8	0	0	0
	30	12	0	0	0
	30	12	0	0	0
	35	4	3	0	0
Total	**195**	**56**	**3**	**0**	**0**

Calculations $=\frac{(195x5)+(56x4)+(3x3)+(0x2)+(0x1)}{254}$

Percentage of System Need $=\frac{1208}{254}$ X 100%= 4.76%

Based on the calculation results, the system needs percentage is 4.76%, indicating high urgency. Table 5 illustrates the data of the economic indicators.

Table 5. Economic indicators

	Very Important	Important	Neutral	Not Important	Very Unimportant
	35	8	0	0	0
	30	12	0	0	0
	35	8	0	0	0
	30	12	0	0	0
Total	**130**	**40**	**0**	**0**	**0**

Calculations $=\frac{(130x5)+(40x4)+(0x3)+(0x2)+(0x1)}{170}$

Percentage of System Need $=\frac{810}{170}$ X 100%= 4.76%

From the calculation of the economic indicators, the system needs percentage is 4.76%, indicating the system's high urgency for the company. Table 6 shows the results of the control and security indicators.

Table 6. Control and Security Indicators

	Very Important	Important	Neutral	Not Important	Very Unimportant
	35	8	0	0	0
	35	8	0	0	0
	35	8	0	0	0
	35	4	3	0	0
Total	**140**	**28**	**3**	**0**	**0**

Calculations $=\frac{(140x5)+(28x4)+(3x3)+(0x2)+(0x1)}{171}$

Percentage of System Need = $\frac{821}{171}$ X 100% = 4.80%

The calculation based on the control and security indicators results shows that the percentage of the system needs is 4.80%. It means that the system is crucial for the company. Table 7 shows the result of the efficiency indicators.

Table 7. Efficiency Indicators

	Very Important	Important	Neutral	Not Important	Very Unimportant
	30	12	0	0	0
	25	8	6	0	0
	25	16	0	0	0
Total	**80**	**36**	**6**	**0**	**0**

Calculations $=\frac{(80x5)+(36x4)+(6x3)+(0x2)+(0x1)}{122}$

Percentage of System Need $=\frac{562}{122}$ X 100%= 4.61%

The system needs percentage from the calculation on the efficiency indicators is 4.61%, which means the system is crucial for the company. Table 8 shows the result of the service indicators.

Table 8. Service Indicators

	Very Important	Important	Neutral	Not Important	Very Unimportant
	30	12	0	0	0
	30	12	0	0	0
	25	12	3	0	0
Total	**85**	**36**	**3**	**0**	**0**

Calculations $=\frac{(85x5)+(36x4)+(3x3)+(0x2)+(0x1)}{124}$

Percentage of System Need $=\frac{578}{124}$ X 100%= 4.66%

From the calculation of the service indicators, the system needs percentage is 4.66%. It means that the company urgently needs the system. Figure 1 shows the summary of data from the calculations of the system need level based on the PIECES framework.

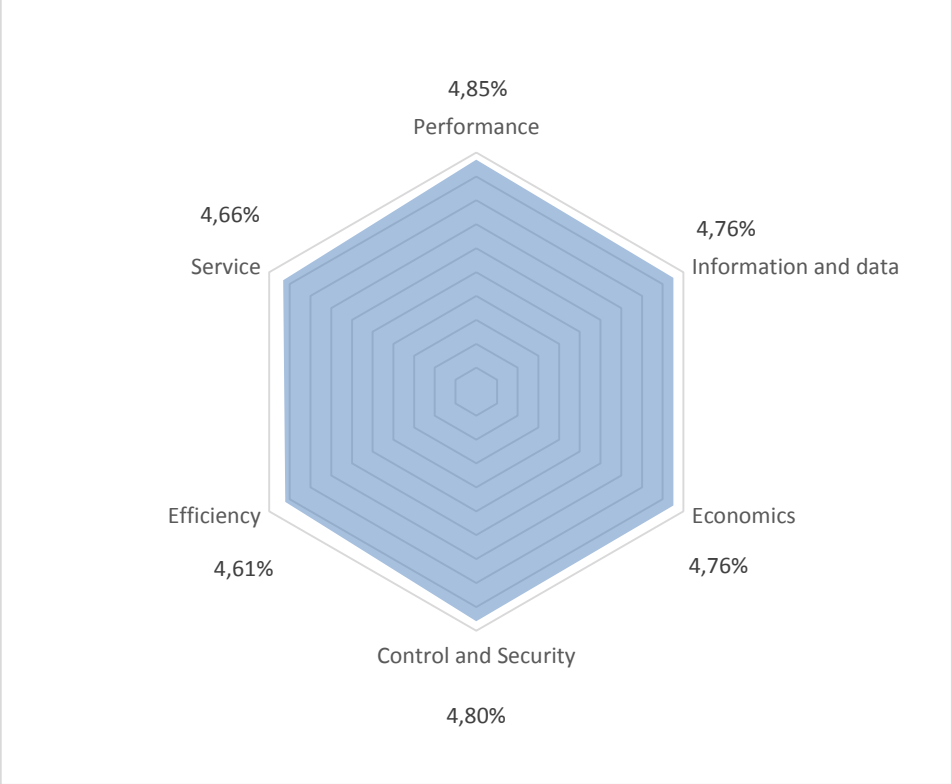

Figure 1. Percentage of System Needs Based on the PIECES Framework

Figure 1 shows that the percentages in the PIECES Framework range from 4.20 to 5.00. The performance percentage is 4.85%, which means user need analysis is needed to determine system performance. Furthermore, the information and data percentage is 4.76%, meaning that the company urgently needs a user need analysis to find out the information produced by the system. The economics percentage is 4.76%, which means that user needs analysis is urgent to understand the costs incurred. The control and security percentage of 4.80% indicates that a user needs analysis is crucial for system control and security. An efficiency percentage of 4.61% shows that a user needs analysis is urgently needed to determine the system's efficiency. Also, the service percentage of 4.66% means that a user analysis is crucial to find an easy and informative display for users.

CONCLUSIONS AND RECOMMENDATIONS

The research has conducted a need analysis for an information system for managing the account receivables and payables based on the PIECES framework. From the calculation of information system need analysis, the research found a 4.85% performance percentage, a 4.76% information and data percentage, a 4.76% economics percentage, a 4.80% control and security percentage, a 4.61% efficiency percentage, and a 4.66% service percentage. These percentages are in the range of 4.20 – 5.00. Therefore, it can be concluded that the company urgently needs an information system for managing receivables and payables based on the PIECES framework.

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FURTHER STUDY

The focus of this research is the need analysis for an information system for managing accounts receivables and payables at PT OMAJA POWER. Having such limitations, future researchers would benefit from analyzing the needs of accounting information systems in other business entities.

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