

# CHAPTER I - INTRODUCTION

## I.1 Background

SMSEs are one of the pillars that holds the economy of Indonesia. The number of MSMEs currently reaches 64.2 million with a contribution to GDP of 61.07% or worth 8,573.89 trillion rupiah. SMSEs contribution to economy in Indonesia includes abilities to absorb 97% from total workforce that exist and can collect up to 60,4% of the total investment (Ministry of Cooperatives and SMEs, 2021).

Micro, Small, and Medium Enterprises (MSMEs) are group of enterprise that have large percentage and contribution in Indonesia. Moreover, the advantage of this group has been proven to be resistant to various kinds of economic problems. So, it has become imperative to strengthen the MSME group that involves many groups. The criteria for businesses that are included in MSMEs have been regulated by law based on the law. MSMEs have a significant contribution, including the expansion of job opportunities and employment, the formation of Gross Domestic Product (GDP), and the provision of guarantees, especially for low-income people to carry out productive economic activities.

The Gross Domestic Product (GDP) data, both at current prices and at constant prices, is one of the most essential indicators for determining the economic conditions of a country over time. GDP is the total value of final goods and services delivered by all economic units in each country. GDP at current prices represents the added value of goods and services estimated using current prices in each year, whereas GDP at constant prices represents the added value of these goods and services calculated using prices in one year as a baseline.

Shared Service is defined as "the provision of internal services to numerous organizational units by semi-autonomous organizational units requiring consolidation of business functions supported by shared arrangements" for this study's purposes. In essence, Shared Service entails the separation of company functions, typically supporting functions such as Finance, Human Resources, or Information Technology, and the provision of related services to other business units. Information Systems (IS) is both an activator of the Shared Service concept for other functional areas and a prospective area for Shared Services implementations because of the potential effects of Shared Services on the organization.

## **I.2 Problem Statement**

1. How to create a web-based shared service system with Prototype Methodology to help Finance Management for MSMEs?
2. What are the results of testing a shared service-based website application for MSMEs with the Scrum methodology through User Acceptance Testing (UAT) and Blackbox testing?
3. Can web-based shared service system really help MSMEs in Finance Management, particularly in managing balance sheet, profit & loss, and cash flow?

## **I.3 Research Objectives**

This research aims to:

1. To create a web-based shared service system for MSMEs.
2. To test the shared service web-based application for MSMEs using User Acceptance Testing (UAT) and Blackbox Testing.
3. To verify that a web-based shared service system for MSMEs with Prototype Methodology can help MSMEs in Finance Management particularly in managing balance sheet, profit & loss, and cash flow.

#### **I.4 Research Scopes**

1. The system is web-based.
2. This research is limited to system development only, it does not include system maintenance.
3. This research is focused on the financial management of the company.
4. This study only discusses the modules that are already mentioned in the Problem Formulation and Research Objectives.

#### **I.5 Research Benefits**

1. This research is useful in providing readers with information about how to execute the concept of Shared Services into the present MSMEs.
2. Become a reference source of shared service research that will be conducted in the future.
3. Assist in improving the effectiveness of MSMEs business processes in Human Resource/HR, Inventory Management, Order Management, and Finance Management.
4. This study is used to create a proposal that will serve as the foundation for the author's Final Project and to put the knowledge gained during education to use.