

ABSTRACT

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Analysis Of Financial Application Performance In Managing TKB Company's Financial Operations Using The PIECES Framework

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This study aims to evaluate the performance of the BVS Program application in managing financial transactions at TKB Group Indonesia. The application still relies on re-entry via remote desktop, which may lead to input errors and reduced work efficiency. The evaluation was conducted using the PIECES framework (Performance, Information, Economy, Control, Efficiency, and Service) through questionnaires distributed to 20 respondents and in-depth interviews. The analysis results show that the average user satisfaction falls into the “agree” category, with an overall score of 1.77. Performance (1.82), Information (1.80), and Efficiency (1.85) dimensions showed relatively good results. However, the Economy (1.67), Control (1.90), and Service (1.57) dimensions still require improvements. Based on these findings, it is recommended to develop automatic data export features and enhance access controls to improve the effectiveness and security of the company's financial system.

Keywords: Financial Application, PIECES, System Evaluation, BVS Program, Financial Management.