International Journal of Economics, Business and Innovation Research
https://e-journal.citakonsultindo.or.id/index.php/IJEBIR
E-ISSN : 2964-0865
IJEBIR

Analysis Of The Ordering Information System At Karya Agung Printing

Estherina Angeline[1]

[1] Bachelor Of Accounting Program, Faculty Of Economics, Parahyangan Catholic University

Email: 6042301021@student.unpar.ac.id

Abstract

Information systems play an important role in supporting business operations, including the ordering process in the printing industry. A well-managed ordering system can improve operational efficiency, reduce recording errors, facilitate information retrieval, and enhance customer service. Karya Agung Printing is a business that provides various printing services, with an ordering process involving customer information, product types, quantities, specifications, prices, payments, and order completion status. Therefore, this study aims to analyze the ordering information system implemented at Karya Agung Printing, identify the processes involved in receiving and managing customer orders, and identify problems encountered during the ordering process. This study employs a descriptive qualitative approach, with data collected through observation, interviews, and documentation. The data were analyzed descriptively by examining the existing ordering process, data management, information delivery, and problems encountered. The results indicate that a more structured information management system is needed to facilitate order recording, data retrieval, payment management, and order status monitoring. The implementation of an information system that is appropriate to the operational needs of Karya Agung Printing is expected to improve the accuracy and accessibility of order information, operational efficiency, and customer service quality. The findings provide a basis for identifying relevant improvements and supporting the future development of the ordering information system.

Keywords: Information System, Ordering System, Printing Business, System Analysis, Karya Agung Printing.

Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

International Journal of Economics, Business and Innovation Research
https://e-journal.citakonsultindo.or.id/index.php/IJEBIR
E-ISSN : 2964-0865
IJEBIR

INTRODUCTION

The rapid development of information technology has had a significant impact on various business sectors. Information technology is no longer used only as a means of communication but has also become an important component in supporting company operations. Appropriate use of information technology can help companies manage data, accelerate work processes, improve information accuracy, and support decision-making. In an increasingly competitive business environment, companies are required to manage information effectively in order to provide fast, accurate, and customer-oriented services.

One form of information technology utilization in business activities is information systems. An information system is a system used to collect, process, store, and present data into information that can support company operations. A well-designed information system can reduce manual work, minimize the possibility of errors, and facilitate employees in obtaining the information they need. Therefore, information systems are an important component in supporting the effectiveness and efficiency of a company's operational activities.

One operational activity that requires proper information management is the ordering process. The ordering process is an activity directly related to customers and represents one of the initial stages in providing products or services. During this process, companies need to record various types of information, including customer identity, type of product or service ordered, quantity, product specifications, price, completion time, and payment status. If this information is not properly managed, companies may encounter problems such as recording errors, data loss, difficulties in retrieving order information, incorrect product specifications, and delays in completing orders.

These problems can become more complex in businesses that offer various types of products and accommodate diverse customer requirements, one of which is the printing business. Printing businesses serve various customer needs, ranging from documents, brochures, business cards, invitations, banners, and posters to other printed products. Each customer may have different requirements and specifications, making it necessary for order-related information to be recorded accurately and completely. Errors in recording size, material, quantity, design, or type of printing may result in products that do not meet customer requirements, potentially causing losses to the company and customer dissatisfaction.

In addition to recording accuracy, the speed of obtaining order information is also important. In printing operations, employees need to know which orders are being

Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

processed, which orders have been completed, and which orders are still awaiting payment or collection by customers. When information is not systematically organized, employees may experience difficulties when searching for specific order data. This condition can consume time and potentially hinder the service process.

Percetakan Karya Agung is a business engaged in printing services and serves various customer needs. In its operations, the ordering process is an important activity because it involves receiving customer requests until the orders are completed. Each order requires sufficient information to ensure that it is processed according to customer requirements. Therefore, an ordering information system plays an important role in helping employees manage order-related information in a more structured manner.

In practice, ordering processes in printing businesses can be conducted through various methods, either directly or through communication media such as text messages and other communication applications. Although the use of various media provides convenience for customers, it can also create challenges in data management when information from each order is not recorded and stored systematically. Information distributed across different media may make it difficult for employees to recheck customer orders when necessary. Therefore, information management is needed to ensure that every order can be properly recorded, stored, and accessed by relevant parties.

The analysis of an ordering information system is important to determine how the current ordering process is carried out, beginning with order reception and information recording, followed by the production process, and ending with order completion and delivery to customers. Such analysis can determine whether the existing system is able to effectively support operational activities or whether there are problems that need to be improved. It can also help identify parts of the ordering process that have the potential to cause errors or inefficiencies.

From an accounting perspective, order information management is also related to transaction recording and the management of company financial information. Order data can serve as a basis for determining transaction values, recording payments received, and monitoring outstanding transactions. Thus, an effective ordering information system not only supports customer service but also contributes to the availability of information required for the company's administrative and accounting activities.

The effectiveness of an ordering information system can be assessed through several aspects, including ease of recording, speed of obtaining information, data

Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

accuracy, ease of monitoring order status, and the system's ability to reduce errors. An effective system is expected to help employees perform their tasks in a more organized manner, thereby improving the efficiency of time and resources. Furthermore, proper information management can improve service quality because customers can obtain information regarding their orders more quickly and accurately.

Based on this background, an analysis of the ordering information system at Percetakan Karya Agung is important to conduct. This study focuses on analyzing the current ordering process, the way order information is recorded and managed, the problems encountered during the process, and the effectiveness of the information system in supporting operational activities. The results are expected to provide an overview of the existing ordering information system at Percetakan Karya Agung and identify aspects that can still be improved.

METHOD

This study uses a descriptive method with a qualitative approach. This method was selected because the study aims to describe the condition of the ordering information system based on the circumstances identified at the research site. The qualitative approach enables the researcher to obtain in-depth information regarding the ordering process through observation, interviews, and documentation. The data obtained were then analyzed descriptively to provide an overview of the existing system.

The study was conducted at Percetakan Karya Agung, which was selected as the research site because it is relevant to the focus of the study, namely the analysis of the ordering information system. The research was conducted on September 4, 2026, and included data collection, observation of the ordering process, interviews, data analysis, and report preparation. The object of the study was the ordering information system implemented at Percetakan Karya Agung, with the research focusing on how the ordering process is carried out and how ordering information is managed by the printing business. The aspects observed included order receipt, customer data recording, order detail recording, payment, production, information delivery, and order completion.

Data were collected through observation, interviews, and documentation. Observation was conducted by directly examining the ordering process. Interviews were conducted to obtain information from parties involved in ordering activities, while documentation was carried out by collecting documents related to the ordering process. These three techniques were used together to provide a more comprehensive description of the system being analyzed. The collected data were analyzed using

Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

descriptive qualitative analysis by grouping information based on the ordering process, data management, information delivery, and problems identified during the process. Relevant data were then organized into a systematic description to illustrate the condition of the system. Finally, conclusions were drawn based on the results of the analysis. The research stages began with identifying problems related to the ordering system, followed by a literature review to obtain an understanding of the concepts of information systems and ordering. The next stage involved data collection through observation, interviews, and documentation. The collected data were then analyzed to identify the existing system and the problems within it. The final stage involved formulating conclusions and recommendations based on the research findings.

RESULTS AND DISCUSSION

The ordering system is an important part of the operational activities at Percetakan Karya Agung because it serves as a link between customer needs and the production process. Every order received must be communicated with clear information so that it can be processed according to customer requirements. In general, the ordering process begins when customers communicate their product requirements to the printing business. Customers provide information regarding the desired type of product and the required specifications. The printing business then provides information regarding the price and production terms based on the order. After the customer approves the order, the order data are recorded and used as a reference for the production process. The order is then processed according to the agreed specifications, and once the production process is completed, the product is delivered to the customer in accordance with the predetermined terms.

The ordering process in a printing business requires accuracy because each order may have different specifications. Differences in product type, size, material, quantity, design, and completion time require order information to be managed properly. From an information systems perspective, each stage of the ordering process generates interconnected data. Customer data are related to order data, while order data are related to payment and production processes. If any part is not properly recorded, subsequent processes may encounter difficulties. Therefore, an effective ordering system needs to ensure that information can be received by relevant parties accurately and in a timely manner.

Data are an important component of an ordering information system. Data related to customers and orders need to be stored systematically so that they can be reused

Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

when necessary. Unstructured data management can make it difficult to retrieve specific information, particularly when the number of orders increases. Under such conditions, the printing business may require more time to find the necessary data. An organized information system can store customer and order data systematically, making the process of retrieving and managing information easier.

From a system analysis perspective, several aspects need to be considered in the ordering information system at Percetakan Karya Agung, including data recording, information storage, data retrieval, and the delivery of information to customers. Manual recording may create a risk of errors because information must be written or recorded directly by the person receiving the order. Small errors in recording quantities, sizes, materials, or other specifications may affect the production results. In addition, data retrieval can become less efficient when order information is not stored in a structured system. When customers ask about the progress of their orders, the printing business must first locate the relevant information. Another issue concerns the delivery of information regarding order status. Customers need clear information about whether their orders are still being processed, have been completed, or are ready for collection. Therefore, managing order status is an important part of an ordering information system.

Based on the analysis, an effective ordering information system needs to provide functions for managing customer, product, order, and payment data. The system should also provide information regarding order status so that the printing business can monitor the progress of each order. In addition, a search facility should be provided to enable order information to be retrieved quickly. Structured data storage is also necessary to reduce the risk of data loss or recording errors. From the user perspective, the system should have an easy-to-understand interface so that it can be used by the printing business without requiring an overly complex learning process.

One recommendation based on the analysis is to improve the management of ordering information through a more structured system. Such a system can be used to store customer data, record orders, manage payments, and monitor production status. The implementation of an information system is expected to help Percetakan Karya Agung reduce its dependence on manual recording. In addition, systematically stored data can facilitate information retrieval and report preparation. The system can also be developed to provide customers with clearer information regarding their order status. In this way, communication between customers and the printing business can become more effective.

Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

The results of the analysis indicate that information systems play an important role in supporting the ordering process in a printing business. A system capable of managing data in a structured manner can provide benefits in terms of recording accuracy, speed of information retrieval, and ease of order management. The use of an information system is not only related to the use of computers or applications but also to how data and work procedures are managed. An effective system should be able to adapt to user needs and the business processes being carried out. In the context of Percetakan Karya Agung, an organized ordering information system can serve as one of the efforts to improve service quality. Information that is available quickly and accurately can assist the printing business in carrying out its operational activities and providing better services to customers.

CONCLUSION

Based on the analysis conducted, it can be concluded that the ordering information system plays an important role in supporting the operational activities of Percetakan Karya Agung. The ordering process is not limited to receiving orders from customers but also involves managing various types of information, including customer data, order details, payments, production processes, and order completion.

Unstructured information management may create several challenges, particularly in data recording, data retrieval, and the delivery of information regarding order status. Therefore, a more organized ordering information system is needed so that data can be stored and accessed more easily.

The implementation of an information system that is appropriate to the needs of Percetakan Karya Agung is expected to improve the effectiveness and efficiency of the ordering process. Such a system can also help reduce the risk of recording errors and improve the quality of customer service.

Thus, the analysis of the ordering information system can serve as an initial step in identifying the needs and problems within the ordering process. The results of the analysis can subsequently be used as a basis for developing or improving the system in the future.

REFERENCES

DeLone, W. H., & McLean, E. R. (1992). Information systems success: The quest for the dependent variable. Information Systems Research, 3(1), 60–95. https://doi.org/10.1287/isre.3.1.60

Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

DeLone, W. H., & McLean, E. R. (2003). The DeLone and McLean model of information systems success: A ten-year update. Journal of Management Information Systems, 19(4), 9–30. https://doi.org/10.1080/07421222.2003.11045748

Hall, J. A. (2016). Accounting information systems (9th ed.). Cengage Learning.

Kadir, A. (2014). Pengenalan sistem informasi edisi revisi. Andi.

Krismiaji. (2015). Sistem informasi akuntansi (Edisi ke-4). UPP STIM YKPN.

Mulyadi. (2016). Sistem akuntansi (Edisi ke-4). Salemba Empat.

Romney, M. B., & Steinbart, P. J. (2018). Accounting information systems (14th ed.). Pearson.

Subramanyam, K. R.. (2014) Financial statement analysis (11th edition). New York: McGraw-Hill Education.

Sutabri, T. (2012). Konsep sistem informasi. Andi.

Susanto, A. (2017). Sistem Informasi Akuntansi: Struktur Pengendalian Risiko Pengembangan. Bandung: Lingga Jaya.

Yakub. (2012). Pengantar sistem informasi. Graha Ilmu.

Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.