

CHAPTER V CONCLUSION AND RECOMMENDATION

5.1. Conclusion

This digital transformation project of the implementation of an information system on internal quality audits is trying to answer the problem and increase the effectiveness and efficiency of the UMN internal quality audit process and the continuous improvement activities. It aims to reduce inefficient and frequent errors during the manual process and ensure that every data and evidence is well stored, easily recalled, well-monitored, and easily visualized. The corrective action monitoring is also being improved to ensure that the activities are entirely done. All of these components hopefully can trigger better continuous improvement in every department and increase their performance.

The digital transformation uses a web-based information system to conduct an internal audit process and technically align with existing infrastructures' compatibility. Particular features are built to serve every audit process flow. A personalized account is built for auditors, auditee, admins, and management. It provides a better user experience that each has specific requirements. Every internal audit primary process is delivered online, such as creating templates, scheduling, storing data and evidence, marking and evaluating, planning corrective action, monitoring the findings closing, and

visualizing data. This implementation is projected to be an error-free process, more effective in monitoring findings closing, and uses less time.

The information system is projected to enter its first audit in six months. After the first trial, a comprehensive evaluation will be conducted, and further development will be ready to be used in massive usage in the next audit period. The initial analysis and planning are being done in the first two months, followed by the development stage for four months.

This digital transformation project implies more non-monetary benefits than direct financial benefits. The non-monetary benefits come from its potential in creating an effective continuous improvement environment for the entire organization. This condition could lead to massive performance increases that produce a better brand image and sustainability. The digital transformation project also provides improved convenience and user experience to the auditors and auditee in conducting audits and utilize its output.

The direct financial benefits are coming from the efficiency result. The most significant efficiency is coming from a 40% reduced time for auditing. It might result in two months audit length from three months in the previous. The financial feasibility study shows that the Net Present Value (NPV) is positive (Rp 8,150,000-). The Internal Rate Return (IRR) also shows a greater value of 13% than the 10% expected value. The payback period is the one that has a lengthy period of 9,1 years.

5.2. Suggestion and Future Study

This digital transformation project has limitations that could be studied in the future. The main issue is that the current digital transformation project has not improved the automatic data integration with several organizations' databases. It is because of a broad database distribution in all departments that are not yet connected to the primary system and thus not yet mapped. The next digital transformation project can create a data connection for scattered data points in the organization before improving the current internal audit information system. Another study can also point to the impact of internal audit information system implementation on the organization's performance, accreditation readiness, brand image, and organization sustainability.