

SISTEM REKONSILIASI SAP DENGAN REKENING KORAN BANK DI UNIT KCWT PT KERETA API INDONESIA (PERSERO)

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis proses sistem rekonsiliasi SAP dengan Rekening Koran (RC) bank di unit KCWT PT Kereta Api Indonesia (Persero), mulai dari mekanisme upload pembayaran, alur kerja, hingga identifikasi kendala teknis dan permasalahan manual, serta strategi dalam mengatasi permasalahan tersebut. Penelitian ini menggunakan metode pendekatan kualitatif dan metode deskriptif, dengan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi. Hasil penelitian menunjukkan bahwa proses upload SAP terbagi menjadi pembayaran personal dan kelompok. Rekonsiliasi dilakukan secara manual melalui *Excel*. Ditemukan lima kendala teknis utama, yaitu *timed out*, rekening tutup, digit rekening salah, token error, dan *delay* sistem, serta hambatan manual seperti *human error*, pencatatan ganda, dan perbedaan waktu pencatatan. Penelitian ini menyimpulkan bahwa rekonsiliasi manual tidak efisien dan rawan kesalahan. Disarankan untuk penerapan *Robotic Process Automation* (RPA) untuk mempercepat proses dan meningkatkan akurasi.

Kata Kunci : SAP, Rekonsiliasi, *Human Error*, RPA

SAP RECONCILIATION SYSTEM WITH BANK STATEMENTS AT KCWT UNIT OF PT KERETA API INDONESIA (PERSERO)

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ABSTRACT

This study aims to analyze the process of SAP reconciliation system with bank Current Account (RC) in the KCWT unit of PT Kereta Api Indonesia (Persero), including the payment upload mechanism, workflow, identification of technical and manual issues, and strategies to overcome those problems. The research employs a qualitative approach with a descriptive method, using data collection techniques such as interviews, observation, documentation. The results show that the SAP upload process is divided into personal and group payments. Reconciliation is conducted manually using Excel. Five major technical issues were identified: system timed out, closed bank accounts, incorrect account digits, token errors, and system delays. In addition, manual obstacles such as human error, double recording, and timing discrepancies in recordkeeping further complicate the reconciliation process. This study concludes that manual reconciliation is inefficient and prone to errors. It is recommended to implement Robotic Process Automation (RPA) to accelerate the process and improve accuracy.

Keywords: SAP, Reconciliation, Human Error, RPA.