

CHAPTER V

CONCLUSION

5.1. Conclusion

This study is conducted to explain the financial performance of PT Bank Rakyat Indonesia (BRI), Tbk before and after the implementation of Enterprise Resource Planning (ERP) in the period of 2004-2016, where in this period it will be compared between the sixth year before and after the implementation. The financial performance is measured by using the financial ratios of profitability ratios and efficiency ratio. Not all profitability and efficiency ratios are used, only the Net Profit Margin (NPM), Operating Profit Margin (OPM), and Operational Efficiency Ratio (OER).

Based on the results of the analysis and discussion then concluded as follows:

- 1) The profitability ratios variable, projected by Net profit Margin and Operating Profit Margin ratios are positive and has significant impact on the financial performance of PT Bank Rakyat Indonesia from before and after the implementation of ERP in the period 2004-2016. NPM ratio reveals the amount of profit that the business can extract from its total sales. An increase in NPM means that the shareholders also receive greater amount of income. A high Net Profit Margin shows that a business is efficiently pricing its products correctly and is exercising good cost control.

- 2) The Operational Efficiency Ratio is positive and has significant impact on the financial performance and operational efficiency of PT Bank Rakyat Indonesia from before and after the implementation of ERP in the period 2004-2016. There are an increase on the efficiency of the company which projected in the increase of the earnings, which implies that the company has been able to manage the operational cost well.

5.2. Limitation of Research

The author realizes that there are still many limitations on this study, which includes:

1. Sample of the study that focus on the empirical study on PT Bank Rakyat Indonesia (Persero) Tbk. Results are only from the company itself and are not representing the financial performance of the banking industries in Indonesia from before and after implementation of Enterprise Resource Planning.
2. Selection of variables that can still be expanded by using other financial ratios on profitability or operational efficiency, such as operational expenses ratio or profit margin to obtain more picture of the effect of Enterprise Resource Planning on the financial performance of the company.
3. The method of data collection that only use the secondary data to conduct the study.

5.3. Suggestion

- For the purposes of further analysis will be very helpful if this study to be continued with empirical evidence by taking samples of several banking companies or using other profitability and efficiency ratios to see what impact ERP has on banking companies so the ERP-Implementing Enterprise can improve the usage of ERP system by using the control features provided by ERP and Non-ERP-implementing Enterprise is convinced that ERP usage could benefits their enterprise.
- The next research can also use another method of data collection method and analysis. For example by the method of interview or questionnaire to know the impact of the ERP to the performance of the user.

