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The Immediate Application of RPA for Business Travel in Indonesia

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Abstract: Utilization of RPA technology in the process of ticketing reservations travel agent companies are currently inseparable in order to speed and accuracy the ticketing process. Robotic Process Automation (RPA) itself can do what humans / employees previously did to the end user/user by verifying user data (e-mail, mobile number, etc.), payments to suppliers, interaction with users, and data storage for business people with other business people who have cooperated effectively. In Donny Fernando (2019), Robotic Process Automation (RPA) is a robotic software. Robotic software used to perform computer tasks that are structured, routine, repetitive and will be more optimal utilization if done in large volumes. In this research is the library method and publication documentation that can be accessed via the internet. Mapping and design of the Robotic Process Automation (RPA) system, which has been used by one of the companies concentrating on the field of online ticket sales. In the future, the ticketing process using RPA can be run only a few seconds from before which is a matter of minutes. Users will be easier to access or manage tickets that have been booked and more satisfied with the services of the travel company. Process Automation (RPA) increases the competitiveness of travel companies. The success factor of rpa adoption or maintenance can be said by human ideas such as employees of travel companies, internet networks, project management and also implementation partners of RPA. In 2030 tourism in Indonesia has increased because many travel companies have used RPA and smart tourists to facilitate tourists coming to Indonesia. In 2040, RPA is not only for satisfaction or speed and accuracy in processing the issuance of the user's ticket. In 2050, researchers analyze RPA in ticket issuance, RPA no longer uses the internet or can be accessed offline so that companies can minimize spending in the budget of internet use

Keywords: *Robotic Process Automation (RPA), 5G, Internet, Travel, Technology.*

INTRODUCTION

The development of tourism business in Indonesia is currently growing, so it must demand companies in the speed and accuracy of processing reservations until data storage. In addition, business people often work with business people to exchange data. Robotic Process Automation (RPA) is a form of business process automation technology that works automatically to the end user. RPA can be said to be a system that works to imitate human work in an organization or company. Today, many companies use the RPA system for specific purposes. In the field of operating systems, accuracy and time are one of the factors

that must be considered. Accurate and fast accuracy and timing become an important measure for the operating system because it can affect the performance of RPA users and end users.

Tourism in Indonesia is an important economic sector in Indonesia. In 2009, tourism ranked third in terms of foreign exchange earnings after oil and gas commodities and palm oil. Based on 2016 data, the number of foreign tourists who came to Indonesia was more than 11,525,963 million or grew by 10.79% compared to the before year. Based on data from the Central Statistics Agency, the eleven provinces most frequently visited by tourists are Bali, with more than 3.7 million, followed by DKI Jakarta, Special Region of Yogyakarta, East Java, West Java, North Sumatra, Lampung, South Sulawesi, South Sumatra, Banten and West Sumatra. Around 59% of tourists visit Indonesia for vacation purposes, while 38% for business purposes (*id.wikipedia.org*).

Researchers with experience who work as RPA users and are directly involved in seeing their processes in the tourism/reservation business, Robotic Process Automation (RPA) itself can do what humans / employees previously did to the end user/user by verifying user data (e-mail, mobile number, etc.), payments to suppliers, interaction with users, and data storage for business people with other business people who have cooperated effectively. pat, precise, and accurate. Robotic Process Automation (RPA) in this research is for the business operation system process in forming tickets booked by the end user/user until the ticket that has been booked successfully issued.

The stability of the internet/network can also be one of the benchmarks so that the RPA system runs smoothly, in accordance with what business people expect. In this case, the RPA system must be done using the internet / online. If the internet/network is dead or unstable, then the RPA system process will not run and must be processed by humans/employees to issue tickets/reservations that have been ordered by the user.

Based on the experience of a researchers, this RPA system can only be used by users who have cooperated with tourism business people legally or based on applicable business laws. Because, if this RPA system is used by users who do not cooperate with business people, it is feared that there will be *fraud reservations*. Within the future, the RPA system, especially for tourism industry companies, will continue to be updated in terms of the process so that it can be used as a method of issuing tickets that have been ordered for companies that have been working with tourism businesses legally.

Inaccurate data is a problem in running the business, so that available by RPA is more accurate due to validation in the data. Therefore, mapping is needed in the Operations Department after the Robotic Process Automation (RPA) system is running.

LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

Robotic Process Automation (RPA)

Robotic Process Automation, or software commonly known as RPA, is a digital system that performs repetitive and simple business tasks and processes.

In Donny Fernando (2019), Robotic Process Automation (RPA) is a mechanical programming. Mechanical programming used to perform PC undertakings that are organized, daily practice, dull and will be more ideal use whenever done in huge volumes. RPA is another innovation whose potential is as yet not completely figured it out. The robot permits you to duplicate how individuals perform dull errands in an application (e.g, entering information, performing exchange related undertakings). RPA doesn't exist to supplant the job of people in the business or organization, yet RPA means to work on the result of representatives, with the goal that robots will be compelling and amazing colleagues.

RPA is a handy solution arrangement when contrasted with customary robotization, RPA can be executed surprisingly fast, while conventional mechanization requires months. Now and again RPA can be utilized for the time being, until customary robotization tasks can be arranged and carried out. What's more now and then, RPA is the best answer for joining

that expects admittance to different applications. RPA is likewise extremely valuable while robotizing heritage applications that don't give their own API.

In Adrian's diary research (2020) with the title "Use Of Robot Process Automation In Financial Audit", the review expresses that the presence of RPA for Financial Audit exercises will be exceptionally useful, particularly for information assortment and investigation exercises that require a significant long time. what's more assets. With a methodology that is as per existing strategies and stays directed by the guidelines that have been settled upon by the current controller, it is trusted that the speed and exactness of information will increment. In the mean time, as per Donny Fernando and Harsiti's examination (2019) named "Study Literature: Robotic Process Automation" it is said for the aftereffects of the exploration lastly one might say that Robotic Process Automation (RPA) is an unrest in robotization innovation that builds the seriousness of organizations. In any case, to get the greatest advantage from the reception of this RPA innovation, great plan and arranging are required.

In C. Vijai, S.M. Suriyalakshmi and M. Elayaraja global diary (2020) with title "The Future of Robotic Process Automation (RPA) in the Banking Sector for Better Customer Experience". The significant advantage of taking on RPA in the financial area has altogether assisted with diminishing the expenses by 30 percents to 70 percent, and Robotic Process Automation (RPA) saves work costs and functional proficiency, exactness, every minute of every day, offer creative administrations and better insight of the client. Additionally, Leading banks like India, like ICICI Bank, HDFC Bank, and Axis Bank, have carried out Robotic Process Automation. The review centers around Robotic Process Automation difficulties, advantages, and importance in the financial area. The review examined the Robotic Process Automation world business sectors and applications.

In Jorge Ribeiro, Rui Lima, Tiago Eckhardt, and Sara Paiva worldwide diary (2021) with title " Robotic Process Automation and Artificial Intelligence in Industry 4.0 – A Literature survey". Considering the mechanical advancement of the last many years and the multiplication of data frameworks in the public arena, today we see by far most of administrations given by organizations and establishments as computerized administrations. Industry 4.0 is the fourth modern unrest where advances and robotization are standing up for themselves as significant changes. Mechanical Process Automation (RPA) enjoys various benefits as far as computerizing authoritative and business processes. Unified to these benefits, the corresponding utilization of Artificial Intelligence (AI) calculations and procedures permits to work on the precision and execution of RPA processes in the extraction of data, in the acknowledgment, arrangement, gauging and enhancement of cycles. In this specific situation, this paper plans to introduce an investigation of the RPA devices related with AI that can add to the improvement of the authoritative cycles related with Industry 4.0. Apparently the RPA devices upgrade their usefulness with the goals of AI being reached out with the utilization of Artificial Neural Network calculations, Text Mining strategies and Natural Language Processing procedures for the extraction of data and subsequent course of streamlining and of determining situations in working on the functional and business cycles of associations.

In Santos, F., Pereira, R. furthermore Vasconcelos, J. B. Global diary (2020) with title "Towards Robotic Process Automation execution: A start to finish point of view". This examination presents a strong writing audit about RPA, to recognize RPA primary ideas, which ought to be accounted for and considered in all RPA contextual analyses. A model interfacing the fundamental evoked RPA ideas is introduced just as its assessment and appropriateness grounded of past RPA contextual investigation (CS) examination, utilizing Design Science Research (DSR). The outcomes from this examination show that the greater part of the RPA principle ideas accumulated in the Literature Review are not announced in the chosen RPA CSs. As RPA is a new subject, writing comes up short on a synthetization of RPA principle themes. This exploration expects to fill the hole on that, by distinguishing and incorporate the fundamental points identified with RPA and proposing a model that interfaces the principle RPA ideas, which can be utilized by specialists as a pattern for leading and composing RPA contextual analyses.

In Suwarno and Kevin Journal of Informatics and Telecommunication Engineering (2020) with title "Face Recognition System to RPA Software Design and Implementation". The motivation behind this exploration is to construct a face acknowledgment framework, and execute it into a RPA (Robotic Process Automation) programming to extend robotization abilities. The framework is assembled utilizing the Python programming language. The face acknowledgment calculation that is utilized is an open-source library that has been pre-prepared and grown in advance alongside a library called OpenCV. The customer side of the framework is work area based, and requires a steady web association. Clients of the framework can enroll faces into the framework, and afterward identify and remove data from them utilizing just pictures of countenances with a normal speed of 500 ms for each edge, with a precision of ~98% with resistance set at the default worth of 0.6. The framework is likewise able to do naturally enrolling any new faces that it experiences.

In Sorin ANAGNOSTE worldwide diary (2017) with title "Mechanical Automation Process - The following significant transformation as far as administrative center activities improvement". Compelled to give results reliable outcomes to investors the associations went to Robotic Process Automation (RPA) to handle the accompanying commonplace difficulties they face: (1) Cost decrease, (2) Quality increment and (3) Faster cycles. RPA is currently viewed as the following enormous thing for the Shared Services Centers (SSC) and Business Process Outsourced (BPO) all over the planet, and particularly in Central and Eastern Europe. In SSCs and BPOs the exercises with the most noteworthy potential for computerization are in finance, store network and in human asset divisions. This implies that the issues these business are confronting are generally identified with high information section volumes, high mistake rates, critical revise, various manual cycles, different not-coordinated inheritance frameworks and high turnover due to redundant/low worth added exercises. One benefit of RPA is that it tends to be prepared by the clients to attempt organized repeatable, PC based errands collaborating in similar time with various frameworks while performing complex choices dependent on calculations. By doing this, the robot can recognize the exemptions for manual handling, eliminate inactive occasions and keep logs of activities performed. Another benefit is that the mechanized arrangements can work day in and day out, it very well may be carried out quick, work with the current design, cut information section costs by up to 70% and perform at 30% of the expense of a full time worker, in this way giving a speedy and unmistakable re-visitation of associations. For Romania, a critical objective for SSCs and BPOs, this innovation will make them more aggressive, yet additionally will prompt a making of a progression of high-paid positions while wiping out the low-input occupations. The paper will examine likewise the main seller suppliers of RPA arrangements available and will give explicit contextual analyses from various enterprises, accordingly helping future pioneers and associations taking better choices

RPA is relied upon to be later on conceivable will consistently be utilized by organizations, particularly in the field of the travel industry on the grounds that RPA can help tagging handling execution become simpler. RPA tagging is relied upon to supplant the whole tagging process recently handled by people with a handling time of 7 minutes to 1-5 minutes when tagging is handled by RPA.

METHODS

The method used in this research is the library method and publication documentation that can be accessed via the internet. Mapping and design of the Robotic Process Automation (RPA) system, which has been used by one of the companies concentrating on the field of online ticket sales.

RESULT AND DISCUSSION

RPA programming can transform a manual ticket issuance process into a computerized cycle. With the RPA, it will further develop the presentation cycle of movement workers to do their capacities or occupation work areas better in their fields.

Definition RPA as an Aguirre and Rodriguez, 2017, Lacity and Willcocks, 2016 "Mechanical interaction computerization (RPA) is a modern reaction to the gigantic measure of manual work that people perform on a day by day, week by week, or month to month premise to help a wide exhibit of high-volume business handling". RPA is for the most part connected with the assignment level. The application regions incorporate money and bookkeeping, IT framework upkeep, and front-office handling. The supposed robots are programming programs that communicate with frameworks, for example, venture asset arranging and client relationship the executives frameworks. The robots can accumulate information from frameworks and update them by copying manual screen-based controls.

RPA in Ticket Issuance Practice

The development of RPA has increased the interest of travel agent companies, especially with regard to purchases, information, and other fields. Examples of application, ticket issuance activities, ranging from users applying for ticket issuance to tickets issued, have been successfully automated by RPA software. RPA is also offered to users as products and services from travel agents to facilitate and speed up the service process.

RPA for reservation ticketing services is still in its early stages because the nature of the service still relies heavily on verifying user data for the rules of the regulatory provisions in the travel agent company. This discussion will discuss the RPA application for the needs of reservation ticketing services (ticket issuance). As shown in Figure 1, ticket reservations can be automated by software robots that perform functions to verify data, payments, communication until tickets are successfully issued and transaction data storage.

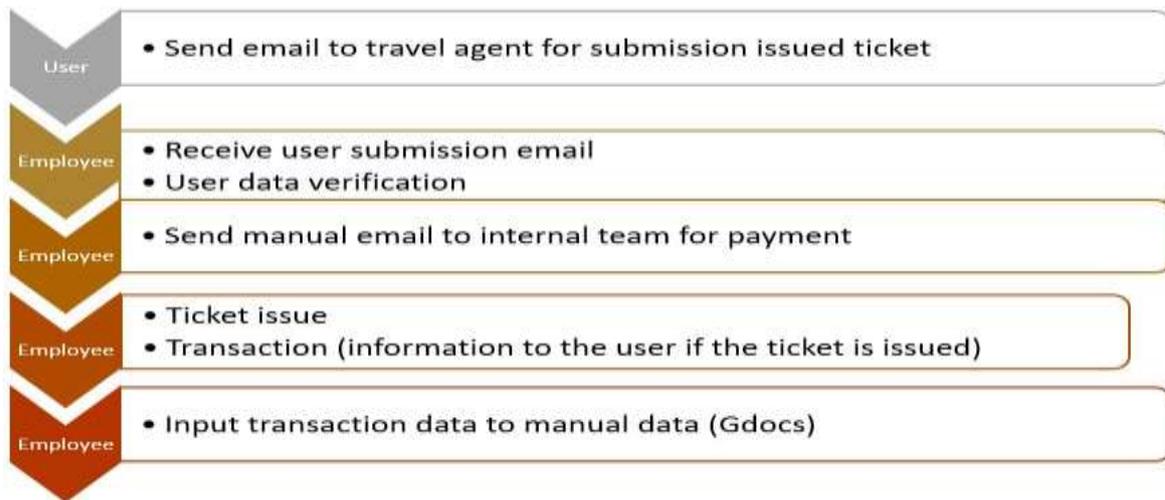


Figure 2. RPA for reservation ticketing services

From the picture above, it can be seen how the user issues tickets without sending an email submission to the travel agent company for ticket issuance approval. In this case, users and travel agent employees can minimize interaction with users. This RPA process

method is used by “Self Booking” users, meaning that not all users can use this RPA Bot application to issue tickets.

The picture below is the process or stages of employees to issue tickets submitted by



users (issued process manuals)

Figure 2. Processing issued manual

The difference from figures 1 and 2 is from the processing stage of ticket issuance that is ranging by the user until the employee processes the ticket until publication. Figure 2 can be understood as a publishing process that is still manual (not yet using RPA) so that the stage or process carried out by the user and employee takes 7-8 minutes until the ticket is successfully issued. Meanwhile, in figure 1 of the process using the RPA system, users without interacting by employees for ticket issuance and tickets can be directly issued and automatic transaction data inputted in manual data (Gdocs). The ticket process using RPA only takes 1-5 minutes, which is the difference with the manual process which is 7-8 minutes. The advantages of RPA here can be said, minimizing the time of ticket issued and making it easier for users to book tickets online. In addition, RPA also minimizes employee performance so that it does not take time and can work on other submissions.

RPA can describe the activities of the ticket issuance process that humans do repeatedly. From his description does RPA have any shortcomings? Of course it is. The disadvantage of this RPA must be using a stable internet, but specifically for the issuance of tickets in travel agent users who can use this system are users who have registered/cooperated with travel agents

RPA service development is predicted in the coming year to experience increased growth as in figure 3

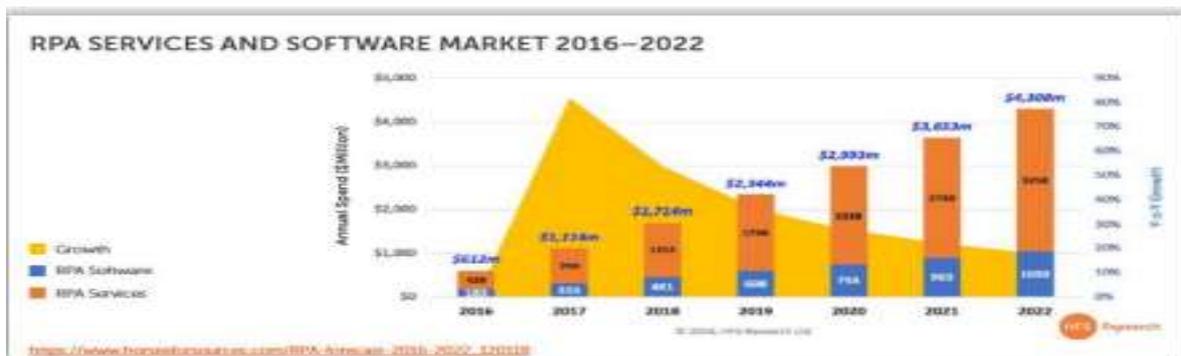


Figure 3. Service Growth RPA

Sumber : https://www.horsesforsources.com/RPA-forecast2016-2022_120118

(1)

Figure 3 shows, if RPA is very functional for the company in any process previously done manually by humans / employees. In this journal, RPA is used by travel companies to facilitate or minimize the process of booking tickets booked online. Thus, the interaction between users and travel employees can be reduced and the accuracy of data transactions more accurate so that user satisfaction to book tickets in travel. RPA ticket reservations will likely be used not only for users who have cooperated legally with the travel company itself. In the future, RPA ticket process will be able to be used by all users in general / general by all customers if the customer data is very clear and there is no doubt in the error of customer data, making it easier for customers to process ticketing that has been ordered online.



Figure 4. Indonesian tourism government organizational structure

In the Figure 2, The Ministry of Tourism and Creative Economy of the Republic of Indonesia or abbreviated as Kemenparekraf RI is a ministry within the Government of Indonesia in charge of tourism affairs. The Ministry of Tourism and Creative Economy is under and accountable to the President.

The travel industry area additionally opens the travel industry administration business openings, both straightforwardly and by implication, and opens many open positions. From different nations, showing the travel industry consistently positions fourth or fifth unfamiliar trade worker for the country. With regards to Indonesia, alongside the administration of provincial independence, nearby government plays a significant part in the advancement of the travel industry.

In Government Regulation No.50 of 2011 on the National Tourism Development Master Plan (RIPPARNAS) set 50 National Tourism Destinations (DPN) and 88 National Tourism Strategic Areas (KSPN). KSPN is a region that has a significant capacity of the travel industry or has the potential for the advancement of public the travel industry that has a significant impact in at least one perspectives, like monetary, social and social development, strengthening of regular assets, natural conveying limit and guard and security. The regional division is additionally isolated into 222 National Tourism Development Areas (KPPN).



Figure 5. Percentage of tourists who come to Indonesia

Possible, there should be an update or a specific stage that can be utilized as a kind of perspective for the organization so the client general can book tickets with the RPA interaction. For instance, RPA confirms client information in the last stage assuming the client is actually no misstep. One of the benefits of RPA is that it tends to be prepared by

clients to perform redundant and organized PC based assignments that interface simultaneously with different frameworks while settling on complex choices dependent on calculations. By doing this, the robot can recognize exemptions for manual handling, eliminate inactive time, and track the activities performed. Another benefit is that mechanized arrangements can work all day, every day, can be carried out rapidly, work with existing designs, cut information passage costs by up to 70% and perform at 30% of full-time representative expenses, along these lines giving quick and unmistakable re-visitations of the association.

Later on, RPA can give numerous comforts to us, particularly in the travel industry area, beginning from booking tickets that are more straightforward, quicker, and can be gotten to whenever and anyplace 24 hours constant, in light of the fact that all that has been finished by RPA. Other than that, the benefits of this RPA later on, can decrease organization costs to pay representatives, since it has been supplanted by RPA, other than that it very well may be more useful having the option to work 24 hours ceaselessly, RPA works dependent on a coordinated calculation

Indonesian the travel industry is at present being overseen by the service in its field so Indonesian the travel industry is further developed, better known by the entire world. With the movement organization giving convenience, giving great, simple, quick and fitting administrations it will influence the advancement of the travel industry for Indonesia.

RPA ticket booking requires stability or internet speed so that RPA does not have any obstacles when processing tickets. With the new network entering Indonesia, which is 5g, 5g itself explained that it can access 10 times faster or up to 10 gbps than 4g. In the future, the ticketing process using RPA can be run only a few seconds from before which is a matter of minutes. Users will be easier to access or manage tickets that have been booked and more satisfied with the services of the travel company.

In this research based on the results of discussions and analysis, in 2030 tourism in Indonesia has increased because many travel companies have used RPA and smart tourists to facilitate tourists coming to Indonesia, the percentage increase in tourists who will come to Indonesia is about 35% from the previous year. RPA travel in 2030 will be faster because Indonesia already uses a 5g network. Users are faster to access or book tickets until tickets are successfully issued at the travel agent company so that tourists are more satisfied in booking tickets at Indonesian travel companies.

In 2040, RPA is not only for satisfaction or speed and accuracy in processing the issuance of the user's ticket. In this study, RPA when successfully publishing tickets, there will be additional tutorials in 3D using smartphone light to go to or tell what kind of tourism places are booked by users, so that tourists are not confused when visiting Indonesia and know what kind of place to book. With these circumstances, Indonesia can increase revenue in the field of tourism because users, especially foreign tourists, can find out the places of tourism in Indonesia and even the original culture of Indonesia itself. Based on the results of discussions in this study, the increase in tourism reached 65%.

In 2050, researchers analyze RPA in ticket issuance, RPA no longer uses the internet or can be accessed offline so that companies can minimize spending in the budget of internet use. In 2050, E-tourists will be created. E-tourists in question are users who have booked tickets and tickets successfully issued, then there is no need to come to the location / place you want to visit and just stay at home. In this case, E-tourists will still get facilities such as users who come to tourism locations. E tourists, when successfully booking tickets will get an application, tool or even chips that can give off aroma, temperature, weather, and others in real terms. Users in 2050 will not reduce facilities even if they are not present at locations / tourist attractions. Of course, Indonesian travel companies must work with technology experts who can create these tools. Such as physicists, technology, geometry, and other experts. However, even so the company will still get more benefits with reciprocity from tourists / users who book tickets. Indonesia, of course, will benefit to add a percentage of

Indonesia's state budget. The tourists will be more familiar with tourist attractions and even culture in Indonesia so that Indonesia is better known in the eyes of the world. Tourists visiting Indonesia are growing by 80%.

CONCLUSION

The existence of RPA ticketing reservation activities conducted by humans/employees, will greatly affect the speed and accuracy of the ticketing process or input of transaction data by users. Robotic Process Automation (RPA) increases the competitiveness of travel companies. The success factor of RPA adoption or maintenance can be said by human ideas such as employees of travel companies, internet networks, project management and also implementation partners of RPA.

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