

**TRANSFORMATION OF FINANCIAL SERVICES FROM PT. SOLUSI
ALIH DAYA KINERJA UNGGUL TO PT. WADAH PENGEMBANGAN
TENAGA KERJA BASED ON THE WORLD WIDE WEB (WWW)**

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ABSTRACT

This study discusses the digital transformation of financial services at PT Solusi Alih Daya Kinerja Unggul, carried out for PT Wadah Pengembangan Tenaga Kerja by utilizing web-based systems such as Accurate Online. The transformation replaces the previously manual system that relied heavily on Excel spreadsheets, which often led to errors and inefficiencies in financial data management. The objective of this research is to analyze the transformation process and identify the obstacles encountered during its implementation. A qualitative descriptive approach was used, with data collected through interviews, observations, and documentation. The results indicate that the web-based system transformation has had a positive impact in terms of faster data access, greater transparency, and improved financial reporting accuracy supporting the company's strategic decision-making. However, several challenges were identified during the early stages of implementation, including resistance to change, a lack of initial user understanding, and the need for intensive employee training to operate the system effectively. In conclusion, this digital transformation not only enhances operational efficiency but also presents challenges that require organizational support and effective change management.

Keywords: *Digital transformation, web-based systems, efficiency, accuracy, PT Solusi Alih Daya Kinerja Unggul*