

WEB-BASED INFORMATION SYSTEM FOR PROPERTY LOSS ADJUSTER REPORT MANAGEMENT IN PT.XYZ

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Abstract—PT. XYZ is one of the independent loss Adjuster in Indonesia, which help insurance companies to assess the client losses in the field of property. As an independent loss Adjuster company, PT XYZ is responsible for aiding insurance agencies in gathering data relating to loss assessments and estimating the level of loss sustained. A report management system is required to assist the organizational process from reporting to report collection due to the short processing time limit and the large amount of data produced by each project. This thesis will cover the establishment of a Report Management System to manage and monitor the project and creating the assessment report for each project in compliance with PT.XYZ standards. As a result, the possibility of misplaced documents is reduced, the compilation of an assessment report is accelerated, and also the execution of each task can be well controlled.

Keywords- Web-Based, Information System, Report Management

I. INTRODUCTION

Every action and decision that we do must have a risk, the greater the desire and the decisions we make, the greater the risk that we will encounter. The risk itself can be interpreted as the uncertainty that will be harmful, the result of an ongoing or future activity process [1]. This is where the role of the insurer comes to reduce the risk borne by someone in the future.

The loss Adjuster is a party who have a responsibility to assisting the insurance companies in collecting data related to loss or damage assessment and providing an estimate of the amount of loss suffered. The loss Adjuster estimates the real nominal loss on the insured object in insurance. This evaluation is crucial to ascertain the real value of the damages suffered and to reduce the risk of accounting for losses or claims that are fewer or greater than the purported payments.

A. Scope and Limitation

The aim of this thesis is to address issues raised by the following questions:

1. How to create a system that can help the process of sending documents from one division to another effectively?
2. How to easily monitor the progress of the ongoing project?
3. How to manage the project reports effectively?

This thesis will focus on designing a website-based application system for operational process in PT. XYZ. This system will focus on operational activities involving the Client, Admin, Adjusters, and Quality Control divisions. This system will help manage operational activities which include project registration process, making assessment reports, checking and approval of assessment reports, submitting processes for extension duration, and managing reports

This thesis used the RAD (Rapid Application Development) method. In the RAD model, functional modules are developed in parallel as prototypes and integrated to create complete products for faster product delivery. RAD consists of 4 stages which will be explained as follows:



Figure 1. Rapid Application Development (RAD) Flow

1. Requirements Planning

In requirements planning stage, all information, data, and the current process will be analyzed to find the problems that want to solve, also to set the needs and the objective that want to achieve in the project.

2. User Design

In the user design stage, the analysis result from the Requirements planning stage will be processed and the outputs is the system design such as the user interface design, the user flow, and the database design.

3. Construction

This stage consists of the system implementation process. The system design that has been determined at the user design stage will be implemented into the programming code. Then it will be tested to make sure the program accordance with the requirements

4. Cutover

Cutover stage is a shifting phase before the product is ready for use. This stage consists of the process of data verification and user training before the application launched.

II. LITERATURE REVIEW

This section's aim is to illustrate the principles and approaches that would be used in this thesis.

UU No.40 of 2014 concerning insurance, uses as a basis fundamental for the implementation of all insurance activities in Indonesia. In article 1 paragraph 4 states that, "*Usaha Perasuransian adalah segala usaha menyangkut jasa pertanggungan atau pengelolaan risiko, pertanggungan ulang risiko, pemasaran dan distribusi produk asuransi atau produk asuransi syariah, konsultasi dan keperantaraan asuransi, asuransi syariah, reasuransi, atau reasuransi syariah, atau penilaian kerugian asuransi atau asuransi syariah.*" [2].

Based on the UU No.40 of 2014 In article 1 paragraph 13 states that, "*Usaha Penilai Kerugian Asuransi adalah usaha jasa penilaian klaim dan/atau jasa konsultasi atas objek asuransi.*" [2]. In article 1 paragraph 25 states that, "*Object Asuransi adalah jiwa dan raga, kesehatan manusia, tanggung jawab hukum, benda dan jasa, serta semua kepentingan lainnya yang dapat hilang, rusak, rugi, dan /atau berkurang nilainya.*" [2]. An insurance loss Adjuster will ensure that the nominal

amount to be paid by the insurer is in accordance with the value of the damage incurred on the object of insurance, in order to avoid any injured party.

In POJK No.70/POJK.05/2016 concerning the Implementation of Reinsurance Brokerage Companies and Insurance Loss Assessment Companies, it has been described regarding the obligations, rights and responsibilities of the loss Adjuster company.

The liability of the insurance loss appraiser has been stated in POJK No.70/POJK.05/2016, Chapter III article 21, where the insurance loss appraiser is obliged to fulfill the following duties:

1. Coordinating the collection of data and information to assess insurance compensation.
2. Evaluating the draft insurance compensation appraisal report.
3. Verify the insurance compensation appraisal report.

As for the responsibilities of the insurance appraiser as described in POJK No.70 / 2016, Chapter III article 22, the insurance appraiser is obliged to be responsible for ensuring the clarity, completeness and accuracy of the insurance compensation assessment report based on the data and information that has been obtained; and prepared based on the applicable professional guidelines [3]. The management information system is a set of combined procedures that are useful for reviewing and controlling company operations so that the resulting data can be organized and relevant [4].

III. DISCUSSION AND RESULT

A. System Analysis

It outlines the application criteria and implementation processes in the system analysis section to determine priorities and objectives.

a. System Overview

This thesis is intended for three purposes: control the flow management of the project, manage the project assessment report, and approval process for the project report. This system created using HTML, CSS, Javascript, PHP, and phpMyAdmin as MySQL Administrators. This application will be easily accessed using a browser connected to the internet network.

b. Use Case Diagram

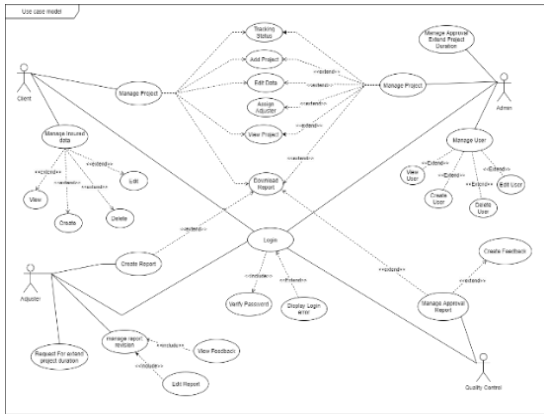


Figure 1. Use Case Diagram

The use case diagram is a description or representation of the interactions that occur between the system and the user or actors. The use case diagram above gives an overview of the relationship between 4 actors, that is Client, Admin, Adjuster staff, and Quality Control staff.

B. System Design

Every part and feature in the system will be planned and arranged into a single unit in the system design stage, which will provide an overview of how the system will evolve. The User Interface Design and Data Design will be included in this level.

a. User Interface Design

User interface design is a visual representation of a product that connects users to run a program or device. The user interface, which is meant to be as basic and attractive as possible, can be made up of shapes, colors, and text.

The screenshot shows the 'Add New Project' form in the system. It includes fields for 'Date', 'Deadline', and 'Assignment'. The 'Project Detail' section contains fields for 'Company Name', 'PIC Name', 'PIC Number', and 'PIC Email'. The 'Detail Claims' section includes 'Date of Incident', 'Type of Incident', and 'Type of Claim'. There is a 'Detail Incurred Items' table with columns for 'No.', 'Item Name', 'Purchase Price', 'Item Name', and 'Unit Price'. The table contains three rows of data. At the bottom, there is a 'Total price of Incurred Items' field showing 'Rp. 4.000.000' and a 'Print Document' button.

Figure 2. Admin - Create New Project

The screenshot shows the 'Loss Adjusting Report' form. It includes a 'Project ID' field, an 'Incident Date' field, and an 'Incident Detail' section with fields for 'Insured Name', 'Insured Email', 'Incident Type', and 'Incident Cause'. There is a 'Detail Incurred Items' table with columns for 'No.', 'Item Name', 'Purchase Price', 'Item Name', and 'Unit Price'. The table contains three rows of data. At the bottom, there is a 'Total Price' field showing 'Rp. 4.000.000' and a 'Print Document' button.

Figure 3. Adjuster- Creating Assessment Report

b. Entity Relationship Diagram (ERD)

Entity Relationship Diagram or commonly called as ERD is a database modeling design that shows the relationships between each entity in the system. In the figure 5.2.12 is the illustration of the ERD that implemented to develop this system.

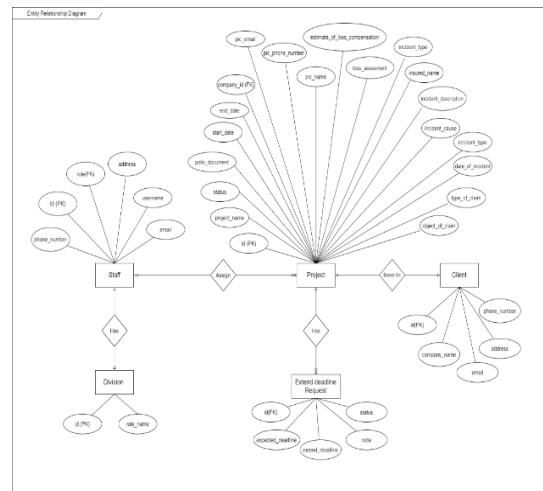


Figure 4. Entity Relationship Diagram

IV. EVALUATION

The aim of the testing process is to ensure that the system's quality and output satisfy the specifications and needs that have been identified.

Scenario	Expected Result
Admin	
Add New Project	Admin could add new project after click "Add project" button. The Admin can assign Adjuster. The system will send email confirmation to the assigned Adjuster.
Adjuster	
Create Assessment Report	Adjuster could create the report after click "submit" button. Adjuster could attach the pdf file. The submitted report will be sending to the QC and the status project become "Waiting Approval"
Quality Control	
Approval Project Report	The QC could approve or reject the project report,

Table 1. Testing Process been identified

V. CONCLUSION

Several implications can be reached from the implementation of the Loss Adjuster Report Management System:

1. The system helps to store and manage the report of each project in efficiently.
2. The system helps Client and Admin in monitoring the status of the current project and collecting the project report effectively.
3. The system helps the Adjuster in preparing an assessment report and capturing feedback revisions from the Quality Control division.

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