

ABSTRACT

As the technology keeps on developing, it also keeps on penetrating every individual's life, so does in the banking industry. While having new technologies inside a company, there should be a period of time when there would be adaptation to the new system, this research studies on what happened during this period. During this improvement, the process is not easy and goes well as what has been expected by the companies. This research purpose is to discover solution and improve the implementation of new systems in every company and industry in the future.

Through the reading materials and real cases from companies, it is found that there are some problems happening in the real process of technology improvement. By interviewing professionals who already going through this phase, there are several problems that is confirmed that it is happened in real life, and other new problems that is stated by the professionals. Through these interviews other than the employees lack of skills and abilities, we got deeper understanding that the company itself, even though they already have a thorough plan, but actually they also make it difficult by their unprepared technology and their over high expectation to the employees.

The results from this study indicates that there should be evaluation regarding the system shifting process, to make the process be more effective and efficient so there would not be wasted costs during this process, and the system will be implemented well.