

Abstract

The rivalry of business business world nowadays require the company to attempt increasing the competitive advantage to achieve competitive advantage is with implementation of ERP. Implementation of ERP, needs critical success factor to increasing chance of implementation can be success. Factors that used in this research are top management support, effectiveness project management, business process reengineering, hardware and software, training and education, an vendor support.

This research designed to know critical success factor that can be affecting success in ERP implementation at PT Astra Ottoparts Tbk such as top management support, effectiveness project management, business process reengineering, hardware and software, training and education, an vendor support. The method used in this research is double regression analysis with a survey method. All population in this research is used to be sample. This research used F-test and t-test. Data collected by survey that contains question to examines respond of variable in this research

The results from this research indicate that simultaneously successful implementation of ERP influenced by critical success factor with a value of r-square 85,3 % and partially variable top management support, effectiveness project management, business process reengineering, hardware and software significantly not associated with successful implementation of ERP and variable training and education, vendor support are significantly associated with successful implementation of ERP.

Key Words : *Critical Succes Factor, Enterprise Resource Planning, Top Management Support, Effectiveness ProjectManagement, Business Process Reengineering, Hardware and Software, Training and Education and Vendor Supports*