

ABSTRACT

PT Bank Mandiri, TBK, is one of the first companies in Indonesia that implements SAP applications, the main module that is currently implemented is SAP Financial Accounting (FI) and Controlling (CO), SAP Customer Relationship Management (CRM), and SAP Human Resources (HR).

The Accounting Division conducts the main activities of entrepreneurs, such as policy making and accounting standards, compiling financial statements for both management and regulators, posting journals from central office work units, monitoring wide open posts and GNC, and share all the things of taxation in the company. The SAP system helps PT. Bank Mandiri Organize and manage all information that supports these activities. The SAP system integrates integrated modules in it and integrates with other divisions in PT Bank Mandiri helping employees work. The information contained in it runs in real-time to reduce the human-error, such as data duplication and inaccuracy, for it is necessary to research to improve SAP to measure the performance of the SAP system in the accounting division using the system of information systems.

The Information System Success's Model has 6 variables, such as system quality, information quality, service quality, usage, customer satisfaction, and net benefit. Collection of data using questionnaires distributed in the Accounting division and obtaining respondents to the gathering of 40 people. There are 9 hypotheses issued using Structural Equation Modeling (SEM), 7 hypotheses proven accepted, whereas 2 hypotheses proved to be rejected.

Keywords: Information System Succes's Model, Implementation of SAP, PT Bank Mandiri, Tbk.