

ABSTRACT

ANALYSIS OF CRITICAL SUCCESS FACTORS (CSF) IN ENTERPRISE RESOURCE PLANNING (ERP) IMPLEMENTATION USING EXTENDED TECHNOLOGY ACCEPTANCE MODEL (TAM) AT PT KIMIA FARMA TRADING & DISTRIBUTION

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Over the past few years, several large companies throughout the world have implemented ERP systems to have standard information systems in their companies. PT Kimia Farma Trading and Distribution is one of the the subsidiaries of PT Kimia Farma company that focus on distribution and trading services of selling health products. PT KFTD has implemented an ERP system using SAP application for processing their data. The use of SAP in PT KFTD still needs an adjustments between the system and its users and also the system is still not being used optimally because of the lack of human resource skills.

Based on that problem, the purpose of this research is to analyze the critical success factors (CSF) on ERP implementation in the company with the aim of identifying success factors that can improve the performance of employees, systems and the entire company. The analysis of the SAP system in PT KFTD is using the extended TAM model, which has important external variables related to the critical factors determining the success of the system. The analysis was carried out by distributing 73 questionnaires to employees of PT Kimia Farma Trading & Distribution who had or were using the SAP system.

The result of this study indicate that each variable in the model is a critical factor determining the success of system's implementation and mutual significant influence except training doesn't significantly influence perceived ease of use and perceived ease of use doesn't significantly influence attitude towards using the system.

Keywords: *Enterprise Resource Planning (ERP), System Application Product (SAP), Extended Technology Acceptance Model (TAM), PT Kimia Farma Trading and Distribution.*