ABSTRACT

ANALYSIS OF SUCCESS FACTOR CONFIRMATION ON SYSTEM PRODUCT IMPLEMENTATION BASED ON ENTERPRISE RESOURCE PLANNING (ERP) USING EXTENDED TECHNOLOGY ACCEPTANCE MODEL (TAM) 2 IN PT. TOYOTA ASTRA MOTOR

By

IKE WAHYUNING WULANDARI

NIM: 1202154360

ERP (Enterprise Resource Planning) is an integrated information system that can accommodate information system needs specifically for different departments in a company. The use of ERP makes all systems within a company into a system that is integrated with one database so that some departments become easier in sharing data and communication. PT. Toyota Astra Motor is a company that has implemented an ERP system since 2000 and is included in the 10% that successfully implemented ERP in Indonesia. Therefore, this study was designed to analyze what are the determinants of success that can be used as reference materials to make PT. Toyota Astra Motor is a better company and can improve the sales and customer service system. To analyze the determinants of the success of ERP implementation at PT. Toyota Astra Motor researchers used the Extended Technology Acceptance Model (TAM) 2 model to integrate the combined Technology Acceptance Model and IS success model. Because the TAM model is used to accept the use of the ERP implementation and the IS Success model to identify the factors that led to the success of ERP implementation. This study uses quantitative design with hypotheses and analyzes using IBM AMOS software. Based on the results of the study using the Extended Technology Acceptance Model (TAM) 2 model to determine success factors it is known that the influential variables are Job Relevance, Compatibility,

Perceived Ease of Use, Perceived Usefulness, Function, Internal Support and Intention to Use, which means if the variable can be used as a determining factor for the success of ERP implementation by PT. Toyota Astra Motor.

***Keywords**: Enterprise Resource Planning (ERP), Critical Success Factors, Extended Technology Acceptance Models (TAM) 2.*