

ABSTRACT

ANALYSIS CRITICAL SUCCESS FACTORS OF ENTERPRISE RESOURCE PLANNING (ERP) IMPLEMENTATION WITH INFORMATION SYSTEM SUCCESS MODEL (STUDY CASE : PT KIMIA FARMA TRADING AND DISTRIBUTION BANDUNG)

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PT Kimia Farma Trading and Distribution Bandung is a subsidiary company under the management of PT Kimia Farma (Persero) Tbk, engaged in distribution and trading services of health products. Currently PT Kimia Farma Trading and Distribution Bandung has used an ERP system, namely SAP (System, Applications, Product in Data Processing). The system is used by companies to increase productivity, simplify business processes of sales and distribution, and increase revenue. But the SAP system at PT Kimia Farma Trading and Distribution Bandung has not been used optimally because the system is a complex system.

Based on the existing problems, the proposed solution is analyzing the critical success factor (CSF) by using the information system success model from DeLone and McLean to avoid failures that could harm PT Kimia Farma Trading and Distribution Bandung.

The results of the study explain that the critical factors that have a significant effect on PT Kimia Farma Trading and Distribution Bandung are the use of net benefits, user satisfaction of net benefits, and system quality to use. Not

all relationships between variables have a strong effect. Whereas the model used in this study has good predictive results.

Keyword : *PT Kimia Farma Trading and Distribution Bandung, Enterprise Resource Planning (ERP), System, Applications, Product in Data Processing (SAP), Information System Success Model*