

ABSTRACT

ANALISIS KORELASI DAN EVALUASI MENGGUNAKAN MODEL KESUKSESAN SISTEM INFORMASI PADA IMPLEMENTASI *ENTERPRISE RESOURCE PLANNING (ERP)* *SUPPLY CHAIN MANAGEMENT* UNTUK INDUSTRI MIGAS (STUDI KASUS : PT. CHEVRON PACIFIC INDONESIA)

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PT. Chevron Pacific Indonesia (CPI) is a subsidiary of Chevron Corporation, an American petroleum mining company which now operates the block Rokan in the Indonesian region. Currently one of the business processes contained in this company is Supply Chain Management (SCM) – Procurement & Contracting. ERP Software implemented in this SCM division is System Application and Product in data Processing (SAP) ARIBA. The problem that has been often faced by the user is that the system service is less flexible because it can only be accessed at the time of office operating hours and handling problems on the system that takes a while. The model used in this study was the success Model of Information Systems (Delone & McLean, 2003). There are 6 variables in this model of research, namely quality information (information quality), system quality, service quality, intention to use, user satisfaction, and net profit. The study used questionnaires to get the respondents ' results and used to draw conclusions. The analysis process uses SPSS 26 and SmartPLS 3 as application for data processors. The result of this analysis process is a recommendation in terms of SAP ARIBA system services in order to be better in the future. The proposed recommendation is to improvise on system services to make users more comfortable in using the system.

Kata Kunci : PT. Chevron Pacific Indonesia, *Enterprise Resource Planning (ERP)*, SAP ARIBA, Model DeLone dan McLean