ABSTRACT

Enterprise Resource Planning (ERP) is one of the information systems adopted by many companies in Indonesia, both in the manufacturing sector, to the government, to facilitate work by utilizing technology. One manufacturing company that has just adopted the Microsoft Dynamics 365 ERP is PT. Metindo Erasakti. This study determines the success of ERP adoption and what success factors determine ERP adoption—from the impact, benefits, and user satisfaction after using Microsoft Dynamics 365 for three months. The success model of DeLone & McLean (2003) was chosen because this model is considered relatively simple but valid enough so that the research results can be used as recommendations for companies. Based on the nine tested hypotheses, it is proven that the implementation of Microsoft Dynamics 365 has not been entirely successful. Because the quality of systems, information, and services do not affect usage, users do not get the satisfaction and benefits of using Microsoft Dynamics 365. Service support provided by the IT department is a success factor that influences technology adoption in ERP implementation in sales order business processes at PT. Metindo Erasakti.

Keywords—Enterprise Resource Planning, DeLone & McLean (2003), SEM-PLS, Microsoft Dynamics 365, IT Adoption.