CHAPTER I
INTRODUCTION

I.1 Background Research

In this era regarding development of IT, the competitiveness is become more and complex and IT has important role as tool to improve efficiency of costs and effectiveness of times. And the way to achieve that target it is by integrating information system in enterprises business processes that able to help management achieve the efficiency and effectiveness.

One of the well-known concepts is a system that integrates the process of each business line in enterprise management, namely the concept of Enterprise Resource Planning (ERP).ERP is an integrated business planning process and its execution to achieve the functions of the business process ERP is managing the operations and support functions of the manufacturing industry should pay attention to the critical resources of the enterprise (Widitanti, 2013). ERP systems are integrated business solutions for companies to achieve strong competitive goals with competitors. ERP system enables companies to integrate business functions into business processes are unified and integrate. Both companies are implementing ERP systems, and major problems faced is difficult to integrate separate systems in the company, moving separate functional areas into a computer system that can melayanani needs among different departments (Priyadarshini, 2002).

PT Kimia Farma (Persero) is the first pharmaceutical industry company in Indonesia. PT Kimia Farma (Persero) has developed into a company with integrated health services in Indonesia. Kimia Farma Healthcare business fields supported by the activities of pharmaceutical manufacturing, research, and business development and trade distribution, marketing, retail pharmacy, and clinical laboratories and health clinics. To become a leading healthcare company, Kimia Farma implementing ERP systems using SAP software This ERP - SAP solution is expected to be an integrated application so that it can perform the control and monitoring functions and can consolidate the financial statements of each subsidiary.

Kimia Farma implement ERP-SAP system in 2016 can provide highly detailed information for the company. To develop the competence of user ERP-SAP system through training and Education that is in the form of competency change and competency development. Previously PT kimia Farma has already using ERP systems but has not integrated with all subdiaries and now PT kimia Farma has already integrated directly into subdiaries. PT Kimia Farma has yet to figure out how big the influence of factors of success in the implementation of an ERP system, then do some research to find out the great influence of the factors of success. The use of Technology Acceptance Model (TAM) in this study is related to the acceptance of the use of technology that has been carried out by several studies in different countries and different applications to test the accuracy of TAM. TAM model is a model that is considered the most appropriate one to assess the real success or failure of the use of a system in an organization, as the TAM model can be viewed directly from the user's behavior in using information technology systems.

This is interesting to conduct research on the success factors of ERP system usage. This research was conducted to determine how much user's acceptance is to the use of ERP system. The proposed research title is:

"An Analysis Success Factor Implementation Enterprise Resource Planning using TAM study Case : PT Kimia Farma (Persero)."

I.2 Problem Formulation

Based on the description of the background that has been mentioned previously, although the ERP system is implemented successfully by many companies, some others have to face difficulties and some low point that hold back the implementation itself. Therefore, it is interesting to examine many ERP system implementation fail.

From the explanation in the background, the problem of the study are formulated as follows:

1. What are the factors which affect the success implementation of ERP in PT Kimia Farma (Persero) ?

2. What are the variables which affect the success factor of the implementation in PT Kimia Farma (Persero)?

3. How is the information of the ERP system which has a positive impact to user's satisfaction validated?

I.3 Objectives

Empirically, the purposes of this research are:

1. To find out the factors that affect the successful model of ERP in PT. Kimia Farma (Persero),
2. To evaluate system success ERP that has been implemented based on end-user perceptions,
3. To find out the end-user satisfaction level to the ERP system.

I.4 Limitations of Research

Obtained of the problem, while restrictions of scope is as follows:

1. The study was conducted to assess the success factors of using the ERP system at PT Kimia Farma (Persero).
2. The assessment doing with Technology Acceptance Model.
3. Assisted data processing using the SPLS2.

I.5 Research Benefit

The benefits derived from this research for the company is as follows:

1. As a reference to the basic design of the ERP system that can be used by companies later
2. As a recommendation for the company PT Kimia Farma (Persero) Tbk to find out the factors that become the key to successful implementation of system ERP

I.6 Systematics Writing

Chapter I	Introduction
	This chapter discusses the background of the problem, formulation of the problem,

	research objectives, scope of the research, the benefits of the research, and systematic writing	
Chapter II	**Theoretical Basis** In this chapter contains a description of the relevant theories Relating to the problem of research and methods used to the make-the research.	
Chapter III	**Research Methodology** In this chapter describes the steps in detail of research include: starting from design analysis phase, followed by the results phase, until terminated by the testing stage.	
Chapter IV	**Findings and Discusion** This chapter describe of the problems that have been formulated and the results of the research conducted at PT. Kimia Farma (Persero)	
Chapter V	**Conclusion and Suggestion** This chapter contains of a research conducted with suggestion indicated for the company to this research.	