

## INTISARI

*Enterprise Resources Planning (ERP)* merupakan sebuah teknologi system informasi terintegrasi yang digunakan oleh manufaktur kelas dunia dalam meningkatkan kinerja perusahaan. Oleh karena itu, penting dilakukan penelitian atas faktor-faktor yang mempengaruhi pelaksanaan ERP tersebut.

Penelitian ini dilakukan dengan metode *explanatory research*, yang bertujuan untuk menguji pengaruh Efektivitas *Key User*, Keterlibatan Manajemen Puncak, Pemahaman Sistem ERP dan Visi yang Jelas, proses, pendidikan dan pelatihan, *Knowledge Sharing in Culture Organization*, Efektivitas Design Proses Implementasi ERP, Teknologi ERP, dan Data terhadap kesuksesan pelaksanaan ERP. Semua hipotesis penelitian dianalisis dengan menggunakan model regresi linear berganda

Teknik pengumpulan data dilakukan dengan membagikan angket kepada karyawan bagian *finance dan accounting* pada PT East West Indoensia. Hasil jawaban angket tersebut diukur dengan menggunakan skala likert.

Hasil penelitian menunjukkan bahwa faktor-faktor seperti Efektivitas *Key User*, Pemahaman Sistem ERP dan Visi yang Jelas, Pendidikan dan Pelatihan, Effectivity Design Process Implementation ERP berpengaruh signifikan terhadap kesuksesan pelaksanaan ERP, akan tetapi beberapa faktor lainnya ditemukan pengaruhnya tidak signifikan seperti Keterlibatan Manajemen Puncak, Proses, *Knowledge Sharing in Culture Organization*, Teknologi ERP, dan Data

## ABSTRACT

Enterprise Resource Planning (ERP) is a technology of integrated information system which was used by world class manufactures for increase their performance. Therefore, it is important to be conducted research for factors influencing ERP systems implementation success.

This research conducted by using explanatory research method, the purpose to examine the impact of Effectivity *Key User*, Top Management, *Understanding ERP system and clear vision*, process, Education and Training, *Knowledge Sharing in Culture Organization*, Effectivity Design Process Implementation ERP, Technology ERP, and Data on ERP systems implementation success. All hypothesis in this study analysed by using multiple linear regression

Data analysis used in this research was collected by distributing questionnaires which were distributed on employees of finance and accounting department in PT East West Indonesia. The result of questionnaires answer are measured by using likert scale.

the study results show that factors such as Effectivity *Key User*, *Understanding ERP system and clear vision*, Education and Training, Effectivity Design Process Implementation ERP have significant influence on ERP systems implementation success, However, no significant impact was found for some classical success factors such as Top Management, Process, *Knowledge Sharing in Culture Organization*, Technology ERP, and Data