

## INTISARI

Penggunaan teknologi informasi melalui penerapan aplikasi-aplikasi sistem informasi telah banyak dilakukan perusahaan saat ini, salah satunya adalah sistem *enterprise resource planning* (ERP). Sistem ERP merupakan aplikasi sistem informasi yang mengintegrasikan semua sumber daya, informasi, dan aktivitas yang diperlukan dalam proses bisnis. Penelitian ini bertujuan untuk menguji kesuksesan implementasi ERP berdasarkan delapan faktor kritikal yaitu strategi manajemen proyek yang efektif, dukungan eksekutif, perencanaan dan manajemen anggaran yang efektif dan efisien, strategi manajemen perubahan, pelatihan dan pengembangan ketrampilan TI, ekspektasi yang realistis, fokus pada proses bisnis, dan kerjasama tim yang baik.

Penelitian ini dilakukan secara kuantitatif. Teknik pengumpulan data dilakukan dengan survei melalui kuesioner. Jumlah responden sebanyak 97 orang dari 100 kuesioner yang disebar. Responden dalam penelitian ini ialah karyawan PT Semen Tonasa yang menggunakan aplikasi SAP (*System Analysis and Program Development*) minimal 2 tahun, aktif menggunakan aplikasi SAP, dan memiliki user ID SAP. Model statistik yang digunakan yaitu *general linear modeling* (GLM) dengan analisis regresi berganda *ordinary least square* (OLS).

Hasil dari penelitian menunjukkan hubungan yang signifikan antara delapan faktor kritikal dengan kesuksesan implementasi ERP.

**Kata kunci:** *Enterprise Resource Planning* (ERP), *System Analysis and Program Development* (SAP), Analisis Regresi Berganda, Uji Asumsi Klasik.

## **ABSTRACT**

*The application of information and technology through the adoption of information system applications have been widely carried out in many companies today; they use such application as Enterprise Resource Planning system (ERP). An ERP system is an information system application that integrates all resources, information, and activity, those required in business processes. This study aimed to test the success of ERP implementation based on eight critical factors namely the strategy of effective project management, the executive support, planning and effective and efficient budget management, strategy of management change, IT training and skills development, realistic expectations, focus on business processes, and teamwork.*

*This was a quantitative type of research. Data was collected using questionnaire surveys. As many as 97 respondents filled out the 100 sets of questionnaires provided. They were the employees of PT Semen Tonasa, those who have used SAP applications for at least 2 years, actively used SAP applications, and had user ID of SAP. The statistical model used is general linear modeling (GLM) with multiple regression analysis of ordinary least squares (OLS).*

*The results showed a significant relationship between effective project management strategy, executive support, effective and efficient planning and budget management, strategy of management change, IT skills development and training, realistic expectations, focus on business processes, good teamwork of ERP team (ERP teamwork) with success of ERP implementation.*

***Keywords: Enterprise Resource Planning (ERP), System Analysis and Program Development (SAP), Multiple Regression Analysis, Classic Assumption Test.***