

ABSTRACT

Enterprise Resource Planning (ERP) system is an integrated system that is relied upon in the company to improve operational efficiency and optimize company resources. PT Telkomsigma, which is engaged in the IT Solutions Company in Indonesia, has implemented ERP through System Application and Product in Data Processing software. The successful use of a system is inseparable from the user experience of the quality of the system used. This study aims to evaluate the success of the ERP implementation at PT Telkomsigma by testing the success of information systems using the DeLone & McLean (2003) model. There are 6 variables used in this model, namely system quality, information quality, service quality, intention to use, user satisfaction, and net benefits. This type of research uses quantitative research methods with data collection techniques through a questionnaire of 30 respondents from SAP users at Telkomsigma. Data processing uses the SEM-PLS method through the SmartPLS application. The results obtained from the 9 hypotheses developed, namely 5 hypotheses are accepted because they have a positive and significant effect obtained through the path coefficient value, p -values <0.05 , and t -statistic > 2.045 , then 4 hypotheses are rejected because they do not meet these conditions. Information Quality has a positive and significant effect on Intention to Use. System Quality, Service Quality, and Intention to Use have a positive and significant effect on User Satisfaction, and User Satisfaction has a positive and significant effect on Net Benefits. Information Quality has a negative and insignificant effect on User Satisfaction. System Quality and Service Quality have a negative and insignificant effect on Intention to Use and Intention to Use has a negative and insignificant effect on Net Benefits. ERP implementation at PT Telkomsigma is still not said to be a direct success with DeLone & McLean testing because there are variables that do not affect each other and are related to interest in using the system by users. Improvements in the quality of the system, services, and information from the system used can support the successful implementation of ERP technology in the company.

Keyword : PT.Telkomsigma; Enterprise Resource Planning (ERP); System, Application and Product in Data Processing (SAP); DeLone & McLean.