

ABSTRACT

Successful implementation of ERP systems can provide enhancements in terms of effectiveness and efficiency of business operations at the company. On the other hand, ERP system implementation project on SME is a high risk project with the threat of bankruptcy if failed in its implementation. Therefore, a preliminary analysis of critical factors is necessary to improve the success of the ERP system implementation process.

Independent variables in this study are top management support, effective project management, business process reengineering, hardware and software selection, education and training, and vendor support. The dependent variable of this research is the successful implementation of ERP. This study aims to determine the effect of CSF on the successful implementation of ERP in SME Fashion in Bandung registered in the Kamar Dagang Industri Bandung (Kadin Bandung).

The research method used is multiple regression analysis, with survey technique where the whole population is used as sample of research object. Using a census sample, 34 respondents were selected as ERP users. The data were obtained by using questionnaires.

The results of the study simultaneously show that there is a significant influence between the key factors on the success of implementation. While partially the top management support factor, effective project management, business process reengineering, hardware and software selection, vendor support has no effect. However, education and training factors have an effect on the success of ERP implementation.

For further research it is advisable to expand the research sample or Add another variable in order to get more comprehensive results. For SMEs in Bandung suggested to deepen the education and training use of ERP systems, in order to support the performance related to ERP implementation so that the success of ERP implementation will increase.

Keywords : Critical Succes Factor, Enterprise Resource Planning, SMEs