

ABSTRACT

PT. PINDAD (PERSERO) Bandung is a business of the Army Commander who is engaged in industrial instasnsi. The Commander of the Army Industry (KOPINDAD) has a function to produce arms and ammunition for the needs of the Army in particular and ABRI in general. PT. Pindad (Persero) has implemented ERP on their business processes since 2012. Software used in business process system is SAP (System Application and Product in data processing). The problem that has been faced by PT Pindad is the occurrence of error in inputting data that is not in accordance with the number of goods in the field. The problem can occur due to two factors that are less good service provided by functional SAP or Human Error such as the responsiveness of users in understanding the material provided and inaccuracy of users in inputting data.

It is necessary to do this evaluation so that PT Pindad can know the cause of difference of input data of goods in SAP ERP system with existing in field so that researcher can give suggestion to solve the problem. The model used in this evaluation is the success model of the DeLone and McLean information system. The results of this evaluation is a hypothesis that can know whether the successful implementation of SAP in PT Pindad and also find out whether the data input error occurs because of poor service provided by SAP functional or human error so that researchers can provide advice for PT Pindad (Persero).

Independent variables insignificantly to intention to use. This is due to the lack of such variables in providing output or service to users. But from the results of the evaluation overall the implementation of the SAP ERP system at PT Pindad (Persero) was successful. These successes are influenced positively and significantly by information quality factors, system quality, service quality, intention to use, user satisfaction, and net benefits.

Keywords : PT Pindad (Persero), Enterprise Resource Planning (ERP), DeLone and McLean