

## **ABSTRACT**

***ANALYSIS OF OBSTACLE FACTORS AND IMPLICATIONS IN  
THE IMPLEMENTATION OF SYSTEM BASED ERP  
(ENTERPRISE RESOURCE PLANNING) IN PT. TOYOTA-  
ASTRA MOTOR USING  
CFF's (CRITICAL FAILURE FACTORS) MODEL***

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Besides the popularity of ERP usage, the failure rate of ERP implementation in companies is quite high, from the results obtained by ERP implementation failures requiring 55% -75%, the current study mostly discusses the Critical Failure Factors (CFF) of Critical Success Factors (CSF). The inhibiting factors of ERP implementation are more often found in ERP implementation in developing countries, because ERP systems are built and designed with and for better technology in developed countries.

The main objective of this study is to examine the factors that become obstacles and classify them to help existing industries in developing countries which are companies that are the object of research in this case PT. Toyota Astra Motor, consultants and implementers to overcome failures in the implementation of ERP projects using the CFF (Critical Failure Factors) model with 7 variables and with help with SPSS and SmartPLS for the calculation method.

Based on the results of the study using the CFF model at PT. Toyota Astra Motor Related variables that have a positive and significant influence are Variable Management of ERP Enterprise, Organization, Technical, Managerial, Vendors and Consultants, and Human Resources, while Variables that do not require significant and strong are Process Variables.

Keywords: PT. Toyota Astra Motor, ERP (*Enterprise Resource Planning*), *Partial Least Square* (PLS).