

ABSTRACT

EVALUATION OF SAP MATERIAL MANAGEMENT APPLICATION USING DELONE AND MCLEAN MODEL METHOD (Case Study: PT. PLN (Persero) Central Java Transmission)

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In modern times this information is an important factor that can affect the continuity of a company. Therefore, the information system is very in need to support the success of a company, especially in PT. PLN (Persero) transmission of Central Java. At PT. PLN (Persero) Transmission of Central Java has already implemented an ERP system by applying SAP from the year 2006. SAP is an integrated application that can generate a solution for the problem in a company. But the problem is still experienced by T. PLN (Persero) Java transmission part because of the business process that is still done manually. So there is still confusion in data input during business process in the logistic division. This research aims to evaluate the implementation of enterprise resource Planning (ERP) system in particular SAP MM application in logistics business process in PT. PLN (Persero) transmission of Central Java. The evaluation of this research is done by a qualitative approach of questionnaire and interview based on Model Delone and Mclean. From the evaluation conducted by model Delone and Mclean known that PT. PLN (Persero) Transmission of Central Java has a positive but insignificant influence on the application of SAP conducted. Where 6 test variables are Available on Delone and Mclean models are service quality, information quality, system quality, usage, user satisfaction, and Net Benefit.

Key words: evaluation, ERP, SAP, implementation, DeLone dan McLean Model.