ABSTRACT

Information technology is all forms of technology used to create, store, and change data or information that can be used for various things. With information technology, companies can easily process information using technology so that companies can make decisions regarding the business processes. The development of information technology now days is one thing that must be considered by every company so that the company can achieve its business goals, besides paying attention to aspects of information technology, companies must also pay attention to aspects of human resources which is the employees, it is necessary to pay attention to how a company can have assets in the form of human resources that are in accordance with the needs of the company so that the existing resources in the company can run according to their functions. PT Kereta Api Indonesia (Persero) is a State-Owned Enterprise engaged in transportation services which was established in 1864. To support the company's business processes, PT Kereta Api Indonesia (Persero) implements the Enterprise Resource Planning (ERP) system. ERP is an important system for a company in order to help integrate existing business processes. Systems, Applications, and Products in Data Processing (SAP) is one of the ERP-based applications used at PT Kereta Api Indonesia (Persero) as the main application, but the application of the SAP application has not been comprehensive, one of which is during the process of recruiting new employees which is one of the important things for a company. PT Kereta Api Indonesia (Persero) uses the e-Recruitment application in the process of recruiting new employees, in using this application it is known that there are several obstacles that occur, one of which is during the data integration process from the e-Recruitment application to SAP, the integration process between applications still using simple method so it is necessary to analyze the success of the ERP system applied to PT Kereta Api Indonesia (Persero). The model used in this study is Delone and Mclean where this model is in accordance with research compiled to measure the success of the e-Recruitment application used at PT Kereta Api Indonesia (Persero). The results of the pre survey prove that there are several shortcomings while using the e-Recruitment application, so the final results of this study will provide suggestions about improvement for the company so that the ERP system implemented in the company can optimally.

Keywords— **Delone and Mclean, e-Recruitment, ERP, PT Kereta Api Indonesia (Persero), SAP**