EVALUASI IMPLEMENTASI ENTERPRISE RESOURCES PLANNING PADA PERUSAHAAN MANUFAKTUR

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The presence of information technology systems has given so much influence to an organization, not just organizations but that influence extends to business processes and organizational transactions. But how do organizations know that information systems are being implemented successfully and how to make information systems successful.

DeLone McLane success model was actively used since it was first introduced in 1992 and Measurement with the DeLone McLean model is one of the most developed models to lest the information success model. Enterprise Resource Planning (ERP) has the function of integrating all company activities into one system with a single database. This thesis is intended to examine the .factors that influence the success of ERP implementation in winning competitive advantage. ERP is a system that enables companies to manage efficiently and effectively the use of resources and provide integrated solutions for the company's information processing needs.

The sample of this study is the users of companies that use SAP as one of their information systems, a number of 200 people from various manufacturing companies to evaluate information systems based on user satisfaction. The results of the analysis show that all hypotheses show significant results obtained from positive values on critical ratio (cr) and also the value p values smaller than 5% (significant effect on a $<5\%$). The results of the model testing, obtained the lest results of the critical ratio of information quality (KI) $\rightarrow$ usage (PG) = 4,513; quality of information (KI) $\rightarrow$ user satisfaction (KEP) = 2.290; quality system (KS) $\rightarrow$ usage (PG) 5,397; system quality (KS) $\rightarrow$ user satisfaction NEP) = 2.290; service quality (KP) $\rightarrow$ usage (PG) = 3.817; service quality (KP) $\rightarrow$ user satisfaction (KEP) = 2,546: usage (PG) $\rightarrow$ user satisfaction (KEP) = 6.862.

Keyword : ERP, System Evaluation, Usage, User Satisfaction