

ANALYSIS OF FACTOR AFFECTING THE IMPLEMENTATION BENEFIT OF ENTERPRISE RESOURCE PLANNING SYSTEM USING MODIFIED DELONE AND MCLEAN INFORMATION SYSTEM SUCCESS MODEL (CASE STUDY IN INVESTMENT HOLDING BUSINESS GROUP)

ABSTRACT

Investment Holding Enterprises Group (PTMD Group) is a company engaged in the business investment of various business portfolios. The Company has implemented Enterprise Resource Planning (ERP) since 2010 to support its business operations and consolidated financial reporting. The Company has implemented Enterprise Resource Planning (ERP) since 2010 to support its business operations and consolidated financial reporting. After go Live ERP, there is a increasing of audit findings from year to year both audit financial reports generated by ERP and IT audits related to internal control of ERP systems that impact on data integrity of ERP systems. The accuracy of financial statements or data integrity generated by the system is needed to as a basis for strategic decision making business quickly and appropriately by management in order to become more competitive company (Koernkaew, 2012). This case study aims to determine whether the implementation of the ERP system has provided benefits to the business through the identification of factors affecting the implementation of the ERP system. Through the development of modification model DeLone & McLean which this model to review the success of information systems. The results of these reviews resulted in an understanding of factors related to dimension factors that can measure the success of information systems and be an alternative solution to improve the ERP system. Through analysis of regression statistic test based on SEM (Structural Equation Model) model through data processing research derived from the questionnaire with the number of 97 respondents then the conclusion of the results of this study include that the system use factor is influenced by the system quality, user satisfaction factor is influenced by system quality, net benefit factor are influenced by the quality of information, system usage, and user satisfaction in the PTMD Group.

Key words : *ERP System, Information System Success Model, DeLone & McLean Model Dimensions*

ANALISIS FAKTOR YANG MEMPENGARUHI MANFAAT IMPLEMENTASI SISTEM ENTERPRISE RESOURCE PLANNING MENGGUNAKAN MODIFIED DELONE AND MCLEAN INFORMATION SYSTEM SUCCESS MODEL (STUDI KASUS DI GROUP USAHA HOLDING INVESTASI)

ABSTRAK

Group Usaha Holding Investasi (PTMD Group) adalah perusahaan yang bergerak di bidang usaha investasi berbagai portofolio bisnis. Perusahaan telah mengimplementasikan Enterprise Resource Planning (ERP) sejak tahun 2010 untuk menunjang operasional bisnis dan pelaporan keuangan konsolidasi. Setelah Go Live ERP terdapat kecenderungan peningkatan hasil temuan audit dari tahun ke tahun baik audit laporan keuangan yang dihasilkan oleh ERP dan audit IT terkait pengendalian internal sistem ERP yang berdampak pada data integrity sistem ERP. Keakuratan laporan keuangan atau *data integrity* yang dihasilkan oleh system diperlukan untuk sebagai dasar pengambilan keputusan strategis bisnis secara cepat dan tepat oleh manajemen agar perusahaan semakin kompetitif (Koernkaew, 2012). Studi kasus ini bertujuan untuk mengetahui apakah hasil implementasi sistem ERP telah memberikan manfaat terhadap bisnis melalui identifikasi faktor yang mempengaruhi implementasi system ERP. Melalui pengembangan modifikasi model DeLone & McLean dimana model ini untuk mereview kesuksesan sistem informasi. Hasil review tersebut menghasilkan pemahaman terkait faktor faktor dimensi yang dapat mengukur kesuksesan sistem informasi dan menjadi alternatif solusi untuk *improve* sistem ERP. Melalui analisa uji statistik regresi berbasis model SEM (*Structural Equation Model*) melalui pengolahan data penelitian yang berasal dari kuesioner dengan jumlah 97 responden maka kesimpulan dari hasil penelitian ini antara lain bahwa faktor penggunaan sistem dipengaruhi oleh kualitas sistem, faktor kepuasan pengguna dipengaruhi oleh kualitas sistem dan Faktor manfaat bersih dipengaruhi oleh kualitas informasi, penggunaan sistem, dan kepuasan pengguna di PTMD Group.

Kata kunci : Sistem ERP, Model Kesuksesan Sistem Informasi, Dimensi Model DeLone & McLean.