

ABSTRACT

PT PP London Sumatra Indonesia Tbk (Lonsum) is a company engaged in the plantation sector. In the plantation industry, Lonsum is known as a producer of superior quality oil palm seeds. Lonsum has implemented an ERP system in all its divisions, including the Human Resource division, which has been implemented since 2012. The Human Resource Division carries out the company's main activities, such as the recruitment process, inputting absences and overtime hours, terminating processes, and monitoring attendance processes. The SAP ERP system in the Human Resource division manages and manages all the information that supports these activities. However, there are problems in using the SAP ERP system in the Human Resource division, namely not evaluating the use of the SAP ERP system at Lonsum and also not having a special assessment stating that the use of the SAP ERP system at Lonsum HR division has been successful and the use of user accounts cannot be used independently. together at the same time. Thus, research is needed to evaluate the use of the SAP ERP system in the Human Resource division which aims to measure the success of using the SAP ERP system in the Human Resource division using the DeLone and McLean models. Data was collected by distributing questionnaires to 30 respondents and processed with the help of SPSS and SmartPLS 3.0 tools. In this study, it was found that system quality and information quality had a positive and significant effect on user satisfaction, and service quality had a positive and insignificant effect on user satisfaction, and user satisfaction had a significant positive effect on net benefits.

Keywords – ERP, SAP, Human Resource, DeLone and McLean IS Success Model