ABSTRACT

The goals of the thesis were to reveal what are the success and failure factors during implementing and adopting SAP in retail industry in Indonesia. Data were compiled by using Amos ver. 18 software. It was gathering through questioner which was distributed to the respondent who was using SAP system in retail industry in Indonesia. Analysis based on the SAP ASAP project management, IS success measurement using Technology Acceptance Model and Delone & McLane IS Success model. Result was proving that several success factor influent success and failures in implementing and adopting SAP in retail industry. Those factor such as output quality, job relevance, image, result demonstrability, compatibility, system reliability, reporting capability, internal support, consultant support, and info system participation that was giving direct impact to perceived usefulness. Furthermore perceived usefulness come along with subjective norm and perceived ease of used also was giving direct impact to intention to use. It can be concluded that success and failure indicator such as individual impact as well as organizational impact was directly impacting by success factors.

Keywords: Success and Failure, SAP System, Retail Industry