

Critical Success Factors (CSFs) in ERP Implementation at the PP Company: Management and Technology Perspectives

Authors : Eko Ganis Sukoharsono, Meivida Medyastanti

Abstract : This study explores the Critical Success Factors (CSFs) for successful ERP implementation at the PP Company, a leading state-owned construction company in Indonesia. The study uses a qualitative - Postmodernist approach through an imaginary dialogue between a CEO and a Technologist to analyze ERP implementation from both managerial and technological perspectives. Key CSFs identified include strong support from top management, clear project scope and objectives, effective change management, employee engagement, data accuracy, and robust IT infrastructure. The study's findings are synthesized into a CSF model that highlights the importance of aligning ERP systems with business objectives and emphasizes the need for continuous post-implementation support. This model provides a strategic framework that can guide other companies, particularly state-owned enterprises, in navigating ERP implementation, ensuring optimal return on investment, and enhancing organizational efficiency.

Keywords : ERP, critical success factors, PT. PP, postmodernist paradigm, management, technology

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