

## ABSTRACT

The objective of this research are to test whether : first, there were any influence of the change management, management support and implementation team performance on successful ERP implementation. Second, to test the influence of successful ERP implementation to the company's competitive advantage.

Populations of this research are employees of PT. Maitland-Smith Indonesia who involve the ERP system in their daily activities. Total populations of this research are 102 employees, taken all as respondent of research. Data collection uses questionnaire and data measurement uses 10 scale (1-extremely disagree ó until 10-extremely agree). Data is analyzed using SEM under AMOS 7.0.

Computation result to examine proposed model shows accepted. SEM analysis result show that all hypotheses are accepted. Best value Std. Est. Standardized Regression Weight at influence of management support to successful ERP implementation. Therefore management support is the dominant factor to successful ERP implementation. This research has implication, both of theoretical or managerial. In the theoretical level, this study support preceding researches that says that change management, management support and implementation team performance are factors to successful ERP implementation. In the managerial level, this study give contribution to decision maker to give support when deciding to implement ERP system as a way to gain competitive advantage.

Key word : management support, change management, ERP implementation team performance, success factors of ERP implementation, competitive advantage.