

## **ABSTRACT**

*PT. Dragon Computer and Communication is a company that involved in area of Acer notebook distributor. Company implemented SAP as a system to manage their inventories. SAP implementation is only a first step to reach a better business process. Therefore company needs to do evaluation towards system's performance based on user satisfaction. Purposes of this research are to know factors that affects SAP effectiveness based on user satisfaction and to know user satisfaction level by measuring level of fitness of user's importance and system's performance. Then, implications are given. Methods used in this research are correlation and regression test, Gap Analysis and Importance-Performance Analysis. Based on data processing, can be concluded that use behavior is affected positively by behavioral intention and facilitating conditions in the amount of 68%. Therefore, behavioral intention is affected positively by performance expectancy, effort expectancy and social influence in the amount of 51.1%. Based on gap analysis, can be concluded that average level of fitness of all variables is in a high level with range between 85.71%-93.93%. From this result, a conclusion is obtainable that users are satisfied with the SAP implementation in the company. But, gap still exists between SAP performance and user importance affecting user satisfaction. (COM)*

*Keywords : SAP, user satisfaction, gap analysis, importance-performance analysis*