

ABSTRACT

ANALYSIS OF END USERS ON SAP MODUL MATERIAL MANAGEMENT IMPLEMENTATION OF ERP SYSTEM USING TECHNOLOGY ACCEPTANCE MODEL IN PT. PLN (PERSERO) TRANSMISI JAWA BAGIAN TENGAH

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The increasing need of the Indonesian people for electricity, the management of PT. PLN (Persero) needs to be integrated through an information system that can assist in the management of its business processes. In 2006 PT. PLN (Persero) Transmisi Jawa Tengah has utilized SAP ERP applications that are applied in three main business processes, namely Financial Management, Human Resources and Material Management. Based on the results of interviews conducted with the Deputy Deputy Manager of Logistics, it is known that there are several processes in the MM SAP module that are not used so that their use becomes less than optimal. Therefore this study was conducted to see what factors influence the acceptance of end users so that the use of the system becomes less than optimal. The purpose of this study was to analyze end-user acceptance of ERP system implementation using the Technology Acceptance Model method. This research was carried out by using variables from the Technology Acceptance Model (TAM) method used, namely perceived usefulness, perceived ease-of-use, attitude towards system use and Symbolic adoption. This study also has several variables studied, namely training, project communication and shared belief in the benefits of ERP systems for organizational perspectives, user involvement variables and readiness for change variables for individual perspectives. The results of the study found that the influence of user acceptance on implementation is the ERP system, attitude towards system use, perceived ease-of-use which is influenced by two variables from the organizational perspective, namely training and shared belief in the benefits of ERP systems.

keyword: PT. PLN (Persero), ERP (Enterprise Resource Planning), TAM (Technology Acceptance Model), end user acceptance