

ABSTRACT

EVALUTION OF MYORION ERP SYSTEM USING FRAMEWORK UTAUT IN PT TIKI JALUR NUGRAHA EKAKURIR BANDUNG

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This study aims to evaluate the use of Myorion ERP system at PT. JNE Bandung. JNE is a freight forwarding and logistics company based in Jakarta, Indonesia. Currently PT. JNE has an information system that manages goods, transactions and shipping information that is MyOrion ERP.

Evaluation of a system in a company that has implemented an ERP system is necessary to improve the performance of the system. Evaluation is also performed to determine the performance, effectiveness, service system, and measure the success of the implementation of a system.

The type of research used is descriptive research with quantitative approach. The primary data source came from the dispersed questionnaire which contained 56 questions using the Likert 5 alternative answer scale. The population of this study is all employees of PT. JNE Bandung, and samples taken merupakan employees of PT. JNE Bandung using MyOrion ERP system of 56 people. The data obtained is then processed using the SmartPLS application. And using the UTAUT model framework.

This model is used to analyze the use of MyOrion ERP system at PT TIKI JALUR NUGRAHA EKAKURIR Bandung. Based on data analysis, the following results are obtained: Performance Expectancy (PE), Effort Expectancy (EE), Social Influence (SI), Facilitating Conditions (FC), and Behavioral Intention to Use (BIUS).

The results of the analysis obtained are as follows: (1) Variable Performance Expectancy (PE) has a positive and significant influence on Behavioral Intention to Use (BIUS); (2) Effort Expectancy (EE) variable has a positive and significant influence on Behavioral Intention to Use (BIUS); (3) Social Influence variables have a positive and significant influence on Behavioral Intention to Use (BIUS); (4) Facilitating Conditions variable has a positive and significant influence on Behavioral Intention to Use (BIUS).

Keywords: UTAUT, JNE, MyOrion ERP. **Words:** 330.