

DAFTAR ISI

LEMBAR PENGESAHAN.....	ii
LEMBAR PERNYATAAN ORISINALITAS.....	iii
ABSTRAK.....	iv
ABSTRACT.....	v
LEMBAR PERSEMBAHAN.....	vi
KATA PENGANTAR.....	vii
DAFTAR ISI.....	viii
DAFTAR GAMBAR.....	xii
DAFTAR TABEL.....	xiii
DAFTAR LAMPIRAN.....	xiv
DAFTAR SINGKATAN.....	xv
BAB I PENDAHULUAN.....	16
I.1 Latar Belakang.....	16
I.2 Rumusan Masalah.....	18
I.3 Tujuan Penelitian.....	18
I.4 Batasan Masalah.....	18
I.5 Manfaat Penelitian.....	19
I.6 Sistematika Penulisan.....	19
BAB II TINJAUAN PUSTAKA.....	23
II.1 Landasan Teori.....	23
II.1.1 Profil PT. Bank Mandiri, Tbk.....	23
II.1.1.1 Sejarah PT. Bank Mandiri, Tbk.....	23
II.1.1.2 Visi dan Misi.....	24
II.1.1.3 Struktur Organisasi.....	24
II.1.1.4 Perjalanan Adopsi SAP HCM.....	24
II.1.2 <i>Enterprise Resource Planning (ERP)</i>	25
II.1.2.1 Definisi ERP.....	25
II.1.2.2 Konsep Dasar.....	26
II.1.2.3 Kelebihan dan Kekurangan.....	26
II.1.2.4 Adopsi ERP.....	27
II.1.2.5 Keberhasilan Penerapan Sistem ERP.....	28

II.1.3 <i>System Application Product in Data Processing (SAP)</i>	29
II.1.3.1 Perkembangan SAP.....	29
II.1.3.2 Kelebihan dan Kekurangan.....	30
II.1.4 <i>Critical Success Factors (CSF)</i>	30
II.1.5 <i>Acceptance Model</i>	32
II.1.5.1 Definisi <i>Acceptance Model</i>	32
II.1.5.2 Teori <i>Acceptance Model</i> Klasik.....	32
II.1.6 <i>Technology Acceptance Model (TAM)</i>	33
II.1.6.1 Definisi TAM.....	33
II.1.6.2 Model yang Digunakan untuk Penelitian.....	34
II.1.7 <i>Statistical Package for the Social Sciences (SPSS)</i>	34
II.1.7.1 Definisi SPSS.....	34
II.1.7.2 Kelebihan SPSS.....	34
II.1.8 <i>Smart Partial Least Squares (SmartPLS)</i>	35
II.1.9 Teori Statistika.....	35
II.1.9.1 Statistika <i>Parametric</i>	35
II.1.9.2 Statistika <i>Non Parametric</i>	36
II.1.10 Hipotesis.....	37
II.1.10.1 Pengertian Hipotesis.....	37
II.1.10.2 Kegunaan Hipotesis.....	37
II.2 Alasan Pemilihan Metode.....	38
II.2.1 Metode yang Digunakan.....	38
II.2.2 Tujuan Penggunaan.....	38
II.3 Posisi Penelitian.....	38
II.4 Penelitian Terdahulu.....	39
BAB III METODOLOGI PENELITIAN	41
III.1 Model Konseptual.....	41
III.2 Sistematika Penelitian.....	41
III.2.1 Tahap Pendahuluan.....	42
III.2.1.1 Penentuan Metode.....	43
III.2.1.2 Penentuan Populasi dan Sampel.....	43
III.2.1.3 Identifikasi Variabel dan Indikator.....	43

III.2.1.4 Pengembangan Hipotesis.....	46
III.2.2 Tahap Pengumpulan Data.....	46
III.2.2.1 Data yang Digunakan.....	46
III.2.2.2 Wawancara.....	46
III.2.2.3 Penyebaran Kuesioner.....	46
III.2.2.4 Tabulasi Data.....	47
III.2.3 Tahap Analisis Data.....	47
III.2.3.1 Skala Pengukuran.....	47
III.2.3.2 Analisis Model Pengukuran (<i>Outer Model</i>).....	48
III.2.3.3 Analisis <i>Structural Equation Modeling</i> (SEM).....	48
III.2.3.4 Analisis Deskriptif.....	50
III.2.4 Tahap Pengambilan Keputusan.....	51
III.2.4.1 Hasil Analisis dan Pembahasan.....	51
III.2.4.2 Kesimpulan dan Saran.....	51
BAB IV HASIL ANALISIS DAN PEMBAHASAN.....	52
IV.1 Karakteristik Responden.....	52
IV.1.1 Skala Nominal.....	52
IV.1.1.1 Responden Berdasarkan Jenis Kelamin.....	52
IV.1.1.2 Responden Berdasarkan Usia.....	53
IV.1.1.3 Responden Berdasarkan Pendidikan Terakhir.....	54
IV.1.1.4 Responden Berdasarkan Pengalaman Kerja.....	55
IV.1.1.5 Responden Berdasarkan Grup (Direktorat) / Jabatan.....	56
IV.2 Analisis Model Pengukuran (<i>Outer Model</i>).....	57
IV.2.1 Uji Reliabilitas dan Validitas.....	57
IV.2.1.1 Uji Konstruksi Reliabilitas dan Validitas Variabel <i>Perceived Usefulness</i> (PU).....	57
IV.2.1.2 Uji Konstruksi Reliabilitas dan Validitas Variabel <i>Perceived Ease of Use</i> (PE).....	58
IV.2.1.3 Uji Konstruksi Reliabilitas dan Validitas Variabel <i>Attitude</i> (AT).....	59
IV.2.1.4 Uji Konstruksi Reliabilitas dan Validitas Variabel <i>Actual System Use</i> (ACS).....	59
IV.2.2 <i>Discriminant Validity</i>	60
IV.2.2.1 <i>Cross Loadings</i>	60
IV.2.2.2 <i>Heretroit-Monotrait Ration</i> (HTMT).....	61
IV.2.3 Uji Validitas.....	62
IV.3 Analisis <i>Structural Equation Modeling</i> (SEM).....	63

IV.3.1 Analisis Model Struktural (<i>Inner Model</i>).....	63
IV.3.1.1 <i>R-Square</i>	63
IV.3.1.2 <i>F-Square</i>	65
IV.3.1.3 <i>Direct Effect</i> (Pengaruh Langsung).....	66
IV.3.1.4 <i>Indirect Effect</i> (Pengaruh Tidak Langsung).....	67
IV.3.1.5 <i>Path Coefficient</i> (β).....	68
IV.3.1.6 Uji Parsial (Uji <i>t</i>).....	69
IV.3.2 Analisis Normalitas.....	71
IV.3.3.1 Uji Linieritas Variabel <i>Perceived Usefulness</i> Terhadap Variabel <i>Attitude</i>	73
IV.3.3.2 Uji Linieritas Variabel <i>Perceived Ease of Use</i> Terhadap Variabel <i>Attitude</i>	73
IV.3.3.3 Uji Linieritas Variabel <i>Attitude</i> Terhadap <i>Actual System Use</i>	74
IV.4 Analisis Statistik Deskriptif.....	74
IV.4.1 Analisis Deskriptif <i>Perceived Usefulness</i> (PU).....	75
IV.4.2 Analisis Deskriptif <i>Perceived Ease of Use</i> (PE).....	75
IV.4.3 Analisis Deskriptif <i>Attitude</i> (AT).....	76
IV.4.4 Analisis Deskriptif <i>Actual System Use</i> (ACS).....	76
IV.5 Penelitian.....	77
IV.5.1 Pengaruh <i>Perceived Usefulness</i> Terhadap <i>Attitude</i> (Hipotesis 1).....	78
IV.5.2 Pengaruh <i>Perceived Ease of Use</i> Terhadap <i>Attitude</i> (Hipotesis 2).....	78
IV.5.3 Pengaruh <i>Attitude</i> Terhadap <i>Actual System Use</i> (Hipotesis 3).....	79
IV.6 Kaitan <i>Critical Success Factors</i> dengan Hasil Uji Hipotesis.....	79
IV.7 Pengaruh Hasil Uji Hipotesis pada Divisi <i>Human Capital</i>	80
IV.8 Rekomendasi.....	82
BAB V KESIMPULAN DAN SARAN.....	84
V.1 Kesimpulan.....	84
V.2 Saran.....	84
DAFTAR PUSTAKA.....	86
LAMPIRAN.....	88