

## **ABSTRACT**

### **“USER ACCEPTANCE ANALYSIS OF ENTERPRISE RESOURCE PLANNING USING UNIFIED THEORY OF ACCEPTANCE AND USE OF TECHNOLOGY FOR PT. BIO FARMA”**

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PT Bio Farma implements an ERP system with the aim of supporting functions in every line of business at PT Bio Farma. However, the use of ERP systems at PT. Bio Farma is not optimal in its system implementation function. In this study using the UTAUT model. Variables used in UTAUT are Performance Expectancy, Effort Expectancy, Social Influences, Facilitating Conditions, Behavioral Intention and Use Behavior. Moderator variables are Age, Gender, and Experience. The process of finding data was carried out by distributing questionnaires to 68 respondents who were the most ERP system users at PT. Bio Farma is the area of accounting, sales and procurement functions. The data obtained from the questionnaire was used to test the hypothesis. The results obtained have conclusions that affect user acceptance of the ERP system at PT. Bio Farma is Effort Expectancy and Social Influence that influences Behavioral Intention where the level of ease and influence of the environment affects a person in using the system. Facilitating Conditions that affect the Use Behavior where the conditions that facilitate the use of the system. Social Influence which has an influence on Behavioral Intention which is moderated by Experience where environmental factors that influence one's intention to use a system continuously are moderated by experience.

Keywords: Bio Farma, ERP, ERP Adoption, UTAUT, Technology Acceptance.