ABSTRACT

Implementing systems and technology in an organization or company is done to remain relevant to the development of the business environment. One system that is widely used is the Enterprise Resource Planning (ERP) system. ERP system is an information system that manages the exchange of information and resources within an organization. To help with its business processes, an SME in Jakarta, Faveur Florist, started implementing the Odoo ERP system on November 21, 2021. The implementation of the system, which was originally intended to assist daily activities, has become an obstacle in the course of business processes due to delay on the records. Based on the analysis, the reason for the delay might be from the user's side. The need to analyze users' acceptance of the ERP system is carried out using TAM 3 because of it's various variables. Of the 23 existing hypotheses, it was found that employee anxiety is the biggest obstacle in using the Odoo ERP system. Making employees understand the system's general use can positively impact user confidence in its functionality, convenience, and behavior in using it. Faveur Florist is advised to focus on the things that have a substantial contribution and the things that have a small contribution after. In the future, it is necessary to re-evaluate the performance of using the system and user acceptance after the training. It is recommended to carry out regular evaluations to reveal user understanding, complaints, and deficiencies in the system.

Keywords: **Enterprise Resource Planning, Technology Acceptance Model, post-implementation, user acceptance, IT**