

## **Chapter I**

### **INTRODUCTION**

#### **1.1 Object Overview**

PT. Toyota Motor Manufacturing Indonesia (TMMIN) is one production and export base for vehicles and other components in the Asia Pacific region. After growing for more than 50 Years, the intention is not only to ensure Indonesia's global market share for vehicles.

PT Toyota Motor Manufacturing Indonesia (TMMIN) was established on April 12, 1971 at the same time as Toyota was present in Indonesia through the establishment of PT Toyota-Astra Motor (TAM) as an importer and distributor of Toyota vehicles. Restructuring in 2003 made TMMIN a manufacturing company and TAM a distributor of Toyota vehicles

Two businesses, PT Toyota Motor Manufacturing Indonesia (TMMIN) and PT Toyota-Astra Motor, are Toyota's local representatives in Indonesia (TAM). Each company has its own area of business specialization. The primary products that TMMIN produces and exports are finished and unfinished cars, as well as car parts like engines and production tools. TAM concentrates on being a distributor of Toyota vehicles and providing after-sales support.

a) Vision and mission of PT. Toyota Motor Manufacturing Indonesia  
Each company certainly has their own vision and mission which serve as guidelines and guidelines for all employees in achieving the goals of the company itself.

Corporate Value TMMIN's vision is to become the most competitive manufacturing company in Asia; To become a global manufacturing company that maintains and continues to expand the company's business, to be a leading company in the development of environmentally friendly car technology in Indonesia.

TMMIN's mission is to contribute more to the nation & Toyota Global through building sustainable local models that meet customer & Government expectations, increasing exports & developing human resources. You can view

information about TMMIN's vision and mission through the "Corporate Value" menu on this website.

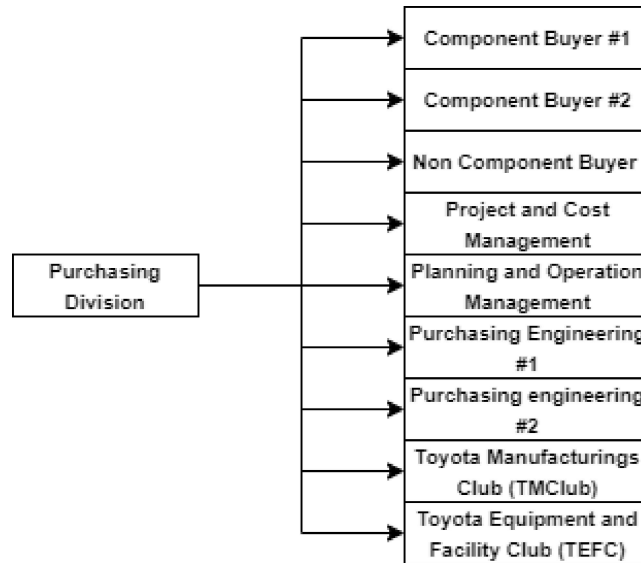
b) Organization Structure of PT. Toyota Motor Manufacturing Indonesia

The following are 2023 Organization Structure of PT. Toyota Motor Manufacturing Indonesia (As of 01 January 2023)



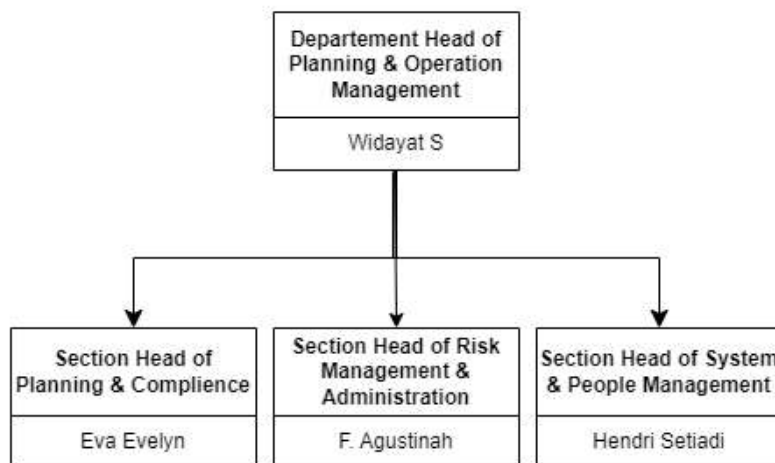
**Figure 1.1** 2023 Organization Structure of PT Toyota Motor Manufacturing Indonesia

The following are 2022 Organization Structure Purchasing Division of PT. Toyota Motor Manufacturing Indonesia (As of July 2022)



**Figure 1.2** July 2022 Organization Structure Purchasing Division of PT Toyota Motor Manufacturing Indonesia

The following are 2022 Organization Structure Planning & Operation Management of PT. Toyota Motor Manufacturing Indonesia (As of July 2022)



**Figure 1.3** July 2022 Organization Structure Department Planning and Operation Management of PT Toyota Motor Manufacturing Indonesia

## **1.2 Research Background**

Information technology is growing along with the times so that creativity and innovation give rise to creativity. This creativity and innovation will continue to emerge and evolve so that technology and information will be more new and sophisticated in the future. The role of information technology is very important in the era of the industrial revolution 4.0 which is centered on digitalization.

The development of information technology is now increasingly rapid, this is characterized by the increasing frequency of companies or agencies utilizing and applying it to support the company's business processes. One of the factors that can be used to measure the success rate of implementing information technology in a company is Human Resources (HR). Measurement of the success rate of implementing information technology based on human resource factors or user factors can be seen from their behavior, whether they accept or reject the application of information technology.

One company that has implemented and utilized the development of information technology is PT Toyota Motor Manufacturing Indonesia. PT Toyota Manufacturing Indonesia is a manufacturer and exporter of whole, semi-finished vehicles, as well as vehicles, such as machinery and production aids. The results of its production in the form of vehicles are assisted by other companies, namely PT. Toyota Astra Motor which focuses as a distributor of Toyota vehicles and after-sales service.

PT. Toyota Motor Manufacturing Indonesia is one of the production and export bases of vehicles and other components in the Asia Pacific region. At the Head office of PT. TMMIN has a purchasing division that has the task of finding reference components / materials that will be used for the production process at low prices and high quality. If the bid price has been agreed, the Purchasing Division will make a PO (Purchase Order) sent to all suppliers and billing by suppliers is forwarded directly to the Finance Division.

Purchased Order Monitoring is one of the business processes at PT. Toyota Motor Manufacturing Indonesia that applies information technology. Information technology used today to monitor Purchased orders is the Procurement

Application System or commonly referred to as PAS. PAS is a subsystem of SAP (System Application and product in data processing) which is one of the Enterprise Resource Planning (ERP) Software.

According to O'Brien, J. A., & Headquarters, G. M. (2010: 58) Enterprise Resource Planning is one of the software used to re-engineer, automate, and integrate existing manufacturing, distribution, finance, and human resource business processes in the company. Enterprise Resource Planning (ERP) serves as the backbone of an integrated cross-functional company and can optimize many internal business processes and information systems in manufacturing, logistics, distribution, accounting, finance, and human resources functions of an enterprise (O'Brien, J.A., & Headquarters, G.M., 2010: 320).

According to Jogiyanto (2008), the influence of successful application of technology tends to be on aspects of user behavior. New technology is said to be successful if it can be accepted by its users. The PAS system has been used for approximately 6 years by PT Toyota Motor Manufacturing Indonesia. During its use, it is not yet known whether the PAS system has been accepted by its users because it can increase the effectiveness of employee work.

Based on secondary data information from the company, before implementing the use of PAS information technology, all business processes are carried out conventionally, such as there are additional costs, accommodation, transportations to collect PO / GR for suppliers. In terms of production stability, the DN and GR process is still manual so that it has a high probability of part errors, and for stock control it is still manual. In terms of organizational effectiveness in progress control, it is still manual for the issuance or issuance of PO / GR. After information technology from PAS, the development of information technology is very fast so that PT Toyota Motor Manufacturing Indonesia continues to develop the latest technology to improve system performance, because it is not yet known from this PAS system received by employees.

One of the framework models that can be used to measure the level of employee acceptance at PT Toyota Manufacturing Indonesia towards the use of

information technology Procurement Application System is the unified theory of acceptance and use of technology or known as UTAUT. UTAUT is a model developed by Venkatesh et al in 2003. According to Venkatesh et al (2003), a person's acceptance of information technology (user acceptance) is influenced by four factors, namely, Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions. UTAUT is used to measure the level of user acceptance and user behavior in using information technology.

Based on the problems described above, a study was conducted to analyze the level of employee acceptance at PT Toyota Motor Manufacturing Indonesia with the UTAUT model in the application and utilization of Information Technology Procurement Application System. The results of the analysis will be given to the Company's related parties to find out what factors affect user acceptance so that they can consider these factors for further system development

### **1.3 Problem Formulations**

Based on the Background research, the formulation of the problem in this study is what factors affect the level of acceptance of PAS system users in employees of the purchasing division of PT Toyota Motor Manufacturing Indonesia using the Unified Theory of user acceptance and use of technology (UTAUT) Model?

### **1.4 Research Objectives**

The purpose of writing this research is for knowing and analyzing such as:

1. Obtain the variables with the greatest significant level that affect the level of acceptance of PAS system users in employees of the purchasing division of PT Toyota Motor Manufacturing Indonesia
2. Get score on of PAS system users in employees of the purchasing division of PT Toyota Motor Manufacturing Indonesia to be used as recommendation material for companies developing PAS systems

## **1.5 Research Benefits**

This research is expected to provide useful contributions for those who need it, include:

1. It can be known what variables can affect and have a major influence on user acceptance and the implementation of the fitting system based on the user's perspective
2. Theoretically, It is expected that the results of this research will increase insights, especially knowledge, and provide benefits in the field of Information System, especially on Acceptance and Use of Technology.
3. Practically, this research is expected to contribute to the company, especially those related to factors that affect the use of the procurement application system and provide benefits to PT Toyota Motor Manufacturing Indonesia in using and developing the system, so that system performance becomes better.

## **1.6 Systematic Writing of the Research**

This Final Project is made with the following writing systematics:

### Chapter I Introduction

Contains an explanation of the general description of the object of research, background, formulation of problems, research objectives, research benefits and systematics used in research

### Chapter II Literature Review

Contains an explanation of theories relevant to the problem under study as well as some research results from previous research

### Chapter III Research Methodology

Contains methods used by researchers to support the course of research

### Chapter IV Result and Discussion

Contains discussion of problems that have been formulated and the results of research that has been carried out at PT Toyota Motor Manufacturing Indonesia

### Chapter V Conclusion and Suggestion

Contains conclusions obtained from the research carried out as well as suggestions given to the company and subsequent research