

ABSTRACT

This study aims to analyze the Net Benefit of using SAP software in the Material Management Module at PT Telkom Akses by applying the Human, Organization, and Technology (HOT) fit Model approach. A quantitative method was employed through a survey of 348 Warehouse PICs at PT Telkom Akses who actively use SAP. The data were analyzed using Structural Equation Modeling with the SmartPLS tool to identify the relationships between variables and their contribution to Net Benefit.

Descriptive results indicate that all variables fall into the high category: system quality scored 81.06%, information quality 77.34%, service quality 75.15%, user satisfaction 79.09%, organizational structure 76.25%, and Net Benefit 74.52%. These findings demonstrate that SAP implementation has optimally supported business processes. Hypothesis testing confirmed that all six proposed hypotheses were accepted ($T\text{-Statistic} > 1.96$; $p < 0.05$), showing significant influence of system quality, information quality, and service quality on Net Benefit, both through user satisfaction ($H1: 2.747$; $H2: 3.023$; $H3: 2.991$) and organizational structure ($H4: 3.132$; $H5: 5.690$; $H6: 3.899$).

Overall, the study concludes that technology quality plays a crucial role in enhancing the benefits of the system, mediated by both human and organizational dimensions. The practical implication of these findings suggests that successful SAP implementation is not solely determined by technological sophistication, but also by user satisfaction and supportive organizational structures. Therefore, companies are encouraged to continuously improve system quality, information accuracy, and service delivery, as well as strengthen organizational structures to maximize the benefits of the implemented system.

Keywords: *SAP, HOT-FIT Mode, Net Benefit, SEM, & PT Telkom Akses*