

Penelitian ini bertujuan untuk mengukur dan menganalisis penerimaan penerapan aplikasi ESMS pada para pekerja di PT Perusahaan Gas Negara Tbk (PGN) dengan menggunakan *Technology Acceptance Model* (TAM). Responden yang berpartisipasi dalam penelitian ini adalah 328 orang pekerja yang memenuhi beberapa kriteria yaitu: pekerja PGN yang telah bekerja selama 1 tahun, menjadi pengguna ESMS lebih dari 6 bulan, dan pekerja PGN yang memiliki task surat masuk aktif lebih dari 50. Data yang didapatkan dianalisa menggunakan teknik *Structural Equation Modeling* (SEM) menggunakan pendekatan metode analisis *Partial Least Squares* (PLS). Hasil penelitian ini menunjukkan bahwa seluruh hipotesis yang diusulkan terdukung dan semua variabel yang terdapat dalam model penerimaan teknologi mempunyai pengaruh yang signifikan yaitu: *Perceived Ease of Use* berpengaruh positif terhadap *Perceived Usefulness* para pekerja dalam penggunaan ESMS; *Perceived Usefulness* berpengaruh positif terhadap *Attitude Toward Using Technology* para pekerja dalam penggunaan ESMS; *Perceived Ease of Use* berpengaruh positif terhadap *Attitude Toward Using Technology* para pekerja dalam penggunaan ESMS; *Perceived Usefulness* berpengaruh positif terhadap *Behavior Intention* untuk menggunakan teknologi pada pekerja dalam penggunaan ESMS; *Attitude Toward Using Technology* berpengaruh positif terhadap *Behavior Intention* untuk menggunakan teknologi pada pekerja dalam penggunaan ESMS; *Behavior Intention* untuk menggunakan berpengaruh positif terhadap *Actual Technology Use* pada pekerja dalam penggunaan ESMS.

Kata kunci: *Technology Acceptance Model* (TAM), *Structural Equation Modeling* (SEM), *Partial Least Squares* (PLS), ESMS, *Perceived Usefulness*, *Perceived Ease of Use*, *Attitude Toward Using Technology*, *Behavior Intention*, *Actual Technology Use*

*This study aims to measure and analyze the acceptance of the application of the ESMS application to workers at PT Perusahaan Gas Negara Tbk (PGN) using the Technology Acceptance Model (TAM). Respondents who participated in this study were 328 workers who met several criteria, namely: PGN employees who have worked for 1 year, have been ESMS users for more than 6 months, and PGN employees have more than 50 active incoming mail tasks. The data obtained were analyzed. using the Structural Equation Modeling (SEM) technique using the Partial Least Squares (PLS) analysis method approach. The results of this study indicate that all the proposed hypotheses are supported and all the variables contained in the technology acceptance model have a significant influence, namely: Perceived Ease of Use has a positive effect on the Perceived usefulness of workers in the use of ESMS; Perceived usefulness has a positive effect on Attitude Toward Using Technology of workers in the use of ESMS; Perceived Ease of Use has a positive effect on Attitude Toward Using Technology of workers in using ESMS; Perceived usefulness has a positive effect on Behavior Intention to use technology for workers in the use of ESMS; Attitude Toward Using Technology has a positive effect on Behavior Intention to use technology on workers in the use of ESMS; Behavior Intention to use has a positive effect on the actual technology use of workers in the use of ESMS.*

*Keywords: Technology Acceptance Model (TAM), Structural Equation Modeling (SEM), Partial Least Squares (PLS), ESMS, Perceived Usefulness, Perceived Ease of Use, Attitude Toward Using Technology, Behavior Intention, Actual Technology Use*