

REKONFIGURASI MODEL *TECHNOLOGY ACCEPTANCE MODEL* (TAM) SISTEM SAP R/3 PT KRAKATAU STEEL

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INTISARI

Sebuah perusahaan besar membutuhkan suatu sistem untuk membantu proses bisnis dalam menghadapi pesatnya perkembangan teknologi dan informasi. Sistem tersebut harus memiliki kemampuan untuk mengintegrasikan seluruh data setiap divisi dalam perusahaan, yang dikenal dengan sebutan *Enterprise Resorce Planning* (ERP). Pada penelitian ini mengaplikasikan *technology acceptance model* (TAM) dan beberapa konfigurasi dengan model DeLone dan McLean untuk menguji keberterimaan sistem SAP R/3 modul FI-CO PT Krakatau Steel. *Structural Equation Model* (SEM) digunakan dalam penelitian ini untuk menguji semua variabel. Penelitian ini menggunakan kuesioner dalam mendapatkan data primer yang disebarkan kepada karyawan PT Krakatau Steel.

Terdapat 12 hipotesis yang diuji dengan aplikasi SmartPLS 3.0 untuk mengolah data *Structural Equation Model* (SEM). Hasil uji hipotesis *information quality* dengan *user satisfaction*, *perceived usefulness*, dan *ease of use* tidak terdukung, hal ini disebabkan oleh *output* yang dihasilkan perusahaan memiliki kualitas yang kurang baik. Uji hipotesis *system quality* dengan *ease of use* dan *user satisfaction* juga tidak terdukung, hal ini dikarenakan sistem SAP yang rumit dan sulit untuk digunakan. Begitu pula dengan hasil uji hipotesis *service quality* dengan *user satisfaction* yang tidak terdukung, hal ini disebabkan akibat masih sering terjadinya kerusakan yang mengganggu pengguna. Sedangkan hasil uji hipotesis *system quality* dengan *perceived usefulness* terdukung, hal ini dikarenakan sistem SAP memberikan banyak kegunaan dibandingkan dengan sistem yang sebelumnya. Hasil uji hipotesis *service quality* dengan *perceive usefulness* dan *ease of use* adalah terdukung, hal ini terbukti dengan kinerja departemen IT yang cepat dalam menanggapi kerusakan pada sistem. Uji hipotesis atas *ease of use* dengan *perceived usefulness* dan *user satisfaction* juga terdukung, dikarenakan kemudahan adanya sistem ERP memberikan manfaat dan kepuasan bagi penggunanya. Begitu pula dengan hasil uji hipotesis *perceived usefulness* dengan *user satisfaction* yang terdukung, hal ini dikarenakan sistem sangat memberi manfaat sehingga penggunanya merasa puas akan sistem tersebut.

Kata Kunci : *Technology Acceptance Model* (TAM), DeLone and McLean, *Structural Equation Model* (SEM), *Enterprise Resource Planning* (ERP), SAP R/3, PT Krakatau Steel

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ABSTRACT

Large company needs a system to assist the business processes for facing rapid development of information and technology. System should have the ability to integrate all the data of each division within the company, which is known as Enterprise Resource Planning (ERP). This research applying the Technology Acceptance Models (TAM) and few configurations with DeLone and McLean model to test acceptance of the system SAP R / 3 modules FI-CO PT Krakatau Steel. Structural Equation Model (SEM) used in this research to test all variables, including perceived usefulness, ease of use, system quality, service quality, information quality, and user satisfaction. This study used a questionnaire for get primary data which is distributed to the employees of PT Krakatau Steel.

There are 12 hypotheses were tested with SmartPLS 3.0 application for processing Structural Equation Model (SEM) data. After doing the analysis, it got result six hypotheses are not supported and six other hypothesis supported. Hypothesis test results for information quality with user satisfaction, perceived usefulness, and ease of use are not supported, it caused by the output produced by the company has a bad quality. Hypothesis testing system quality with ease of use and user satisfaction also not supported, this is because the SAP system is complex and difficult to use. As well as results of hypothesis testing that service quality with user satisfaction is not supported, it's caused by frequently error of the system. Meanwhile the results of hypothesis testing of quality system with perceived usefulness is supported, its because the SAP system provides many usability better than earlier system. Results of hypothesis testing service quality with perceive usefulness and ease of use is supported, it's proved by quick service performance of IT Department when response error of the system. Hypothesis testing on ease of use with the perceived usefulness and user satisfaction is also supported, because the ease of their ERP systems provide benefits and satisfaction for users. As well as test result hypothesis of the perceived usefulness with user satisfaction is supported, this is because the system is give benefit that makes users feel satisfied with the system.

Keyword : *Technology Acceptance Model (TAM), Delone and McLean, Structural Equation Model (SEM), Enterprise Resource Planning (ERP), SAP R/3, PT Krakatau Steel*