

## ABSTRACT

*More industries are using information systems to support the Human Resource function in fulfilling their duties, making PT. PP London Sumatra Indonesia Tbk, one of the oil palm plantation companies in Indonesia, has implemented the SAP ERP system simultaneously in all its business units including Human Resources since 2012. In a period of almost 10 years, the use of the SAP ERP system at PT. PP London Sumatra Indonesia Tbk has not researched user acceptance of the system implementation. Therefore, there is still no definite determinant regarding whether the use of the ERP system has been efficient or not at the company, plus internal problems where 1 user cannot be used by many people at the same time. With these problems, for the research will be using the TAM 2 model with variables: Subjective Norm, Image, Job Relevance, Output Quality, Result Demonstrability, Experience, Voluntariness, Perceived Usefulness, Perceived Ease of Use, Intention to Use, and Usage Behavior. Then distributed questionnaires to 30 respondents who are users of the SAP Logon 730 system at PT. PP London Sumatra Indonesia Tbk. The data collected from the questionnaire was used to test the hypothesis by using the stages of descriptive analysis, classical assumption test, and Partial Least Squares Structural Equation Modeling. Based on the research problem, it is expected to be able to analyze user acceptance by determining in advance the method used, conducting data analysis tests, and confirming the results of the data with the research object. Based on the problems with the company, it is expected to get sustainable results with several factors, namely the influence of Perceived Usefulness on Intention to Use, to find out whether the user feels the system provides benefits or not due to problems with access difficulties. It is hoped that it can help the effectiveness in implementing the ERP system using SAP to review better performance especially on the Human Resource section because HR is one of the crucial areas in the company, which has an important task in managing human resources to be employed in the company. This research will produce a final document showing factors that have significant effect on user acceptance of the implemented system.*

**Keywords** – ERP, SAP, Human Resource, TAM 2