ABSTRACT

In the current era, technology has a very important role in almost every aspects of human life, one of which is in the company system. The role given can be in the form of a positive impact. With the positive impact given, every company is required to adopt qualified technology to improve the efficiency and effectiveness of the company's business processes. One of them is PT. Kereta Api Indonesia (Persero), a State-Owned Enterprise (BUMN) that is engaged in rail transportation. PT. Kereta Api Indonesia has adopted the Enterprise Resource Planning (ERP) system. ERP is a framework aimed at the management and management of enterprise resources. ERP that is adopted by PT. KAI is in the form of System Application and Product (SAP) software. SAP is a software from Germany that functions to integrate processes and processing resources in a company. PT. KAI has adopted SAP in its various business processes since 2012. One of the modules applied is Payroll. Although the implementation has been occured since 2012, there are still a few problems faced, one of which is in the payroll process. With this, the author will conduct research in the form of an analysis of the success of the SAP implementation that has been carried out based on Technology Acceptance Model 3 which has 15 measurement variables in it. The research will begin with interviews and data collection in the form of questionnaires to employees of PT. KAI who is responsible for the payroll business process. The data that has been obtained will be processed by SEM-PLS (Structural Equational Modeling – Partial Least Squares) calculation using the data processing application named SmartPLS 3.0. The results of the research are in the form of 17 hypotheses to be analyzed, then will be concluded in the form of conclusions and suggestions that will be given to PT. Kereta Api Indonesia as a form of recommendation for future improvement and development.

Keyword : *Enterprise Resource Planning, System Application and Product, PT. Kereta Api Indonesia, Technology Acceptance Model 3, S Structural Equational Modeling – Partial Least Squares*