

ABSTRACT

PT INTI is one of many telecommunication companies which has SAP application implementation. Failed and succes to implement SAP application can be seen by technical side and non-technical side. From technical side related to the functioning or not the system. For non-technical side related to the perception of the use of SAP application. So, this research wants to evaluation of using SAP application at PT INTI. This research model use theory of planned behaviour (TPB). The variables in this research are attitude, subjective norm, perceived behavioural control, behavioural intention, and behaviour. This model explains about individual's behavioural intention and behaviour to use SAP application. Individual's behaviour intention for using SAP application affected by attitude, subjective norm, perceived behavioural control variables. Then, individual's behaviour for using SAP application affected by behavioural intention. Gathering data using questionner and then, the respondens are all of user SAP application in PT INTI as much as 44 respondens. Data manage used by partial least square (PLS) approach is use smartPLS 2.0 software. Hipotesis test use significant level of 0,05. Outputs of this research are perceived behavioural control, attitude, subjective norm have positive and significant affect behavioural intention by using SAP application. While, perceived behavioural control have positive and significant affect behaviour by using SAP application.

Keywords: SAP, ERP, theory planned of behaviour, smartPLS.