ABSTRACT

ANALYSIS OF USER ACCEPTANCE OF ERP SYSTEMS ON AFTER SALES FUNCTIONS USING MODELTECHNOLOGY ACCEPTANCE MODEL 2 (TAM2) (CASE STUDY: PT WIJAYA TOYOTA DAGO)

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PT. Wijaya Toyota Dago is a company engaged in the service, maintenance, repair, and supply of Toyota's official spare parts under the management of PT. Toyota Astra Motor. Currently PT. Wijaya Toyota Dago has used an information system that is TDSM (Toyota Dealer Management System). TDMS is an internal system owned by Toyota to facilitate the company's operational activities and in serving the needs of its customers. TDMS is based on System Application and Product in data processing (SAP), where SAP is one of the ERP (Enterprise Resource Planning) software. However, system users still have not used the system to the fully. And since the implementation of TDMS system has never been done analysis of user acceptance.

Based on the problem described, the proposed solution is to conduct user acceptance analysis of the TDMS system using the TAM2 model from Venkatesh and Davis. TAM 2 is a research model used to assess user behavior in receiving and using an information technology.

Based on the analysis results is known that theres an effect between perceived usefulness of users and ease of use to the user's interest which means that if the use of the application continues to be improved, it can also increase user interest in receiving TDMS system.

Keyword : PT. Wijaya Toyota Dago, *Enterprise Resource Planning* (ERP), *Technology Acceptance Model* 2 (TAM2)