

## **ABSTRACT**

### ***EVALUATION OF IMPLEMENTATION IMPACT SYSTEM APPLICATION AND PRODUCT (SAP) ON EMPLOYEE PERFORMANCE USING MODEL EXTENDED TECHNOLOGY ACCEPTANCE MODEL 2 (TAM2) (CASE STUDY: PT PLN APD JAWA BARAT)***

By:

**MUHAMMAD FARHAN**

**1202144152**

*PT. PLN Distribution Area West Java is one of the units in charge and responsible for the operation and control of the electricity distribution system (dispatching) in the West Java region. At present, PT. PLN West APD has been using an SAP information system since 2008. Problems that occur at PT. West Java APD PLN all employees in the office have access to old / retired employees and the absence of training for new employees.*

*Based on the formulation of the problem that has been described, the purpose of this study is to analyze the performance of employees on the SAP system. Analysis of SAP systems at PT. APN APD West Java was carried out using the extended TAM 2 model, a research model used to assess user behavior in receiving and using an information technology.*

*Based on the results of the analysis, it is known that there is an influence between user perceived usefulness and ease of use towards user interest, which means that if the benefits of using the application are continuously improved, it can also improve employee performance.*

*Keywords: System Application and Product (SAP), Extended Technology Acceptance Model 2 (TAM 2), PT. PLN West Java*