

ABSTRACT
USER ACCEPTANCE ANALYSIS OF ENTERPRISE RESOURCE
PLANNING USING THEORY OF PLANNED BEHAVIOR FOR PT BIO
FARMA

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PT Bio Farma is the only BUMN that produces vaccines and antisera. Bio Farma has implemented ERP since 2014 using the Microsoft Dynamix AX 2012 application. Since implementing ERP, Bio Farma has never conducted an analysis of user acceptance. Then this research was conducted to determine the acceptance of Microsoft Dynamic AX application users at PT Bio Farma. The modeling used in this study is Theory of Planned Behavior (TPB). The variables used are Attitude, Subjective Norm, Perceived Behavioral Control, Behavioral Intention, and Behavior. In this modeling, it is explained the intention and behavior of someone to use the Microsoft Dynamic AX application. Data collection using questionnaires and interviews, while the respondents in this study were Microsoft Dynamics AX application users, namely employees at PT Bio Farma as many as 68 respondents. Data processing using the PLS-SEM analysis method and using the Smart PLS 3.0 application. Based on the research results it can be concluded that the ERP system at Bio Farma is accepted by users. Variables that significantly influence user acceptance of ERP system implementation are Attitude towards Behavioral Intention, Behavioral Intention against Behavior, and Perceived Behavioral Control on Behavioral Intention.

Keywords: Bio Farma, Microsoft Dynamic AX, TPB, User Acceptance.