

ABSTRACT

ANALYSIS OF SAP IMPLEMENTATION IN HUMAN CAPITAL MANAGEMENT DIVISION USING TOVE BOE MODEL IN BANKING SECTOR (CASE STUDY: PT. BANK MANDIRI, Tbk.)

By

RAHMANDA AFRIALDI

1202150065

PT. Bank Mandiri is one of the financial services of State-Owned Enterprises in terms of assets, loans, and deposits. In its operational activities, PT. Bank Mandiri has decided to approve SAP software that has been running for less than 10 years. The modules implemented are SAP Financial Accounting (FI) and Controlling (CO), SAP Customer Relationship Management (CRM), and SAP Human Resources (HR).

The purpose of this study is to find out how to think about implementing SAP software to employees job performance of the Human Capital Management Division (HCM). The model used by researchers to analyze the implementation of SAP uses Tove Boe Model. The results of the research and assessment were carried out by interviewing and distributing online questionnaires, producing test results that were processed using the SPSS and SmartPLS programs which produced 3 accepted hypotheses and 1 hypothesis was rejected.

Keyword: Perceived Usefulness, implementation, System Application and Product in data processing