

ABSTRACT

In the era of revolution 4.0, information technology has become a means of supporting human activities to obtain and manage information. Accelerated digital transformation has changed the way people communicate, work, and live their daily lives, one of which is the needs of companies. Information Technology has an important role in supporting the operations and growth of a company. Every company needs a good information system to support company's performance so that an organization can take advantage of the advantages of an information system that has a direct impact on company operations. One of them is PT. Sigma Cipta Caraka (Telkomsigma), is a BUMN subsidiary in Indonesia that focuses on providing End-to-End IT solutions. Telkomsigma has adopted the Enterprise Resource Planning (ERP) system. ERP is an important system for organizations to help integrate business activities within it. The ERP used by Telkomsigma is the Systems, Applications, and Products in Data Processing (SAP) application. SAP is an ERP-based application that is used by Telkomsigma as its primary application. However, several Divisions / Business Units of the company related to the use of the SAP application are still in the implementation stage only within the Telkomsigma company, one of which is the Sales business unit, so that quality improvements are made in using the SAP system. Based on the implementation of using the SAP application for Telkomsigma employees, it can be an assessment of employee satisfaction in using the SAP application, so that it can identify whether employees in using the SAP application are satisfied or not satisfied due to problems that occur. With this, the author will conduct research in the form of evaluating the success of SAP implementation using Technology Acceptance Model 3 which has 15 measurement variables in it. The research will begin with interviews and data collection in the form of questionnaires from 30 Telkomsigma employees who act as SAP users. The data obtained will be processed using SEM-PLS (Structural Equation Modeling - Partial Least Squares) calculations using the SmartPLS 4.0 data processing application. The results of hypothesis testing that have been carried out are only 4 of the 17 hypotheses proposed regarding the implementation of SAP ERP at Telkomsigma based on the Technology Acceptance Model 3 (TAM 3) model which can be a factor in employee acceptance in using the SAP application. 13 hypotheses were rejected due to ineffectiveness in using the system, so the final results of this research will provide recommendations for improvement as a form of effort to increase the level of employee acceptance in implementing SAP in the company.

Keywords— *Enterprise Resource Planning, SAP, PT. Sigma Cipta Caraka (Telkomsigma), Technology Acceptance Model 3, Structural Equation Modeling – Partial Least Squares*