

## **ABSTRACT**

*PT Sigma Cipta Caraka or better known as PT. Telkomsigma is one of the subsidiaries of PT Telkom Indonesia that is active in the field of information technology. PT. Telkomsigma has implemented SAP software to support business processes in its company. SAP implementation has been carried out since 2011 until now. In implementing a system, the success or failure of its implementation can be assessed from non-technical aspects, namely that the user can accept and operate SAP well. So, this research will evaluate the use of SAP software at PT. Telkomsigma uses Theory of Planned Behavior (TPB) modeling. The variables used are attitude, subjective norm, perceived behavioral control, behavioral intention, and behavior. This modeling explains a person's behavioral intention and behavior in using SAP software. Meanwhile, attitude, subjective norms, perceived behavioral control influence a person's intention to use SAP and behavior is influenced by behavioral intention. Data collection used a questionnaire with a total of 30 SAP users at PT. Telkomsigma. Data processing uses a partial least square (PLS) approach, namely using smartPLS 4.0.9.9 software. Hypothesis testing was carried out with a significance level of 0.05. The results obtained from the 4 hypotheses developed, namely there are 3 hypotheses that are accepted because they have a positive and significant effect obtained through the path coefficient value  $> 0.1$  and  $t\text{-statistic} > 2.045$ , then 1 hypothesis is rejected because it does not meet these conditions. So that attitude had a positive and significant effect on behavioral intention, behavioral intention had a positive and significant effect on behavior, subjective norms had a positive and significant effect on behavioral intention, and perception behavioral control has a negative effect on behavioral intention in using SAP software.*

**Keywords— SAP, ERP, Theory of Planned Behaviour, SmartPLS, PT Telkomsigma**