

ABSTRAK

PT Pertamina EP telah mengambil langkah untuk melakukan efektivitas proses pengadaan yaitu dengan membuat satu sistem *online* yaitu *Integrated Procure to Pay* (i-P2P). Tujuan dari penelitian ini menguji dan menganalisis konsep UTAUT yaitu pengaruh *performance expectancy*, *effort expectancy*, *social influence*, *facilitating condition* terhadap *behavioral intention*, pengaruh *performance expectancy*, *effort expectancy*, *social influence*, *facilitating condition* dan *behavioral intention* terhadap *use behavior*, peran mediasi *behavioral intention* dalam memediasi pengaruh *performance expectancy*, *effort expectancy*, *social influence* dan *facilitating condition* terhadap *use behavior*.

Metode penelitian adalah metode penelitian kuantitatif. Jenis penelitian yang digunakan adalah jenis penelitian *explanatory*. Pengukuran yang dipergunakan di dalam penelitian ini adalah dengan menggunakan skala Likert 1- 5. Populasi yang dipergunakan adalah *User-User* i-P2P dari PT Pertamina EP Asset 4 yang memiliki *user id* i-P2P. Sampel dalam penelitian ini adalah pekerja yang memiliki *user id* i-P2P. Penentuan untuk *user id* dalam sistem i-P2P di PT Pertamina EP Asset 4 berdasarkan faktor-faktor yaitu level manajer, SCM, fungsi Keuangan/*Finance*, fungsi Pengguna Barang dan Jasa. Total Pengguna *user id* PT Pertamina EP Asset 4 adalah 223 *user id*. Pengolahan data akan dilakukan dengan menggunakan metode *Structural Equation Modelling Partial Least Square* (PLS) dengan bantuan *software smart PLS*.

Hasil pengujian menunjukkan ada pengaruh yang nyata atau signifikan *performance expectancy*, *effort expectancy*, *social influence* terhadap minat responden menggunakan sistem i-P2P. Tidak ada ada pengaruh yang nyata atau signifikan *facilitating condition* terhadap minat responden menggunakan sistem i-P2P Tidak ada pengaruh nyata dan signifikan *performance expectancy*, *effort expectancy* terhadap *use behavior* dan Ada pengaruh yang nyata atau signifikan *social influence*, *facilitating condition*, *behavior intention* terhadap *use behavior* responden menggunakan sistem i-P2P. *Behavior intention* memediasi pengaruh *performance expectancy*, *effort expectancy*, *social influence* terhadap *use behavior* sistem iP2P tetapi *behavior intention* tidak memediasi pengaruh *facilitating condition*.

Kata Kunci : *performance expectancy*, *effort expectancy*, *social influence*, *facilitating condition*, *behavioral intention*, *use behaviour*, UTAUT, iP2P.

ABSTRACT

PT Pertamina EP has decided to conduct effective procurement process by creating an online system called Integrated Procure to Pay (i-P2P). This research is purposed to examine and analyse the concept of UTAUT, which are the impacts of performance expectancy, effort expectancy, social influence, facilitating conditions on behavioral intention, influences of performance expectancy, effort expectancy, social influence, facilitating condition and behavioral intention on use behavior, role of behavioral intention mediation in mediating the effects of performance expectancy, effort expectancy, social influence, and facilitating condition on use behavior.

The study is delivered in quantitative research method. The type of study is explanatory research. Study measurement is described using 1-5 Likert scale. Population is the users of i-P2P in PT Pertamina EP Asset 4, who have i-P2P user id's. Research samples are workers with i-P2P user id's. Factors in determining user id's in the i-P2P system in PT Pertamina EP Asset 4 are manager level, SCM, finance function, goods and services user function. Total user id's in PT Pertamina EP Asset 4 reaches 223 user id's. Data processing will be carried out using Partial Least Square (PLS) Structural Equation Modelling method by Smart PLS software.

The test results prove that there are significant impacts of performance expectancy, effort expectancy, and social influence on respondents' interest in using the i-P2P system. There are no significant impacts of facilitating condition on respondents' interest in using the i-P2P system. There are no real and significant impacts of performance expectancy, effort expectancy on use behaviour. There are real and significant effects of facilitating conditions, behavior intention on use behavior of respondents using i-P2P system. Behavior intention mediates the impacts of performance expectancy, effort expectancy, social influence on use behavior of i-P2P system. Behavior intention not mediates the impacts of facilitating condition on use behavior of i-P2P system.

Keywords: performance expectancy, effort expectancy, social influence, facilitating conditions, behavioral intention, use behavior, UTAUT, i-P2P.