

ABSTRACT

In 2014, Bank Mandiri was still carrying out an administrative process of staffing which was still done manually using hardcopy which involved many stakeholders and also required time, making the process less effective and inefficient. With this in the same year Bank Mandiri carried out an SAP service, implemented SAP in the Human Capital Management module, in order to improve the quality of Human Capital administrative services for employees.

Based on the journey of adopting SAP HCM at Bank Mandiri in 2019, all functions can be optimized, all training and development for all users as well as the system itself and can help the implementation is "successful". To achieve this, there are certain factors that become the main key to be approved in accordance with company demand.

From the results of this research, an analysis of the critical success factors in adoption of SAP HCM with the results of TAM obtained the main factor results in the adoption of SAP HCM is the "training" in which this is related to the variable "perceived ease of use" which is perceived to be useful for ease of use system to help the business processing of the company. The results of the hypothesis of the variable "perceived ease of use" on "attitude" is accepted, it can be accepted that the variable perceived ease of use is influenced by attitude. It can also be concluded that the variable perceived ease of use is positive and significant towards the attitude variable.

Keywords, *PT. Bank Mandiri, Tbk., ERP, SAP, Critical Success Factors, Technology Acceptance Model, Perceived Usefulness, Attitude.*