

ABSTRACT

The development of information technology has had a significant impact on various sectors, including training and certification. Digitalization in training management has become an urgent necessity, especially to improve the efficiency and effectiveness of the learning process. PT Telkom Prima Cipta Certifia (TPCC) developed the E-Training Application System (SAE) as a solution to support training and certification activities. However, challenges in the use of SAE, such as technical issues, system quality, and user acceptance, remain major concerns. Therefore, a deep understanding of the factors influencing the acceptance and use of this application is needed.

This study employs an explanatory research design with a quantitative approach, utilizing the Unified Theory of Acceptance and Use of Technology (UTAUT) combined with the DeLone & McLean IS Success Model. Data were collected through a survey of 400 SAE users at PT TPCC and analyzed using Structural Equation Modeling (SEM) with AMOS.

The findings indicate that Performance Expectancy, Effort Expectancy, Social Influence, System Quality, and Information Quality have a significant positive effect on Behavioral Intention to use SAE. Additionally, Behavioral Intention significantly influences Use Behavior; meaning that the higher the user's intention, the more frequently they utilize the system for training and certification activities. However, Facilitating Conditions do not significantly impact Use Behavior; suggesting that existing infrastructure and technical support are insufficient in driving SAE adoption among users.

These findings emphasize the importance of improving system accessibility, enhancing information and system quality, and strengthening social influence through broader outreach strategies to boost SAE adoption. Furthermore, companies must develop more proactive policies in providing technical support and user training to maximize system utilization effectively.

Keywords: *E-Training Application System, UTAUT, DeLone & McLean Model, Technology Acceptance, SEM, Quantitative Research.*