

ABSTRACT

This study aims to analyze and obtain empirical evidence of the Effect of Individual Characteristics and Conditions that Facilitate Accounting Job Performance with Mediation Variables in the Use of Enterprise Resource Planning (ERP) (Case Study at PT. Telekomunikasi Indonesia SSO Finance Center Unit). ERP is a business software system that helps companies to automate and integrate most business processes, share data and activities within the company, create and access information from a timely environment.

Exogenous variables in this study are individual characteristics and facilitating conditions. Individual characteristics in this study in the form of gender, age, level of education, years of service. Endogenous variables are actual use and accounting job performance. The population in this study is the personnel of the SSO Finance Center PT. Indonesian telecommunications using an ERP system. The data used are primary data collected using the questionnaire method. The entire population was sent a questionnaire with a 63.5% return on the questionnaire. Realization of the return of 137 of 200 questionnaires used as samples. The research hypothesis was tested using Statistical Package for the Social Sciences (SPSS) analysis with the IBM SPSS Statistics 23 application.

The results show that individual characteristics and conditions that facilitate influence the actual use of ERP systems. The actual use of an ERP system affects accounting job performance.

Keywords: UTAUT, individual characteristics, facilitating conditions, ERP system, job performance.