ABSTRACT

PT. Garuda Maintenance Facility AeroAsia (PT. GMF AA) is the largest MRO (Maintenance, Repair, and Overhaul) company in Indonesia. To increase its competitiveness, PT. GMF AA is doing improvement in simplified PD SHEET (Work order). The goal of this research is to predicting and modelling user acceptance in implementation of simplified PD SHEET at Engine Maintenance using Technology Acceptance Model (TAM) then using it to design improvement step.

User acceptance measured using questionnaire then examined its fitness to TAM using Partial Least Square (PLS). From output of the questionnaire and the test, we can conclude that user acceptance for simplified PD SHEET is still low. From the model, we can arrange two suggestions about giving an explanation of the necessity to follow work instructions and delivery instructions for use in the PD Sheet.

Keywords: Partial Least Square (PLS); Simplified PD SHEET; Technology Acceptance Model (TAM); User Acceptance.
iv

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