

# Factors affecting the citizen to use e-report application in Gunungkidul Regency

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## Abstract

To realize Jogja Cyber Province, regencies/cities in the Special Region of Yogyakarta have begun to formulate action plans to achieve Smart Regency and Smartcity. Gunungkidul Regency is one of the districts in the Province of Special Region of Yogyakarta. Gunungkidul Regency has problems in implementing e-service. Geographical factors become an inhibiting factor in the E-Report application. At least 27.7% of the regions in Gungkidul Regency will have difficulty accessing online government policies, one of which is E-report applications. In this paper, the author will be the theory of the unified model of e-government adoption (UMEGA). These variables measure not only internal factors but also external factors which in previous studies had a high level of influence on the use of e-government. The research used is quantitative. This study uses a questionnaire technique and literature study to obtain data to analyze the phenomenon. The sample are 379 respondents. The results of the questionnaire were then processed using SmartPLS 3.0 software. Based on the results of hypothesis testing, it shows that the variable performance expectancy, variable effort expectancy, variables facilitating conditions, variable perceived risk and variable attitude has a significant effect on the variable utilization of E-Report Application in Gunungkidul Regency. On another hand, Social Influence has no significant effect on the utilization of E-Report Application in Gunungkidul Regency. Gunungkidul district government must make the E-Report application easier to access and understand. Support facilities also need to be improved. The government must also guarantee that the security of personal data of service users is well preserved. by making improvements to these suggestions, E-Report application users in Gunungkidul will continue to grow

**Keywords:**E-Government, E-Report, Gunungkidul Regency.

## 1. Introduction

The development of Information and Communication Technology (ICT) has changed how individuals, organizations and governments work. Dissemination of information, products and services that were initially done manually has switched to electronic channels. The ease of doing transactions in various sectors, especially the government sector through the internet has attracted the interest of many people. An essential factor in the use of internet technology in government services is more comprehensive and equitable access to all levels of society wherever they are [1].

According to the results of a survey conducted by the Indonesian Internet Service Providers Association (APJII), internet users in Indonesia in 2017 numbered 143.26 million people. This figure is equivalent to 54.68% of Indonesia's population of 262 million people. Users in 2017 increased from before in 2016, with 132.7 million internet users. Internet usage in Indonesia is always increasing every year [2].

The increase in the number of internet users every year has been long responded by the government. One of the government's responsive policies is the electronic government (e-government) policy contained in the Instruction of the President of the Republic of Indonesia No. 3 of 2003 concerning National Policies and Strategies for e-Government Development [3].

According to [4] E-government is a new mechanism of interaction between the government and the community and other interested parties, involving the use of information technology (especially the internet) to improve the quality of service. E-Government is the administration of electronic-based governance to enhance the quality of public services efficiently, effectively and interactively. Where, in essence, E-Government is the use of information technology that can improve relations between the government and other parties (residents, entrepreneurs, and other agencies) [3], [4].

The utilization of e-government, theories or models of attitudes and acceptance towards e-government also experience developments to explain how the use of technology in general as well as supporting factors or obstacles to the process of acceptance of the use of technology [5]. E-government Adoption is a psychological construction of a person to accept or reject the presence of computer-based technology in the delivery of information and public services by the government to the public through the internet or other digital means [6], [7], [8].

In general, the basic concepts of various E-government Adoption theories are individual reactions to use E-government as an independent variable, then behavioural intention to use E-government as an intermediary variable, and the use of E-government (actual use) as an independent variable [9].

The development of e-government adoption theory is developing dynamically. Several models have been developed by scholars to be able to find out more about the reasons for individuals to accept and use technology and to find out what factors have a significant influence. Components in psychological models or theories included in theories or models of e-government acceptance are more often referred to using the term construct than variables.

In this paper, the author will be the theory of the unified model of e-government adoption (UMEGA)[10]. These variables measure not only internal factors but also external factors which in previous studies had a high level of influence on the use of e-government.

The implementation of e-government at the local government level to accelerate the realization of good governance [3]. It was also done by the Government of the Special

Region of Yogyakarta. As a follow up of Presidential Instruction No. 3/2003 to improve efficiency, effectiveness, transparency and accountability in the field of telematics (telematics, media and informatics), the Government of DIY established a policy to develop Jogja Cyber Province. In 2005, the Digital Government Services (DGS) program was initiated, which was followed up with the issuance of DIY Governor Regulation number 42 of 2006 regarding Jogja Cyber Province Blueprint. The development of e-Government is an effort to develop the implementation of DIY-based electronic government to improve the quality of public services effectively and efficiently.

To realize Jogja Cyber Province, regencies/cities in the Special Region of Yogyakarta have begun to formulate action plans to achieve Smart Regency and Smartcity. Several E-report applications are prepared to support the realization of a smart city and smart frequency. One that has been implemented is an E-report applications service.

One of the regencies in Yogyakarta is Gunungkidul Regency. Gunungkidul Regency has problems in implementing e-service. Geographical factors become an inhibiting factor in the E-Report application. Gunungkidul Regency still has at least 5 (five) districts which are still in blank spot status. Gedangsari Subdistrict, Girisubo Subdistrict, Ponjong Subdistrict, Rongkop Subdistrict, and Tepus Subdistrict are even categorized as areas with blank spot status by the Regional Government of Gunungkidul Regency. At least 27.7% of the regions in Gunungkidul Regency will have difficulty accessing online government policies, one of which is E-report applications.

Based on the explanation, this research focuses on the study of the use of e-report as an online service in Gunungkidul Regency. It identifies the factors that influence the community to use e-government in various regions in Gunungkidul Regency.

## **2.Literature review**

In this study, the authors focus on the context of the use of e-government, namely Government-Citizen. If linked in this study, the concept of government to Citizen is the use of E-report applications. Some researchers have conducted studies on e-government adoption, which are generally divided into several major themes. Various empirical studies use relevant theories to measure individual acceptance in using e-government. In numerous empirical studies, user behaviour is placed as a research subject. The findings show that user behaviour is associated with perceptions of e-government by users who are already actively using e-government, both voluntary, namely the general public [9], [10], [11] or those that are mandatory namely government employees [12], [13], [17].

To measure the user's behaviour, the researchers developed various theories, one of which is the theory of empirical validation of a unified model of electronic government adoption (UMEGA) produced by [9]. This model synthesizes nine technology acceptance models that have been developed previously. The eight models include Theory Reasoned Action (TRA), Technology Acceptance Model (TAM), Motivational Model (MM), Theory of Planned Behavior (TPB), Combined TAM and TPB, Model of PC Utilization (MPCU), Innovation Diffusion Theory (MM) IDT) and Social Cognitive Theory (SCT) and Unified Theory of Use and Acceptance of Technology (UTAUT). The UMEGA model has five

primary constructs that play an essential role as a direct determinant of attitude and behavioural intention, namely performance expectancy, effort expectancy, social influence, facilitating conditions and perceived enjoyment [9]. This research will also add other variables to be tested together with the main variables of the UMEGA model. These variables are Perceived Risk and Habit.

Performance expectancy is defined as the degree to which a person believes that using the system will help him achieve performance gains in his work [9], [14]. References [14] find that this construct influences behavioural intention. The same findings were also revealed by [15], [16], [18].

Effort expectancy is defined as the level of ease associated with using the system [14]. Reference [14] found that effort expectancy influences behavioral intention. The same thing was also found by [15], [18], [21], [22], [23] [24], [25], [20]. On the contrary [20] found the opposite findings that effort expectancy does not affect behavioral intention. Similar results were reported by [16].

Social influence is defined as the degree to which a person feels that those whom he considers important, believe that he should use a new system [14] References [14] report the findings that social influence influences behavioural intention. Most empirical studies also find similar results [15], [18], [20], [22], [23], [24], [25]. However [21] found a negative influence between social influence and behavioural intention, while [16] found the opposite, that social influence does not affect behavioural intention.

Facilitating conditions are defined as the degree to which a person believes that the existing organizational and technical infrastructure supports the use of the system [14]. References [14] find that facilitating conditions do not affect behavioural intention, but affect user behaviour. This result resulted in the UTAUT model being developed only looked at the effect of facilitating conditions on user behaviour. A similar finding was also presented by [17], which included the relationship between facilitating conditions and behavioural intention in his research model. However, several empirical studies that have also done the same thing obtained the opposite findings [18], [20], [23].

In research [18], [20] excludes all moderator variables. They argue that these variables do not have much effect because the research object tends to be homogeneous in the four moderator variables and that the research is a cross-sectional study different from the UTAUT developed through longitudinal research. References [14] only use gender and experience variables as moderators, while [17] uses gender and age. However, [24] found that gender and age variables did not affect the relationship of the four determinants constructs to behavioural intention.

From some of the previous studies that the authors have described above, it can be said that the current author's research has relevance in which the above studies examine the use of e-government and the factors that influence the use of e-government. However, the literature review above uses only one theory to measure the usage and factors that affect the use of e-government.

Besides, from the novelty of this study, the author tries to develop a unified model of e-government adoption (UMEGA) to measure public acceptance of E-Report and the factors that influence the use of E-report applications. Where when compared with the literature above, using the Unified Theory of Acceptance and Use of Technology (UTAUT) theory. In this study, the author tries to add the Perceived Enjoyment and Habit variables to measure the use of E-report applications in Gunungkidul Regency.

So the hypothesis in this study are

H1: Performance Expectancy has a significant influence on attitudes to use E-Report

H2: Effort expectation has a significant influence on attitudes to use E-Report

H3: Social influence has a significant influence on attitudes to E-Report

H4: Facilitating conditions have a significant influence on the use of E-Report

H5: Facilitating conditions have a significant effect on Effort expectancy

H6: Perceived Risk has a significant influence on attitudes to use E-Report

H7: Attitude has a significant influence on the use of E-Report

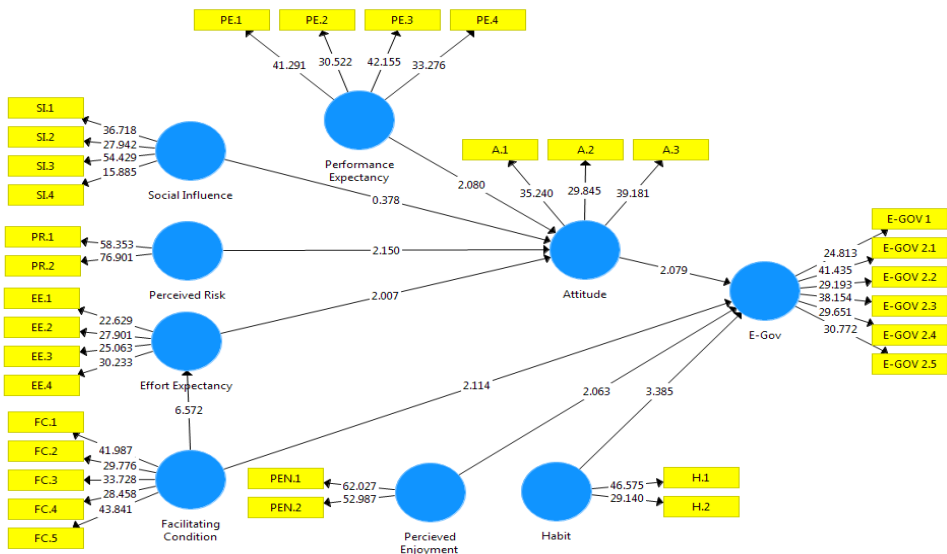
### **3. Research methodology**

The research used is quantitative. Quantitative analysis in terms of objectives, this study is used to test a theory, present a fact or describe statistics, and to show the relationship between variables and those that are developing concepts, developing understanding or defining many things [19].

This study uses a questionnaire technique and literature study to obtain data to analyze the phenomenon. The population of this study are User E-Report in Gunungkidul Regency. The population of this study was 7281 E-Report users in Gunungkidul Regency. The sample of this study was calculated using the Slovin formula. The sample are 379 respondents. The results of the questionnaire were then processed using SmartPLS 3.0 software.

### **4. Factors influencing communities using e-reports in Gunungkidul District**

Hypothesis testing between variables, namely exogenous variables to endogenous variables ( $\gamma$ ) and endogenous variables to exogenous variables ( $\beta$ ) is done with the bootstrap resampling method after knowing the validity and reliability of the data. The test statistic used is the t statistic or the t-test. The comparative t value in this study was obtained from t-table. The test was declared significant if the T-statistic was  $> 1.96$  and the value of P values  $< 0.05$  [26]. Hypothesis testing is done by looking at the output path coefficient of the bootstrap resampling results can be seen in Figure 1.



**Fig. 1.** Output Bootstrapping

The picture above shows the results of the research hypothesis test. The results that appear in this image are explained further below.

**a. Hypothesis Test Results 1**

The first hypothesis test in this study are

Ha: Performance expectancy has a significant influence on people's attitudes to use E-Report

H0: Performance expectancy do not have a significant influence on people's attitudes to use E-Report

**Table 1.** Hypothesis 1 Performance Expectancy -> Attitude

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics	P Values	Hypothesis Result
Gunungkidul Regency	0,338	0,347	0,163	2,080	0,038	Accepted

*Source: processed from primary data, 2019*

The results of Hypothesis 1 (H1) of Gunungkidul Regency indicate that E-report applications provide benefits, one of which is to make it easier for the public to submit complaints online. The results of the interview with Mrs Khoiriyah Nur'aini said that

"E-report applications provided by the government of Gunungkidul Regency gives me space to oversee the administration of the government. I can quickly provide input to the government based on facts in the field "(Interview with Khoiriyah Nur'aini, 2019)

The findings in Gunungkidul Regency also showed a positive trend related to the performance expectations of the E-report applications. Effective and efficient is one of the goals of the community to use E-report applications as an alternative to convey the aspirations of good citizens.

Based on all the explanation above shows that Hypothesis 1 (H1) Performance expectancy has a significant influence on people's attitudes to use E-report applications.

**b. Hypothesis Test Results 2**

The Second hypothesis test in this study is

Ha: effort expectancy has a significant influence on attitudes to using E-Report

H0: Business expectation (effort expectancy) does not have a significant influence on attitudes to use E-Report

Table 2. Hypothesis 2 Effort Expectancy Test -> Attitude

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ((O/STDEV)	P Values	Hypothesis Result
Gunungkidul Regency	0,363	0,343	0,181	2,007	0,045	Accepted

*Source: processed from primary data, 2019*

Furthermore, Table 2 shows that the hypothesis test output in Gunungkidul District has a T Statistic value of 2.007. These results indicate that the T statistic results in Gunungkidul Regency exceed the T Statistic standard value of 1.96. Besides, the P Values value in Gunungkidul Regency is 0.045, where the P Values value in Gunungkidul Regency is lower than 0.05. This means that business expectations have a positive and significant influence on people's attitudes to use E-report applications. Based on these results, the second hypothesis (H2) in Gunungkidul Regency was accepted or proven (Ha was accepted and H0 was rejected).

Hypothesis 2 (H2) results in Gunungkidul Regency indicate the ease of community access to E-Report Application. The results of an interview with Mr Bayu Satya Pamungkas said that

"The SMS Center is one of the public complaint media that is very easy to use to submit complaints to the government. All you have to do is send the message through the number provided by the government. Then the complaint can be sent to the government "(Interview with Mr. Bayu Satya Pamungkas, 2019)

These findings indicate that business expectations become one of the factors considered for using E-report applications. There is a tendency that the more accessible use of E-report applications in Gunungkidul Regency will increase the intensity of the community to use E-report applications.



### c. Hypothesis Test Results 3

The Third hypothesis test in this study is

Ha: Social Influence has a significant influence on attitudes to use E-Report

H0: Social Influence does not have a significant influence on attitudes to use E-Report

Table 3. Hypothesis Test 3: Social Influence -> Attitude

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ( O/STDEV )	P Values	Hypothesis Result
Gunungkidul Regency	0,043	0,060	0,113	0,378	0,706	Rejected

Source: processed from primary data, 2019

Furthermore, Table 3 shows that the hypothesis test output in Gunungkidul District has a T value of 0.378. These results indicate that the T statistic results in Gunungkidul Regency are below the standard T statistic value of 1.96. Besides that, the P Values value in Gunungkidul Regency is 0.706, where the P Values value in Gunungkidul Regency is higher than 0.05. This means that social influence does not have a significant influence on people's attitudes to use E-Report Application. Based on these results, the third hypothesis (H3) in Gunungkidul Regency was rejected or not proven (Ha was rejected and H0 was accepted).

Hypothesis 3 (H3) results from Gunungkidul District indicate that social influence does not significantly increase the use of E-Report Application. The results of an interview with Mr. Bayu Satya Pamungkas said that.

"Nobody recommended me or invited me to use this SMS Center. It's just spontaneity to say"(Interview with Mr. Bayu Satya Pamungkas, 2019).

These findings in Gunungkidul District indicate that, whether or not there is any socialization from the Gunungkidul Regency government does not have a significant influence on the use of E-Report Application. Not that socialization does not have to be done. However, there needs to be an intensity to popularize public complaint media, especially e-report websites, to increase the use of E-Report Application in Gunungkidul itself.

To increase the use of E-Report Application, the Government of Gunungkidul Regency socializes public complaints media through banners, social media, leaflets, billboards and other conventional announcement media in government complex environments and other public places.

### d. Hypothesis Test Results 4

The fourth hypothesis test in this study is

Ha: Facilitating Condition has a significant influence on the use of E-Report Application



H0: Facilitating Conditions have an insignificant influence on the use of E-Report Application

Table 4. Hypothesis test 4 Facilitating Condition ->E-Report Application

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics	P Values	Hypothesis Result
Gunungkidul Regency	0,146	0,138	0,069	2,114	0,035	Accepted

Source: processed from primary data, 2019

Furthermore, Table 4 shows that the hypothesis test output in Gunungkidul District has a T Statistic value of 2.114. These results indicate that the T statistic results in Gunungkidul Regency exceed the T Statistic standard value of 1.96. Besides that, the P Values value in Gunungkidul Regency is 0.035, where the P Values value in Gunungkidul Regency is lower than 0.05. This means a positive and significant influence on the use of E-Report Application. Based on these results, the fourth hypothesis (H4) in Gunungkidul Regency was accepted or proven (Ha was accepted and H0 was rejected).

The explanation above shows that the conditions that facilitate have an important share in the use of E-Report Application. The better condition of E-Report Application facilities in these areas will increase the use of community complaint media. Development of facilities that need to be developed is necessary facilities that directly support the use of public complaints such as Internet networks, Wifi in green open spaces, guidelines for accessing and operating online complaints as well as other necessary facilities.

#### e. Hypothesis Test Results 5

The fifth hypothesis test in this study is

Ha: Facilitating Conditions have a significant effect on Effort Expectancy

H0: Facilitating Conditions have an insignificant influence on Effort Expectancy)

Table 5. Hypothesis test 5 Facilitating Condition -> Effort Expectancy

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics	P Values	Hypothesis Result
Gunungkidul Regency	0,644	0,642	0,098	6,572	0,000	Accepted

Source: processed from primary data, 2019

Furthermore, Table 5 shows that the hypothesis test output in Gunungkidul District has a T Statistic value of 6.572. These results indicate that the T statistic results in Gunungkidul Regency exceed the T Statistic standard value of 1.96. Besides that, the P Values value in

Gunungkidul Regency is 0,000, where the P Values value in Gunungkidul Regency is lower than 0.05. This means that facilitating conditions have a positive and significant influence on business expectations for using e-report application. Based on these results, the fifth hypothesis (H5) in Gunungkidul Regency was accepted or proven (Ha was accepted and H0 was rejected).

This finding shows that, with the complete condition of the facilities provided by the government, it will be easier for the public to access e-reports in Gunungkidul Regency. Conversely, if facilities are increasingly incomplete offered by the government to facilitate the public in using e-reports, the community will find it difficult to access the e-report application. The implication is that the use of e-reports will be minimal.

f. Hypothesis Test Results 6

The sixth hypothesis test in this study is

Ha: Perceived Risk has a significant influence on attitudes to use E-Report Application

H0: Perceived Risk does not have a significant influence on attitudes to use E-Report Application

Table 6. Hypothesis Test 6 Perceived Risk ->Attitude

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics	P Values	Hypothesis Result
Gunungkidul Regency	0,217	0,211	0,101	2,150	0,032	Accepted

Source: processed from primary data, 2019

Furthermore, Table 6 shows that the hypothesis test output in Gunungkidul District has a T Statistic value of 2,150. These results indicate that the T statistic results in Gunungkidul Regency exceed the T Statistic standard value of 1.96. Besides that, the P Values value in Gunungkidul Regency is 0.032, where the P Values value in Gunungkidul Regency is lower than 0.05. This means that Risk Perception has a positive and significant influence on attitudes to use online-based community complaint media. Based on these results, the sixth hypothesis (H6) in Gunungkidul Regency was accepted or proven (Ha was accepted and H0 was rejected).

The threat of risk in using online services is a factor that influences people to use the E-Report application. Threats such as the absence of guarantee of personal data security of e-report users. So that users feel uncomfortable about asking for input and criticism of the government.

g. Hypothesis Test Results 7

The seventh hypothesis test in this study is

Ha: Attitude has a significant influence on the Utilization of E-Report Application

H0: Attitude does not have a significant influence on the Utilization E-Report Application

Table 7. Hypothesis Test 7 Attitude -> E-Gov

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics	P Values	Hypothesis Result
Gunungkidul Regency	0,258	0,283	0,124	2,079	0,038	Accepted

*Source: processed from primary data, 2019*

Furthermore, Table 5.18 shows that the hypothesis test output in Gunungkidul District has a T value of 2.079. These results indicate that the T statistic results in Gunungkidul Regency exceed the T Statistic standard value of 1.96. Besides that, the P Values value in Gunungkidul Regency is 0.038 where the P Values value in Gunungkidul Regency is lower than 0.05. This means that attitude has a positive and significant influence on the use of online-based public complaint media. Based on these results, hypothesis nine (H9) in Gunungkidul Regency was accepted or proven (Ha was accepted and H0 was rejected).

## 5. Conclusion

In this study, the authors focus on the context of the use of e-government, namely Government-Citizen. Some researchers have conducted studies on e-government adoption, which are generally divided into several major themes. Various empirical studies use relevant theories to measure individual acceptance in using e-government. To measure the user's behaviour, the researchers developed various theories, one of which is the theory of empirical validation of a unified model of electronic government adoption (UMEGA) produced by (Dwivedi et al. The results of Hypothesis 1 (H1) of Gunungkidul Regency indicate that E-report applications provide benefits, one of which is to make it easier for the public to submit complaints online. Hypothesis 2 (H2) results in Gunungkidul Regency indicate the ease of community access to E-Report Application. Hypothesis 3 (H3) results from Gunungkidul District indicate that social influence does not significantly increase the use of E-Report Application. Hypothesis 4 (H4) results indicate that the better condition of E-Report Application facilities in these areas will increase the use of community complaint media. Based on these results, the fifth hypothesis (H5) in Gunungkidul Regency was accepted or proven (Ha was accepted and H0 was rejected). This finding shows that, with the complete condition of the facilities provided by the government, it will be easier for the public to access e-reports in Gunungkidul Regency. Based on these results, the sixth hypothesis (H6) in Gunungkidul Regency was accepted or proven (Ha was accepted and H0 was rejected). The threat of risk in using online services is a factor that influences people to use the E-Report application

Based on the above findings, the author provides several suggestions for the government as an E-Report policymaker in Gunungkidul Regency. The suggestion is that the Gunungkidul district government must make the E-Report application easier to access and understand. Support facilities also need to be improved. The government must also guarantee that the security of personal data of service users is well preserved. by making

improvements to these suggestions, E-Report application users in Gunungkidul will continue to grow

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