ABSTRACT

As we know that the technology in the field of ICT (Information and Communication Technology) continues to undergo development in line with the times. Technological development continuously to further facilitate human life in many different areas. One of the advances in technology that exists, is the application of ICT in the field of governance or better known as e-government. Bandung City Government provides ICT-based services i.e. application panic button (X-Igent) who is the emergency aid service for the community of Bandung city. The existence of these then do research on receipt of the application by using the approach of the technology acceptance model (TAM).

The purpose of this research is to find out how the admissions application panic button (X-Igent). Through this research will find out how the responses of respondents to each variable (perceived usefulness, perceived ease of use, attitude to use, and behavioral intention) on application usage panic button (X-Igent). Variable used is the perceived ease of use, perceived usefulness, attitude to use, behavioral intention.

This research method using quantitative methods. The sample in this research totalled 385 respondents that have downloaded applications panic button (X-Igent) by the method of convenience sampling. Methods of analysis used is a structural equation models (SEM) maximum likelihood estimation with use.

The results of this research show the category each variable to the answers of the respondents, in which it pointed out that the acceptance of the application panic button (X-Igent) has been good. Perceived ease of use a positive effect against perceived usefulness, perceived ease of use a positive effect against attitude to use, perceived usefulness has no effect against the positive attitude to use, perceived usefulness of positive effect against intetntion, behavioral and attitude to use positive effect against behavioral intention.

Based on the results of the research there is obtained a value of R2 i.e. influence variable on the smallest Perceived Ease of Use against Perceived Usefulness variable with value R2 of 0.080 which means that variables influence Perceived Ease of Use against Perceived Usefulness is by 8% and the remaining 92% is affected by variables outside this model. Therefore, for the next researcher who wanted to examine the objects that have the same or similar objects on this research, in order to know the variables that cannot be described in this study, it is recommended to add external variables to be aware of other variables that affect the Perceived Usefulnes variables, external variables on previous research that there are such Subjective Norm, namely images, Job Relevance, the Output Quality ,Result Demonstrability, Experience, and Voluntariness.

Keywords **:** ***Attitude to Use; Behavioral Intention; Perceived Ease of Use; Perceived Usefulness; Technology Acceptance Model***