Abstract

The use of the internet in the era of advances in information technology has become a necessity for carrying out activities for all people. The SAMBARA application is an innovation from the West Java Bapenda for motor vehicle tax services. The SAMBARA application is expected to provide efficiency, effectiveness, and service improvements to the people of West Java, especially for making tax payments for two-wheeled vehicles. The success of this application can be known by carrying out Usability Testing, which is software testing carried out by developers by involving users in using the application. The purpose of this is to find problems, uses, collect data, and user satisfaction with the product. The TAM method is also a reference for the success of the SAMBARA application, because it is considered a good concept for describing user behavior or customer satisfaction. TAM aims to find out customer response regarding the application, then in the application there are various features that implement TAM. Example of live chat, comments column. Perception of the ease of use of a technology is defined as a measure where a person believes that computers can be easily understood and used. The perception of usefulness is defined as a measure in which the use of a technology is believed to bring benefits to those who use it. Attitude Towrd Using (ATU) in TAM is conceptualized as an attitude towards the use of a system in the form of acceptance or termination as a result when someone uses a technology in their work. Behavioral Intention to Use (ITU), namely behavioral tendencies to continue to use a technology. The level of use of a computer technology in a person can be predicted from the attitude of attention towards technology. Actual System Usage (ASU), namely the real condition of system usage. Someone will be satisfied using the system if they believe that the system is easy to use and will increase their productivity which reflects the conditions of real users.

Keywords : SAMBARA, Usability Testing, Technology Acceptance Model