

ABSTRACT

Digital library services Telkom Open Library had been used long ago, but still few research done on digital library services, so it isn't known whether this service useful optimally in its application. Though Telkom University Library as a service provider wants to continue to develop the services. Hence research on acceptance digital library at the Telkom University Library using the modified UTAUT model is needed.

The purpose of this study was to determine the factors that influence students in accepting digital library Telkom Open Library. In this study the variables that will be examined is the performance expectancy, effort expectancy, information quality, service quality, behavioral intention, and use behavior.

This study used a sample of 392 students of the digital library. The sampling technique using a non-probability sampling with insidental sampling methods. Data were collected through questionnaires directly and questionnaires through communication media such as the internet-based social media. Analyzing data using multiple regression and simple regression with SPSS 20 software.

Based on the analysis, found that the performance expectancy, information quality, and service quality has a significant influence on behavioral intention and behavioral intention to have a significant influence on behavior use the digital library Telkom Open Library. While the effort expectancy has no significant influence on behavioral intention.

The conclusions obtained in this study are the factors that affect student acceptance in causing the intention to use the digital library is the performance expectancy, information quality, and service quality. As well as factors that affect student acceptance in the use of digital library is a behavioral intention. Suggestions are the factors that affect the acceptance of digital library can be used as a reference in the development of the systems. For future studies may examine the librarian as users of digital libraries Telkom Open Library, because the librarian has a different role and goals when using the digital library Telkom Open Library.

Keyword: Operational management, technology acceptance, UTAUT