

ABSTRACT

Bandung City Government seeks to resolve urban problems with creative solutions through the use of ICT (Information Communication Technology) to create a service delivery all the aspirations and complaints of the people online, with their open communication on social media, the government hopes to give the widest access to the public to be able to submit complaints on the services provided by the organizers, by implementing integrated public service compliance management based on information technology.

The method used in this research is descriptive quantitative method with technology acceptance model (TAM) approach. Data analysis techniques used is Partial Least Square (PLS) with the help of SmartPLS 3.0 software, with data collection is done through the spread of questionnaires to 400 respondents Bandung people who have KTP Bandung. Sampling technique using probability sampling technique with random sampling method, and scale of measurement using likert scale.

Based on the results of the analysis can know that Perceived Ease Of Use has a positive effect on Behavioral Intention to Use at 16.3%, Perceived Ease Of Use has a positive effect on Perceived usefullness by 42.9%, Perceived usefullness have a positive effect on Behavioral Intention to Use of 10.6%, Perceived Usefullness and Perceived Ease Of Use have positive and significant effect simultaneously on behavioral intention of 4.5%