

ABSTRACT

The Government of the city of Bandung is conducting innovation in E-Government service, known as E-SPASI. This is a service system to register for a queue at the Department of Population and Civil Registration in Bandung City. By using E-SPASI, the community already knows the day, date, and service hours at Disdukcapil Bandung. This study aims to determine factors that influence the community in adopting E-SPASI that is expected to become an input for the Government in providing effective public assistance using E-Government services.

The theoretical approach used in this study is the modified UTAUT model. The factors that used in this study are Performance Expectancy, Effort Expectancy, Social Influence, Facilitating Conditions, Trust in Government, Trust in the SMS, Behavioral Intention, and Actual Use of E-SPASI. Gender, Age, Experience, and Education as moderating variables.

Data were collected through online questionnaires distributed by Google Form to 451 citizens who had used E-SPASI at the Department of Population and Civil Registration in Bandung City. All data collected has met the criteria of validity and reliability. Technique for analyzing is Structural Equation Model (SEM) using SmartPLS 3 application.

The results of the analysis show that there are five factors in the modified UTAUT model which significantly influence the Behavioral Intention of E-SPASI adoption. The factors from the highest to the lowest influence consecutively are Facilitating Conditions, Performance Expectancy, Trust in the SMS, Trust in Government, and Effort Expectancy with R^2 0,572. There are two factors that influence the Actual Use of E-SPASI, that is Facilitating Conditions and Behavioral Intention with R^2 0,335. In terms of moderating factors, Gender and Age moderate the influence of Effort Expectancy and Behavioral Intention in adopting E-SPASI.

This study has found that the most significant factors of the modified UTAUT model that influence behavioral intention of E-SPASI adoption are Performance Expectancy and Facilitating Conditions. The Department of Population and Civil Registration in Bandung City must be consistent in the use of E-SPASI, and can innovate by using bots to reply messages in real time in order to increase E-SPASI users. Further research can change the Social Influence variable, because in this study and previous studies, Social Influence didn't influence the Behavioral Intention of E-SPASI adoption.

Keywords: Bandung; E-Government; E-SPASI; Modified UTAUT model; Technology adoption