

ABSTRACT

ANALYSIS OF SUCCESS FOR IMPLEMENTATION E- PUSTAKA USING UTAUT IN DINAS PERPUSTAKAAN DAN KEARSIPAN KOTA BANDUNG

By

PANGERAN YUDHISTIRA MUHAMAD

1202150007

Public service systems improve digital transformation. One of the ways the Bandung City government develops Bandung Smart City is by providing a digital library of the Kite e-Library. Bandung's E-Library is a service of the Bandung City Library and Archives Service to facilitate library users accessing books in the library. By developing a conceptual model related to the community to use digital library applications, this study uses the UTAUT (Theory of Acceptance and Use of Technology Theory) consisting of 6 variables and processed with the SmartPLS application for payment methods. This study discusses to explain the factors that support the positive and significant impact on the application of e-Library application at the Bandung Library and Archives Service. Data was collected through a survey of 143 e-Library application users using the simple random sampling method. Based on the results of the study using the UTAUT model the following results were obtained: (1) Positive Performance Expectations (PE) on Behavioral Intention (BI) (2) Business Efforts (EE) that were positive towards Behavioral Intention (BI); (3) Social Influence (SI) has a positive effect on Behavioral Intention (BI); (4) Facilitation Conditions (FC) have a positive effect on Use Behavioral (UB); (5) Behavioral Intentions (BI) are positive towards Use Behavioral (UB).

Keyword :Dinas Perpustakaan dan Kearsipan, Digital library, e-Pustaka, UTAUT (Unified Theory of Acceptance and Use of Technology).