

ABSTRACT

ANALYSIS OF GOVERNMENT RESOURCE PLANNING SYSTEM ACCEPTANCE IN BOARD OF INVESTMENT AND INTEGRATED LICENSING OF WEST JAVA PROVINCE USING THE EXTENDED TECHNOLOGY ACCEPTANCE MODEL (TAM 2)

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The ERP system in the government sector is better known as Government Resource Planning (GRP). To this day, the Indonesia's Government is increasingly active in developing the GRP system, its proven by increasing of Indonesia's rank in the results of the United Nations Survey about SPBE annually. According to the results evaluation of SPBE in 2018 by MENPANRB, West Java province is placed in the third position as the best provincial category of SPBE implementation. Therefore, researchers are about to conduct an analysis of the acceptance of SIMPATIK. SIMPATIK is information system integrated Licensing services for public in Board of Investment and Integrated Licensing of West Java Province (DPMPTSP Jabar). In consideration of SIMPATIK is included as one of the supporting elements of GRP in West Java government that focuses on community licensing services.

This research is conducted to determine what factors affect the reception of SIMPATIK in DPMPTSP Jabar from the use of system by officers. The analysis in this study used the Extended Technology Acceptance Model (TAM 2) that consist of 11 variables in investigating and understanding the characteristics of individual, environmental, and technological acceptance. In the data collection using quantitative method by distribute questionnaires to 42 DPMPTSP Jabar officers who used SIMPATIK. The results showed subjective norms have significant effect on the image of the SIMPATIK users. The output quality and result demonstrability have significant effect on the perceived use of SIMPATIK. Perceived usefulness and perceived ease of use have significant effect on the intention to use. Intention to use have significant effect on the usage behavior of employees.

Keywords : ERP, GRP, SPBE, SIMPATIK, System Acceptance, Effectiveness, Efficiency, TAM 2, DPMPTSP of West Java