

ABSTRACT

ANALYSIS OF GOVERNMENT RESOURCE PLANNING SYSTEM IN THE DEPARTMENT OF CAPITAL INVESTMENT AND INTEGRATED SERVICES OF WEST JAVA PROVINCE USING EXTENDING THE UNIFIED THEORY OF ACCEPTANCE AND USE OF TECHNOLOGY

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Enterprise Resource Planning (ERP) system is a solution for managing all the resources that exist in an organization, namely people, technology, and business processes in it. Not only for the manufacturing business sector, ERP systems are also adopted for resource management in the government sector, known as Government Resource Planning (GRP). This study aims to analyzes how the acceptance of the Service and Licensing Information System for the Public (SIMPATIK) in the Investment Board and Integrated Licensing (DPMPTSP) of West Java Province. This study used Extending the Unified Theory of Acceptance and Use of Technology (UTAUT 2) model.

The independent variable consists of performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, and habits. Then, the dependent variable consists of behavioral intention and use behavior. The relationship between the independent variable and the dependent variable is moderated by age, gender, and experience variables. The data used are primary data obtained from distributing questionnaires online to 42 DPMPTSP employees that using SIMPATIK. The hypothesis was tested with the SmartPLS and SPSS applications. The results showed from a total of 10 variables, the facilitating condition variable influenced the use behavior, hedonic motivation affected the behavioral intention and the habit proved to influence the use behavior. while 7 other variables namely performance expectancy, effort expectancy, social influence and moderator variables age, gender and experience have not been proven to have a significant effect on behavioral intention and use behavior.

Keywords: GRP, behavioral intention, use behavior, UTAUT 2, DPMPTSP