ABSTRACT

The city of Bandung is one of the cities in Indonesia that has implemented e-government in government affairs. The government launched an integrated service application called Done in the Hand (SALAMAN) to improve public services in Bandung. This application service will make it easier for residents and immigrant residents who want to take care of population administration in Bandung. However, the biggest obstacle to using this new system is coming from the community itself. This study aims to determine the level of public acceptance of the new system using the Government Adoption Model (GAM) method and then determine the variable factors that influence the level of acceptance of the E-government application of SALAMAN in Bandung. Data collection was carried out by distributing questionnaires via Google form to the people of Bandung, whether using the SALAMAN application or not, with a sample obtained in this study totalling 400 respondents. The data analysis technique used is the Structural Equation Modeling Partial Least Square (SEM PLS) method. Based on the study results, it was found that the extent of the society's approval towards the SALAMAN application is that the application gives good value to the society of Bandung City. A good assessment of the Salaman application can be based on the positive feedback of the application user which shows the extent of community approval for e-government services. The percentage of assessment using the Government Adoption Model (GAM) is also based on respondents' answers to all variables obtained on average 78,40% which indicates the criteria of "good". The implementation of the SALAMAN application shows that the higher users' positive feedbacks, the higher users' intention continue using the SALAMAN application.

Keywords— **Government Adoption Model (GAM);** *Selesai Dalam Genggaman* **(SALAMAN); e-Government; Structural Equation Modelling; Public Service Application.**