ABSTRACT

This study explores the factors that influence college student as citizen adoption of e-government services of the Digital Korlantas Polri application through the concept of open government by proposing and validating the e-government adoption recommendation model (EGARM). Data were analyzed using Smart PLS-SEM. The results showed that the intention to use e-government applications was positively related to college stundents intention to recommend the adoption of e-government application services. Trust in the government was not significant to the intention to use e-government application services. However, trust in the internet was a significant predictor of the intention to use e-government application services. Meanwhile, the quality of information was significant in determining the intention to use and predicting citizen trust in the government. In addition, accessibility of information did not affect the intention to use and predict citizen trust in the government. Then, accountability was a significant predictor of the intention to use but not of trust in the government. In addition, collaboration was found to predict the intention to use as well as trust in the government. Finally, empowerment was a significant determinant of trust in the government but not the intention to use.

Keywords: information quality, e-government, e-government applications, EGARM, collaboration