Evaluation of using Smart Office Applications at PDAM Kota Balikpapan

Alfiansyah[a], Emil Robert Kaburuan[b]

[a]Information Systems Management Department, BINUS Graduate Program-Master of Information Systems Management, Bina Nusantara University, Jakarta, Indonesia

[b]Information Systems Management Department, BINUS Graduate Program-Master of Information Systems Management, Bina Nusantara University, Jakarta, Indonesia

Article History: *Do not touch during review process(xxxx)*

Abstract: This study aims to evaluate using the Smart Office application at PDAM Balikpapan. Based on the results of the analysis in this study, it was found that: (1) external variables have a positive and significant effect on the perceived ease of use of the application, the better the appearance of the program, the use of colors and shapesof the program, the higher the user's perception of the ease of use of Smart Office; (2) external variables have a positive and significant effect on perceptions of application usability, the better the appearance of the program, the use of colors and forms of the program, the higher the user's perception of the benefits of using Smart Office; (3) perceived ease of use affects the perception of Smart Office application usability, the higher the user's perception of the ease of the Smart Office application, the higher the user's perception of the benefits of the Smart Office application; (4) perceived ease of use has a positive and significant effect on usage intention, the higher the user's perception of the ease of use of the application, the higher the user's interest in using the application; (5) perceived usefulness has a positive and significant effect on usage intentions, the higher the user's perception of the benefits of the application, the higher the user's interest in using the application; (6) Facilitation conditions have a positive and significant effect on intention to use, the better the facilities that condition using Smart Office applications, the higher the user's interest in using Smart Office; (7) Social influence has a positive and significant effect on intention to use, the higher the social influence obtained by users for using Smart Office, the higher the user's interest in using Smart Office.

Keywords: external variable, perceived ease of use, perceived usefulness, usage intention, facilitating condition, social influence, partial least square

1. Introduction

In the day-to-day administrative operations of the company, correspondence is a routine thing that is carried out by the company. The correspondence process is usually an official document that can be addressed between individuals, between units, or addressed to other parties outside the company.

In practice, the process of distributing these documents takes a long time because the verification process is according to the level of authority of the recipient, the longer the chain of recipients that must be passed, the longer the document will reach the intended hand because it has passed the verification process.

In practice, most of the letters that have piled up have not been signed or verified or have a disposition attached and are not organized without being placed in the proper placesuch as in a letter cabinet. Also, there are instances where letters that are distributed and not properly managed will be scattered, damaged, or even lost. Then, the correspondence process can also be a long time because the reason the official concerned is not in placeso that the initials and writing of the disposition are hampered and time is wasted.

Looking at the facts above, in 2016 PDAM Kota Balikpapan procured an application called a web and mobile-based Smart Office application. This application features:

- Mailing Management
- Internal Communications
- Announcements
- Records Management

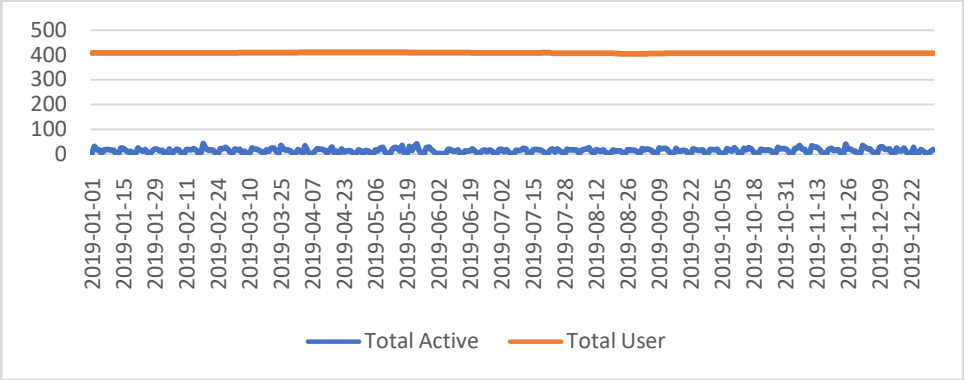

Figure 1. Active User Graph in 2019

However, until now using this application still looks low compared to the number of existing employees, it can be seen in the active user graph above. From field observations, there are still many employees who are reluctant to use this application for various reasons, such as not being able to operate Android and so on. The lack of influence from the respective superiors from the existing sections also seems to affect the employee's intention to use this application.

It has become a common thing that the low utilization of existing applications in companies is common, but this is certainly not a good thing, one of the consequences is that it can cause the return on investment from implementing these technologies to below(Venkatesh & Davis, 2000). Also, another impact is the uneven distribution of company information to all employees because one of the uses of this application is to announce announcements or news from the company so that by looking at the relatively small usage statistics, the distribution of information through announcements to employees are still not accepted so that employees can experience delays in the information.

There are also letters and internal communication documents that should have been distributed through this application that were distributed manually by visiting the recipient of the intended letter one by one, as a result, the disposition issued by the leadership was received slower. There are also cases of the event or activity invitations being attended late because the invitations are distributed manually so that if the intended recipient is not present, the invitation will be received late.

2. Literature Review

2.1. Letter

The meaning of a letter is a written communication tool that comes from one party and is addressed to another party to convey news (Barthos, 2009) so that it can be interpreted that a letter is a way to convey information or news to another party in writing on paper or media other.

According to (Barthos, 2009), the letter serves as a representative of the sender or writer, evidence and guidance in taking further action as well as a means of measuring organizational activities and means of shortening distances. Even though it is now the digital age, physical letters are still widely used in organizations and companies.

2.2. Archival Theory

According to (Mirmani, 2011),the knowledge conveyed through articles, books, magazines, and films, as well as videos both delivered orally through conversations, lectures, speeches, and so on constitute information. In the Law of the Republic of Indonesia No.8 the Year 1997 regarding Company Documents, it is stated in article 1 paragraph 2 "Company documents are data, notes and or information made and/or received by the company in the context of carrying out its activities, either written on paper or other means, or recorded in any form that can be seen, read or heard". Then it is stated in article 2 "that company documents consist of financial documents and other documents". It is further explained in Article 4 that what is meant by other documents consists of data or any writing that contains information that has a use-value for the company even though it is not directly related to financial documents.

2.3 Technology Acceptance Model (TAM)

The Technology Acceptance Model (TAM) Evaluation Model was developed by Davis in 1986, this model was adapted based on the Theory of Reasoned Action (TRA), which describes behavior in adopting technology.

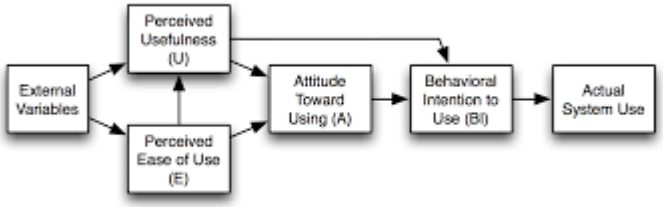

Figure 2. Technology Acceptance Model

(Source: Davis, Bagozzi, &Warshaw, 1989)

It can be seen from the picture above that in TAM there are external variables that affect the Perceived Usefulness and Perceived Ease of Use variables. Then, the variables Perceived Usefulness (perceived usefulness) and Perceived Ease of Use (perceived ease) affect the attitude toward using the technology. The attitude toward using the technology will influence the interest in using the technology (behavioral intention to use). Finally, the interest in using the technology (behavioral intention to use) will then determine the actual use of the system (actual system use).

2.4 Unified Theory Of Acceptance And Use Of Technology (UTAUT)

The UTAUT Evaluation Model is a research model developed from an existing evaluation model developed by Venkatesh, et al., UTAUT itself was developed based on several evaluation models such as Theory of Reason Action (TRA), Technology Acceptance Model (TAM), Theory of Planned Behavior (TPB), Combined TAM and TPB (C-TAM-TPB), Innovation Diffusion Theory (IDT), Social Cognitive Theory (SCT), Motivational Model (MM), and Model of PC Utilization (MPCU) (Handayani&Sudiana, 2015)

Venkatesh, et al. evaluating the eight evaluation models mentioned above, in that evaluation Venkatesh, et al. found 4 (four) main constructs, namely, performance expectancy, effort expectancy, social influence, and facilitating conditions and 4 (four) moderators, namely gender, age, voluntariness, and experience.

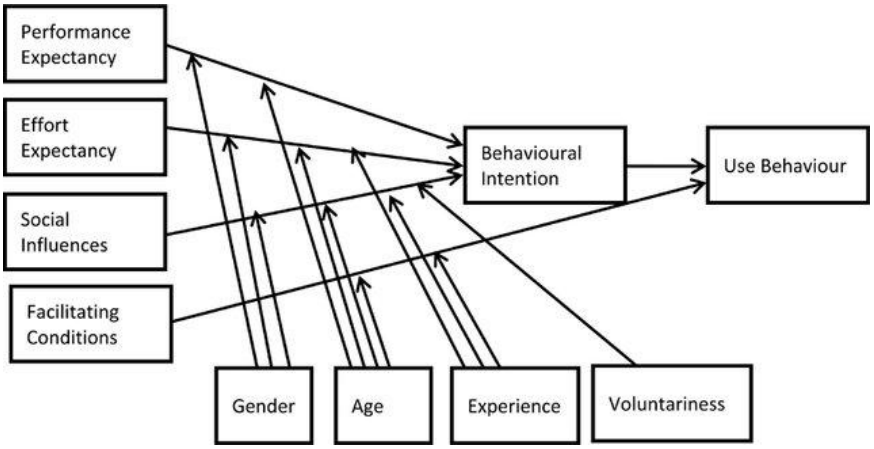

Figure3. Model UTAUT
(Source: Venkatesh, dkk, 2003)

2.5 Previous research

No	Researcher	Title	Method
1	Serhat Murat Alagoz, HalukHekimoglu 2012	A study on tam: analysis of customer attitudes in the online food ordering system.	TAM
2	EndangFatmawati 2015	Technology Acceptance Model (TAM) untukmenganalisispenerimaanterhadapsisteminformasiperpustakaan	TAM
3	Supriyati, Muhammad Cholil	Aplikasi Technology Acceptance Model pada sisteminformasimanajemenrumahsakit	TAM

	2017		
4	Aditya ariehanggono, Siti ragilhandayani ,Heru Susilo 2015	Analisisataspraktek TAM (Technology Acceptance Model) dalammendukungbisnis online denganmemanfaatkanjejaringsosial Instagram	TAM
5	Hari Laksono 2017	EvaluasiKesuksesanSimdaBmd pada PemerintahKabupatenGroboganMenggunakan Model Kombinasi*Delone Mclean dan Technology Acceptance Model*	Delone Mclean dan Technology Acceptance Model
6	Dwi ElyKurniawana, AzisSaputrab, PurwonoPrasetyawan 2018	PerancanganSistemTerintegrasi pada AplikasiSiklusAkuntansidenganEvaluasiTechnology Acceptance Model (TAM)	TAM

3. METHODOLOGY

3.1. PDAM Profile of Balikpapan City

The establishment of PDAM Kota Balikpapan is based on the Circular of the Minister of Home Affairs Number: EKBANG /8/3/ II dated July 13, 1973,and Circular Letter Number EKBANG / 8/2/43 dated 11 July 1974 concerning the establishment of a Regional Drinking Water Company by considering that water management drinking in the municipality of the Balikpapan Level II Region as part of the Regional Public Works Service is no longer in line with the development of service needs. Following the Circular Letter, the Balikpapan Municipal Government of the Level II Region stipulates the Regional Regulation of the Balikpapan Level II Regional Municipality number 1 of 1976 concerning the Regional Drinking Water Company for the Level II Regional Municipality of Balikpapan, which was later confirmed by the Decree of the Governor of the Head of the Region of East Kalimantan. Number: 14 / I-II / 1976, dated March 30, 1976.

Following the Decree of the Mayor of the Balikpapan Level II Regional Head Number 73 of 1980 dated July 12, 1980,concerning the Appointment of the Managing Director of the Balikpapan Municipal PDAM, the Regional Government can realize Regional Regulation Number 1 of 1976 concerning the Regional Drinking Water Company of the Balikpapan Municipality to date.

Along with the changing times and the increasing demands for services by the Balikpapan city government, there revised the Regional Regulation governing the Balikpapan City PDAM which was stipulated by the Balikpapan City Regional Regulation Number 3 of 2008 concerning the Regional Drinking Water Company of the City of Balikpapan.

The company's activities of the Balikpapan City PDAM which are stated in its establishment regulation are to strive to provide adequate, fair, and sustainable clean water for the needs of the community besides that it must be able to finance itself and develop its services as well as make contributions to local governments.

3.2. Smart Office application

This application is used with its main function is the distribution of documents or company official notes, as well as important announcements from the company. This application is here to solve the problem of distributing documents or company official notes which takes a long time because it is done manually. This application can be accessed via PC / laptop devices and also through Android-based devices so that it can be accessed from anywhere.

3.3. Research Model Used

This research will use several variables taken from the Technology Acceptance Model (TAM) model above based on research conducted by (Susanto &Aljoza, 2015) entitled "Individual Acceptance of e-Government Services in a Developing Country: dimensions of Perceived Usefulness and Perceived Ease of Use and the Importance of Trust and Social Influence". Based on this model, the variables used in this study are Perceived Usefulness (PU), Perceived Ease of Use (PEOU), Social Influence, Facilitating Conditions, Trust, and Usage Intention. Instrument development through a questionnaire. The questionnaire development begins with determining the variables to be measured, namely the Trust variable, two TAM model variables, namely

Perceived Usefulness, Perceived Ease of Use, three UTAUT model variables namely Social Influence, Facilitating Conditions, and Usage Intention.

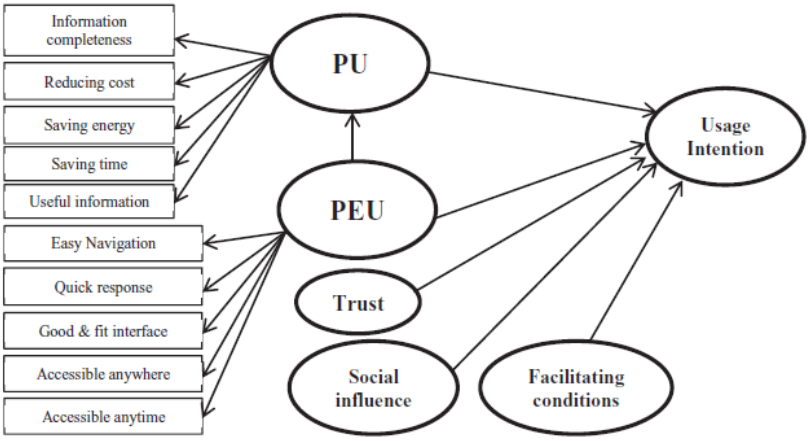

Figure 4. Research Model for TAM and UTAUT Modification
(Source: (Susanto & Aljoza, 2015))

In addition to the aforementioned variables, the researcher also adds one external variable and removes the trust variable so that the research model to be used is

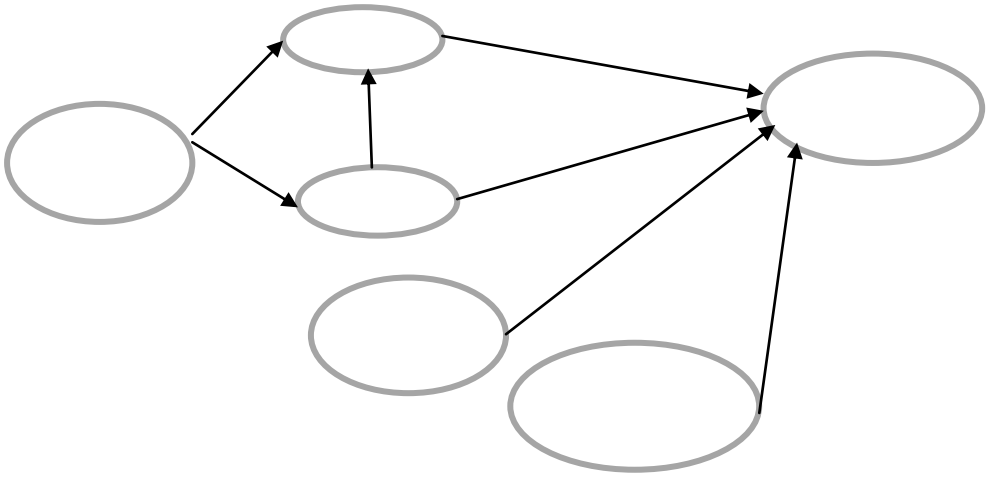

Figure 5. The Research Model Used in this Research

Based on the research model that will be used in this study, the composition of the research hypothesis is as follows:

H1: External variable (EV) has a positive effect on Perceived Usefulness (PU)

H2: External variable (EV) has a positive effect on Perceived Ease of Use (PEOU)

H3: Perceived Ease of Use (PEOU) has a positive effect on Perceived Usefulness (PU)

H4: Perceived Usefulness (PU) has a positive effect on Usage Intention

H5: Perceived Ease of Use (PEOU) has a positive effect on Usage Intention

H6: Social Influence has a positive effect on Usage Intention

H7: Facilitating conditions have a positive effect on Usage Intention

4. ANALYSIS AND DISCUSSION RESULTS

4.1. Research Results

4.1.1 Questionnaire Return Rate

Table 1. Questionnaire Return Rate

Questionnaire conditions	**Total**
Distributed questionnaires	50
Questionnaire Not filled properly / Incomplete	0
No Returned Questionnaires	2
Questionnaires that are returned and can be used	48
Questionnaire Return Rate (%)	**96,00%**

Based on the results of the analysis in Table 4.3, the results of the analysis show that the rate of return of the questionnaire in this study was 96%.

4.1.2 PLS analysis

In this study, the analysis of the relationship between variables will be analyzed using the Partial Least Square (PLS) analysis technique.

4.1.2.1 Evaluation of the Outer Model

a. Convergent Validity Test

At the variable level, convergent validity is also assessed from the AVE value of each variable, the variable is declared to have met the convergent validity if it has an AVE value> 0.5. The following are the AVE values of each variable:

Table 2. Loading Factor Values and AVE Values

Variable	**Indicator**	**Loading Factor**	**AVE**	**Validity**
External Variable	EV1	0.740	0.753	valid
	EV2	0.909		valid
	EV3	0.941		valid
Facilitating Condition	FC1	0.807	0.794	valid
	FC2	0.919		valid
	FC3	0.942		valid

Perceived Ease of Use	PEOU1	0.915	0.794	valid
	PEOU2	0.817		valid
	PEOU3	0.938		valid
Perceived Usefulness	PU1	0.880	0.745	valid
	PU2	0.790		valid
	PU3	0.909		valid
	PU4	0.870		valid
Social Influence	SI1	0.932	0.885	valid
	SI2	0.943		valid
	SI3	0.946		valid
Usage Intention	UI1	0.781	0.657	valid
	UI2	0.904		valid
	UI3	0.738		valid

Based on the results of the PLS analysis in the table above, shows that the AVE value of all variables has exceeded 0.5so that all indicators in each variable can be declared valid.

b. Discriminant Validity Test

The discriminant validity can also be seen based on the cross-loading value of each indicator against its construct, the indicator is declared valid if the cross-loading of the indicator on the construct is higher than the cross-loading value of the indicator against other constructs.

Table 3. Cross Loading Indicators

	EV	**FC**	**PEOU**	**PU**	**SI**	**UI**
EV1	**0.740**	0.335	0.481	0.400	0.412	0.392
EV2	**0.909**	0.616	0.722	0.657	0.567	0.607
EV3	**0.941**	0.522	0.611	0.569	0.598	0.557
FC1	0.546	**0.807**	0.580	0.715	0.540	0.522
FC2	0.509	**0.919**	0.601	0.721	0.746	0.792
FC3	0.527	**0.942**	0.567	0.681	0.694	0.761
PEOU1	0.641	0.634	**0.915**	0.757	0.610	0.619
PEOU2	0.627	0.496	**0.817**	0.584	0.674	0.614
PEOU3	0.630	0.598	**0.938**	0.780	0.589	0.644
PU1	0.488	0.763	0.643	**0.880**	0.749	0.795

PU2	0.532	0.497	0.612	**0.790**	0.471	0.379
PU3	0.557	0.759	0.677	**0.909**	0.732	0.745
PU4	0.635	0.650	0.809	**0.870**	0.690	0.655
SI1	0.594	0.777	0.661	0.733	**0.932**	0.758
SI2	0.498	0.649	0.638	0.687	**0.943**	0.797
SI3	0.641	0.696	0.668	0.777	**0.946**	0.782
UI1	0.440	0.577	0.641	0.586	0.586	**0.781**
UI2	0.523	0.808	0.640	0.777	0.773	**0.904**
UI3	0.527	0.503	0.410	0.459	0.643	**0.738**

Based on the test results in the table above, it can be seen that all indicators can be declared valid because the cross-loading value has been met.

c. Composite Reliability Test

The results of the Composite Reliability Test are

Table 4. Composite Reliability Test Results

	Cronbach's Alpha	**Composite Reliability**
EV	**0.835**	**0.901**
FC	**0.871**	**0.920**
PEOU	**0.869**	**0.920**
PU	**0.886**	**0.921**
SI	**0.935**	**0.958**
UI	**0.736**	**0.851**

From the results of the analysis in the table above, the Cronbach's alpha value and composite reliability of all constructs have also exceeded 0.7, this indicates that all constructs have met the required reliability, so it can be concluded that all constructs are reliable.

4.1.2.2 Inner Model Evaluation

a. Structural Model Evaluation (Testing the Goodness of fit model)

The Q square value is categorized into 3 categories, namely small, medium and large, the Q square value of 0.02 is stated to be small, the Q square value of 0.15 is stated to be moderate and the Q square value of 0.35 is declared large.

Table 5. Value of Q square

	SSO	**SSE**	**Q^2 (=1-SSE/SSO)**

EV	144.000	144.000	
FC	144.000	144.000	
PEOU	144.000	87.454	0.393
PU	192.000	102.605	0.466
SI	144.000	144.000	
UI	144.000	76.899	0.466

The Q square calculation in the table above shows that the Q square value for the PEOU construct is 0.393, the Q square value for the PU construct is 0.466 and the Q square value for the UI construct is 0.466 because the Q square value of all endogenous constructs has exceeded 0.35, it can be concluded that the PLS model has good predictive power because all endogenous variables in the model have a Q square value in the large category.

4.2 Hypothesis Testing

The following are the results of hypothesis testing based on the results of the PLS analysis carried out in this study:

Table 6. Hypothesis Test Results

No	*Hypothesis*	*Analysis Results*	*Conclusion*
1	External variables have a positive effect on perceived ease of use	Path Coeff = 0.731; T statistics = 14,974; P value = 0,000	Received
2	external variable has a positive effect on perceived usefulness	Path Coeff = 0.212; T statistics = 1,949, p value = 0,026	Received
3	Perceived Ease of Use has a positive effect on perceived usefulness	Path Coef = 0.659, T statistics = 6,482, p value = 0,000	Received
4	Perceived Ease of Use has a positive effect on Usage Intention	Path Coef =0.051; T statistics = 0,460, P value = 0,323	Rejected
5	Perceived usefulness has a positive effect on Usage Intention	Path Coef = 0.316; T statistics = 1,921, p value = 0,028	Received
6	Facilitating Condition has a positive effect on	Path Coef =0.345;	Received

	Usage Intention	T statistics = 2,941, P value = 0,002	
7	Social Influence has a positive effect on Usage Intention	Path Coef = 0.294; T Statistics = 2,518, p value = 0,006	Received

4.3. Discussion

Based on the results above, the employees of Balikpapan City PDAM as Smart Office application users have accepted the application and used it in work and tasks related to administration and correspondence, but the results of this study have not answered the problem of why active users are still small compared to the number of existing users. Possible causes for this may include:

1. In this study, the user groups who were used as respondents in the study were structural and functional officials who in their daily tasks had a lot to do with administrative and correspondence activities, so that they were, of course, actively using the Smart Office application.
2. This study has not used the entire user population as research subjects, so the level of acceptance of all users of the Smart Office application cannot be seen
3. It is necessary to re-examine each user regarding the type of work being performed, whether or not they need access to the Smart Office application regularly

5. Conclusions and suggestions

5.1 Conclusion

Based on the results of the above discussion based on the formulation of the existing problems, the conclusions of this study are:

1. Factors that have a direct influence on user acceptance of Smart Office applications are External Variable, Perceived usefulness, Facilitating Condition, Social Influence. Meanwhile, the variable Perceived ease of use based on the above research has an indirect effect on user acceptance of the Smart Office application.
2. From the research that has been done, the results show that the user has received a Smart Office application that is used to assist in doing work related to official script correspondence activities. Because it needs to be maintained and even increased the performance of these applications by always adjusting to the needs of users and existing technological developments.

5.2 Suggestions

1. Judging from the results of the above research, it is found that the variable Perceived ease of use based on the above research has an indirect effect on the acceptance of Smart Office application users because the Management Information System Section through the SI Software Subdivision needs to review and make adjustments to the way the Smart Office application operates so that more user friendly so that it can increase the level of use of the Smart Office application
2. There needs to be an intervention from the company so that the level of use of the Smart Office application can be increased, for example by making regulations requiring all employees to install and use this application, besides that it is necessary to reproduce information and company news that are delivered/announced through the Smart Office application so that can increase the usage level of Smart Office applications.

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