# The Acceptance of Government Resource Planning System Using Unified Theory of Acceptance and Use of Technology 2

**Muhardi Saputra**
Information System, School of Industrial and System Engineering, Telkom University
Bandung, Indonesia
msaputra@telkomuniversity.ac.id

**Berlian Maulidya Izzati***
Information System, School of Industrial and System Engineering, Telkom University
Bandung, Indonesia
berlianmi@telkomuniversity.ac.id

**Jannatul Rahmadiani**
Information System, School of Industrial and System Engineering, Telkom University
Bandung, Indonesia
jrahmadianij@gmail.com

## Abstract

*The Government Resource Planning (GRP) system is a solution for managing all the resources in government, namely people, technology, and business processes. From the GRP evaluation conducted on 616 agencies in Indonesia, only 13% of the agencies fall into excellent and satisfying categories. The biggest problem found is digital data availability, data integration between legacy systems, adjusting old system business processes to the GRP system, and support commitment of regional leaders and heads of offices. One of the GRP systems assessed is Service and Licensing Information System for the Public (SIMPATIK). The province of West Java uses this application for integrated services at the investment department. This study aims to analyze how the acceptance of the SIMPATIK uses the UTAUT 2 model that consists of six independent variables and two dependent variables. 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 (One Stop Service and Investment/Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu) employees using SIMPATIK. The hypothesis was tested with the SmartPLS and SPSS applications. The results show from a total of 14 hypotheses, three hypotheses that have a significant or acceptable effect, while 11 other hypotheses are not significant or cannot be accepted.*

**Keywords:** UTAUT2, Government Resource Planning (GRP), IT Adoption, IT Acceptance Model, SEM-PLS

* Corresponding Author

## Introduction

In the digital era, information technology has become an inseparable part of many sectors in Indonesia. In industrial revolution 4.0, the government is trying to increase the digitalization of the bureaucratic process. Therefore, the right approach is needed in developing integrated systems and also good management of company resources. Indonesia has a specific regulation about e-government. The Presidential Instruction No 3 th. 2003 has specific points about the regulation and national strategy in the e-government's development. One of the four points statement is about the use of ICT in government (e-government) will increase the efficiency, effectiveness, transparency and accountability in government (Costa et al. 2016). From the instruction, we can see that the Indonesian government is concerned about the existence and the importance of e-government.

One popular approach to developing integrated systems and enterprise resource planning is the Enterprise Resource Planning (ERP) system (Costa et al. 2016; Almishal & Alsaud 2015). If previously the ERP system was adopted only for manufacturing companies and service companies, now the Government Resource Planning (GRP) concept has been developed to manage all resources in government and automate the bureaucratic process and government services to the public (Costa et al. 2016; Alsheddi, Sharma, and Talukder 2020). GRP is a set of application modules to support internal functions and public services, manage government resources, and integrate government bureaucratic activities from upstream to downstream (from planning, spending, program implementation, to evaluation). GRP is a system used to manage government resources that integrate bureaucratic activities from upstream to downstream (in the context of spending) to support financial management (Costa et al. 2016). The GRP system is used to help achieve government objectives in carrying out government administration and public services.

The popular term in previous studies is e-government. E-Government is a general term that is broadly defined as the government's use of ICT (Wang & Liao 2008). In order to ensure the performance of e-government, which is a good GRP system in this study, it is necessary to assess the effectiveness of the system (Gupta & Jana 2003). Based on the evaluation, the government will take action/decision on how to improve productivity and give more value to the citizens (Gupta & Jana 2003). The existence of the GRP system is used to improve the quality of service (QoS) in the government sector. GRP is characterized as a system that manages all government resources and incorporates all existing bureaucratic processes (Costa et al. 2016). The GRP system's key objective is to improve transparency and accountability in the procurement of goods and services in government, make it easier to access information, and provide facilities related to the accumulation of expenditure or costs for each function in government institutions (Costa et al. 2016). One of the countries that have already adopted GRP is the United Arab Emirates. This country launched GRP in 2015 by providing more than 420 e-services across 44 apps and 30 government departments (Mansoori et al. 2018).

Unified Theory of Acceptance and Use of Technology 2 (UTAUT 2) is a development of the UTAUT model conducted by Venkatesh et al. (2016). The purpose of UTAUT 2 is to study the acceptance and use of technology in the consumer context. In UTAUT 2 there are the addition of three new variables and eliminating one moderator variable, namely voluntariness of use originating from the UTAUT model. The constructs in UTAUT 2 are performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, price value, and habits. In UTAUT 2, there are only three moderator variables, namely age, gender, and experience, after eliminating one moderator variable in the previous UTAUT. These three variables moderate the effects of construct behavioral intention and use behavior.

The use of the system and its information products will then affect individual users in the conduct of their work, and these individual impacts will collectively result in an organizational impact (DeLone & McLean 2003). The information system is adopted based on the top manager's decision or the holder of the highest structural position in an organization. Still, the success or failure of using the information system is affected by the acceptance and use of individuals who use it. Individual users may respond to new technology in different ways. Individual differences, such as age, gender, tenure, educational background, etc., can affect the individual's assessment and attitude to induced change and technology (Venkatesh & Morris 2000).

Several challenges in the initiation and implementation of GRP in a local government, generally are change management from manual systems and habits to digital systems; availability of digital data; data integration between legacy systems, systems from the central government, and GRP; adjusting old system business processes to the GRP system; support and commitment of regional leaders and heads of offices; and the absence of awareness of periodic audits of the existing GRP. If the government is aware of the factors relevant to the adoption of GRP systems, it is beneficial to become a guideline for improving the GRP system's implementation (Mansoori et al. 2018). Furthermore, this research has been carried out in the West Java Province to be one of the regions that continue to optimize GRP in the West Java Province of DPMPTSP (One Stop Service and Investment/*Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu*). It is also supported by Presidential Regulation Number 1 of 2009 concerning "Electronic Based Government System/*Sistem Pemerintahan Berbasis Elektronik* (SPBE)". One of eight-point of SPBE Management said about change management to increase the service quality. The relationship between service quality and customer satisfaction has been investigated in several studies. Consumer satisfaction is strongly affected by customer expectations of service quality. According to the literature, delivering high-quality service leads to customer satisfaction (Bashir & Machali 2012).

West Java Province DPMPTSP has implemented a Licensing for Public Service Information System (SIMPATIK) which has been replicated in 18 provinces in Indonesia. SIMPATIK makes it easy for people to apply for permits online, find out various information about licensing and its requirements, tracing or tracking the status of permits, doing independent printing of licensing documents, and others. The analysis was carried out to find out what factors influenced the acceptance of SIMPATIK in DPMPTSP West Java Province. By doing this analysis, DPMPTSP is expected to improve the quality of services to the public and realize an optimal GRP System in West Java Province and Indonesia.

## Literature Review

The first UTAUT (Unified Theory of Acceptance and Use of Technology) model was invented by Venkatesh et al. (2003) and the extended UTAUT2 was proposed by Venkatesh et al. (2012a). The difference between these models is the addition of variables such as hedonic motivation, price value and habit to the original four constructs namely performance expectancy, effort expectancy, social influence and facilitating conditions at UTAUT2. UTAUT2 contains several recent trends in the adoption of consumer technology and enhanced predictive validity in the sense of technology consumption (Venkateshet al. 2012a). The huge implementation of UTAUT theory in the public sector with various levels of assessment, encouraged researchers to use the UTAUT as a study tool to consider the different aspects of the study about the factors that impact the implementation of e-Government. UTAUT is one of the most comprehensive technology acceptance models, combining eight common acceptance models such as the Theory of Planned Behavior (TPB) (Ajzen 1991a) and the Technology Acceptance Model (TAM) (Venkatesh et al. 2003).

In addition to the UTAUT constructs, UTAUT2 argues that hedonic motivation (i.e., the degree to which the technology is considered to be enjoyable), price value (i.e., the cognitive trade-off between perceived benefits and monetary costs of technology usage), and habit (i.e., the passage of time from the initial technology usage) affect the intention to use the technology (Venkatesh et al. 2012b). UTAUT2 has been effective in understanding behavioral intention in a number of contexts (Syamsudin et al. 2018) and used to classify variables' influence on the implementation of e-government across different networks of information technology (e.g. kiosks, mobile technology, internet). They often used to look at the variety of users of e-Government, the various personal characteristics that typically influence implementation (Wang & Shih 2009; Hung et al. 2006) of e-Government (e.g. consumer age, IT expertise, level of trust and prior knowledge) (Wang & Shih 2009; Hung et al. 2006).

The difference between this study with previous studies (Venkatesh et al. 2012a; Hew et al. 2015; Gupta et al. 2018) is one variable has been removed or adjusted to "privacy concern" from the original UTAUT 2 model, namely is price value (independent variable). Price value means the costs spent by users when using information systems. The reason for eliminating the price value variable is that SIMPATIK is a government facility for the public, where users do not need to pay for operating SIMPATIK. This price

value - behavioral intention path is recorded non-significant values when the users regarded the product/service offering reviewed as free of charge (Tamilmani et al. 2020). Non-significant Price Value-Behavioral Intention path includes research on mobile banking services providing services without special charges over other types of financial networks (Ali et al. 2016).

## *Methodology*

### *2.1 Problem Identification and Literature Study*

The research method is depicted in Figure 1. Problem identification is a starting point for us to understand how we can have a special circumstance competence for certain objects so that we can define what the problem is after that. The goal of the problem of identification is to get to the heart of the problem and then to solve the problem. Problem definition is a gap between expectation and fact, a gap between theory and practice, a gap between law and execution, a gap between goal and consequence, and a gap between past and present time (Sugiyono 2005).

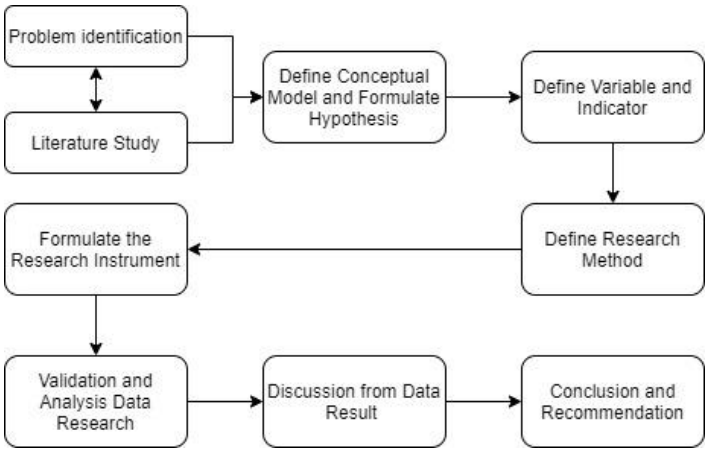


**Figure 1. Research Method**

Problem identification in this research is about to find out what factors have affected the acceptance of SIMPATIK in DPMPTSP West Java Province. The government will know the effectiveness of the system through this research. Therefore, hopefully, the government has guidance on how to increase efficiency and give more value to the people. Whereas a literature study is an initiative to collect theory, data and a case study that focused on the problem identification that we have defined before. The purpose of the literature review is to reinforce the basic theory that we will use to solve the problem.

### *2.2 Define Conceptual Model and Formulate the Hypothesis*

From conceptual model in Figure 2 can be detailed with following hypothesis:

H1: Performance expectancy has a positive impact on behavioral intention of using SIMPATIK.
H2: Effort expectancy has a positive impact on the behavioral intention of using SIMPATIK.
H3: Social influence has a positive impact on the behavioral intention of using SIMPATIK.
H4a: Facilitating conditions has a positive impact on behavioral intention of using SIMPATIK.
H4b: Age, gender, and experience are moderating on facilitating conditions toward behavioral intention of using SIMPATIK
H5: Facilitating conditions has a positive impact on the behavior of SIMPATIK.
H6a: Hedonic motivation has a positive impact on behavioral intention of using SIMPATIK.
H6b: Age, gender, and experience moderate on hedonic motivation toward behavioral intention of using SIMPATIK
H7a: Habit has a positive impact to behavioral intention of using SIMPATIK
H7b: Age, gender, and experience moderate on habit toward behavioral intention of using SIMPATIK

H8a: Habit has a positive impact on the behavior of SIMPATIK.
H8b: Age, gender, and experience moderate on habit toward use behavior of using SIMPATIK
H9a: Behavioral intention has a positive impact on the behavior of SIMPATIK.
H9b: Experience moderates on behavioral intention towards use behavior of SIMPATIK

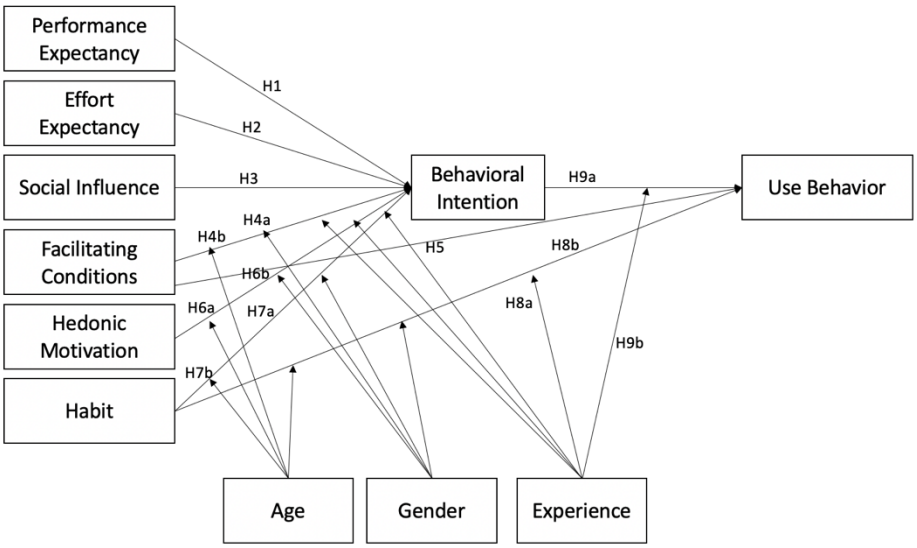


**Figure 2. Conceptual model in this study**

## *2.3 Define Variable and Indicator*

This study uses variables and indicators in the UTAUT 2 model. The variables used consist of independent variable, dependent variable and moderator variables. The independent variable this study is performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, and habit. For the dependent variable consists of behavioral intention and use behavior. Then, the moderator variables are age, gender, and experience. The variables are detailed with indicators. Total indicator that was used in this study is 21 indicators covering 8 variables. The definition of each variable can be found on Table 1. While a comprehensive statement of each indicator can be found in Table 2.

## *2.4 Define Research Method*

Research is the process of uncovering the relative truth through trials and procedures that follow scientific norms and rules. Scientific research has different approaches and methods depending on the thought event or paradigm used in scientific research (Jogiyanto 2011).The methodology that used in this study is quantitative method. Collecting data in this study is through the distribution of questionnaires, interviews, observate and statistical datasets. This method is often referred to as a confirmatory method since this method is ideal for validation or verification purposes (Sugiyono 2018).

**Table 1. Variable Definition**

| Variable | Description | References |
|---|---|---|
| Performance Expectancy | Extant research shows that customers are likely to use technology that is more beneficial and produces favorable results as predicted by users | Venkatesh et al. (2012a), Compeau and Higgins (1995), Alalwan et al. (2016), Izzati (2020) |
| Effort Expectancy | Consumers tend to use an easy-to-understand application that can offer full benefits | Venkatesh et al. (2012a), Hew et al. (2015), Davis et al. (1989),, Izzati (2020) |
| Social Influence | If a person feels that the given behavior is approved by his / her peer group, then the person is more likely to have an intention to participate in the given behavior. | Venkatesh et al. (2012a), Ajzen (1991b), Akman and Mishra (2017) , Izzati (2020) |
| Facilitating Condition | Facilitating conditions reflect the impact of the necessary resources (internet access and mobile memory for download and app) and the knowledge needed to purchase travel via smartphone apps. Extant research indicates a significant association between facilitating condition and behavioral intentions across multiple contexts, including 3 G mobile networks. | Venkatesh et al. (2012a), Wu et al. (2008), Sok Foon and Chan Yin Fah (2011), Izzati (2020) |
| Hedonic Motivation | As a pleasure resulting from the use of technology. Hedonic motivation (an inherent motivation) has been seen as a significant indicator of technology acceptance and use. | Venkatesh et al. (2012a), Baptista and Oliveira (2015), Alalwan et al. (2017) |
| Habit | The degree to which people appear to execute behaviors automatically because of learning. Habit as a significant predictor of behavioral intention and actual usage | Venkatesh et al. (2012a), Herrero, et al. (2017) |
| Behavioral Intention | The willingness of the people (the subjectivity of the person)/how they expect to use them to conduct their actions | Venkatesh et al. (2012a), Venkatesh et al. (2003), Ajzen (1991b), Izzati (2020) |
| Use Behavior | The actual behavior from the person. Not only an expectation. | Venkatesh et al. ( 2012a), Venkatesh et al. (2003), Ajzen (1991b) |

**Table 2. Detail of Variable and Indicator**

| Variable | ID | Indicator | Statement |
|---|---|---|---|
| Performance Expectancy | PE1 | Useful of system | SIMPATIK is very useful for my daily work activity |
| | PE2 | Reliable of System | SIMPATIK helps me to finish my job faster |
| | PE3 | Productivity | SIMPATIK increases my work productivity |
| Effort Expectancy | EE1 | Understandable | SIMPATIK is easy to understand |
| | EE2 | Easy of use | SIMPATIK is easy to use |
| | EE3 | Effectivity and efficiency | SIMPATIK helps me to finish my job more effective and efficient |
| Social Influence | SI1 | Subjective norms | People who important to me is suggest me of using SIMPATIK |
| | SI2 | Social Factor | People who can influence me think that I should use SIMPATIK |
| Facilitating Condition | FC1 | Easy to access | I have an enough resource to access SIMPATIK like smartphone |
| | FC2 | Individual skill | I have an enough knowledge yo access SIMPATIK |
| | FC3 | Comptability | SIMPATIK is compatible with other technology that I used |
| | FC4 | Technical support | I can ask a question to other people if I have a problem of using SIMPATIK |
| Hedonic Motivation | HM1 | Pleasure | Using SIMPATIK is a pleasure for me |
| | HM2 | Entertaining | Using SIMPATIK is entertaining me |
| | HM3 | Convenience | Using SIMPATIK makes me convenience |
| Habit | HT1 | Habit | Using SIMPATIK is my habit |
| | HT2 | Addiction | I should use SIMPATIK to finish my job |
| Behavioral Intention | BI1 | Commitment | In the future, I will always use SIMPATIK |
| | BI2 | Trying to use | I will always try to use SIMPATIK to my daily work |

### *2.5 Formulate the Research Instrument*

The main data was obtained from questionnaires distributed to DPMPTSP employees who use SIMPATIK. The questionnaire was distributed online, consisting of 30 questions. The answer to each question is calculated by the Likert scale (1 to 5) with detail in Table 3. Likert scale is a psychometric scale that is popular and most widely used for study using a survey instrument.

**Table 3. Option and Weight from Questionnaire**

| Answer | Option | Weight |
|---|---|---|
| Very disagree | STS | 1 |
| Disagree | TS | 2 |
| Neutral | N | 3 |
| Agree | S | 4 |
| Very agree | SS | 5 |

### 2.6 Collect of Questionnaire Data

Population is a generalization field composed of: objects/subjects that have certain attributes and characteristics that the researcher determines to analyze and then to draw conclusions (Sugiyono 2016). Population is not just a number, but also involves all the characteristics/properties of the subject or object under analysis. Although the survey is part of the population's number and characteristics. A correct sampling technique is required to ensure that the sample used is a representative sample (Sugiyono 2016).

The population in this study were all employees of DPMPTSP of West Java Province who used SIMPATIK with 47 people. The criteria taken were that the questionnaire was intended only for employees of DPMPTSP of West Java Province who used SIMPATIK. Krejcie (Krejcie & Morgan 1970) said the population grows. As the population increases, the sample size will also increase at a decreasing rate, and it remains relatively stable in slightly more than 380 cases with a total population of 1,000,000. Krejcie also explains about determining sample size from a given population, which from 45 population size should have a sample of 40 people (Krejcie & Morgan 1970).

Furthermore, in this research for the sample size is 42 respondents that were taken from 47 people who use SIMPATIK. This amount is obtained based on the Slovin formula, which is intended to determine the number of samples with certain error tolerance limits. So, from the total DPMPTSP employees who used SIMPATIK 47 people, a total sample of 42 people. The formula is as written in Equation (1):

$$n = \frac{N}{1+ Ne^2} = \frac{47}{1+ (47(5\%)^2)} = 42 \qquad \text{Equation (1)}$$

n : Number of Samples
N : Total Population
e : Error Tolerance = 0.05

Respondents in this study were grouped into 6 characteristics, namely based on sex, age, last education, field, work experience, and how long the duration of using SIMPATIK. In terms of sex characteristics, the majority are filled by male employees, with the majority aged 41 to 50 years. The last education of most respondents was a bachelor. Then for the characteristics of the field, most respondents were in the field of Infrastructure and Social Licensing Services and the Licensing Services Economy and Natural Resources. Most respondents answered that they have work experience of more than 24 months or more than two years, and the majority use SIMPATIK 4 to 10 hours per day.

### 2.7 Validation and Analysis of Data Research

This study is using SmartPLS and SPSS applications for data processing. Both applications are statistical applications used to test the relationships between research variables. The method used in this study is SEM-PLS Structural Equation Modelling – Partial Least Square. PLS is one of the most famous and influential statistical techniques due to its ability to calculate path estimates and model parameters under non-normal conditions (Hulland 1999). There are two types of PLS analysis, namely outer model analysis and inner model analysis.

The Outer model analysis was carried out to assess the research instruments' validity and reliability, which included convergent validity and discriminant validity by looking at the loading factor value, Average Variance Extracted (AVE) value, AVE square root comparison, and composite reliability. In the analysis of this outer model, the researcher will evaluate the model that links the indicators with their latent variables using the SmartPLS application. The Cronbach Alpha value must be higher than 0.7. However, if the Cronbach alpha is between 0.6 - 0.7, the level of consistency is still acceptable (Hair et al. 2014).

The inner model aims to describe the relationship or strength of estimates between latent or construct variables (Hair et al. 2015). This structural model is made using the SmartPLS application using ($R^2$), path coefficient (β), and t-statistic test on each path. The inner model analysis consists of Variance Inflation Factor (VIF), Determination Coefficient, Path Coefficient, and Partial Test (T-Test).

The multicollinearity test is a test to prove the presence or absence of multicollinearity symptoms that can be done by calculating VIF (Variance Inflation Factor). Multicollinearity itself is defined as a condition where there is a strong correlation between the independent variables (X) which are included in the formation of a linear regression model. A good model is when there is no multicollinearity between the independent variables because if it occurs, then the variable should be the dependent variable. So that the tolerance value used in VIF is <0.2 and / or> 5 which indicates a problem with collinearity (Hair et al. 2014).

Determination Coefficient Test ($R^2$) test is used to determine the extent to which all independent variables can explain the dependent variable. The coefficient of determination is between 0 and 1. If the coefficient of determination is closer to 1, the ability to explain the independent variable to the dependent variable is getting stronger, which means that the independent variables provide almost all the information needed to predict the variation of the dependent variable. While the value of the coefficient of determination (adjusted $R^2$) is small means that it shows the ability of independent variables in explaining the dependent variable is limited (Hair et al. 2014).

Path coefficients are a flexible and comprehensive method based on linear statistics that assume multivariate normality. The strength of the relationship of the hypothesis is seen based on the value of the Path Coefficient (β). The relationship between constructs is said to be strong if the value (β)> 0.100). The t-test statistic is used to determine the presence or absence of the effect of each independent variable individually on the dependent variable tested at the significance or error level of 0.05 (Hair et al. 2014)

### *2.8 Discussion from Data Result*

The next step after validation and analysis data research is a discussion from data results. In this section, all results from the validation test, the relation between the variables, the relation between the case study and the finding will be discussed. The distinction between this section and the previous section is the deeper research, since this section has an approach to a particular case study, while the previous section only has a research of the PLS-SEM results.

### *2.9 Conclusion and Recommendation*

Based research method and all results from this study will give a conclusion and a recommendation. A specified recommendation is aimed at DPMPTSP who has the SIMPATIK system.

## Results

### *3.1 Measurement Model (Outer Model)*

Based on the result of the validity and reliability test using the SmartPLS in Table 4, found that all the variables and indicator questions are valid and reliable. The basis for decision making in the validity test is by looking at the value of Average Variance Extracted (AVE). Variables are said to be valid when the AVE value> 0.5 and the loading factor value is greater than 0.5. Meanwhile, the reliability test uses Cronbach's alpha as a reliable determinant of whether a measuring instrument so that the results obtained do not change. A reliable variable if the value of Cronbach's alpha is higher than 0.7. However, if the Cronbach alpha is between 0.6 - 0.7, is still acceptable (Hair et al. 2014).

**Table 4. Result of Validity and Reliability Test**

| Variable | Item | Cross Loading | Cronbach's Alpha | AVE |
|---|---|---|---|---|
| **PE** | PE1 | 0.713 | 0.783 | 0.694 |
| | PE2 | 0.842 | | |
| | PE3 | 0.930 | | |
| **EE** | EE1 | 0.857 | 0.722 | 0.639 |
| | EE2 | 0.856 | | |
| | EE3 | 0.670 | | |
| **SI** | SI1 | 0.980 | 0.948 | 0.950 |
| | SI2 | 0.970 | | |
| **FC** | FC1 | 0.907 | 0.874 | 0.725 |
| | FC2 | 0.865 | | |
| | FC3 | 0.869 | | |
| | FC4 | 0.760 | | |
| **HM** | HM1 | 0.982 | 0.938 | 0.890 |
| | HM2 | 0.935 | | |
| | HM3 | 0.912 | | |
| **HT** | HT1 | 0.903 | 0.746 | 0.797 |
| | HT2 | 0.883 | | |
| **BI** | BI1 | 0.970 | 0.801 | 0.814 |
| | BI2 | 0.830 | | |
| **UB** | UB1 | 0.925 | 0.789 | 0.825 |
| | UB2 | 0.891 | | |

### *3.2 Structural Model (Inner Model)*

The objective of structural model that shown in Figure 3 is to describe the relationship between laten variable / construct. The measurement of structural model is using ($R^2$), *path coefficient* (β), and *t-statistic* test with SmartPLS. The range values of $R^2$ is from 0 to 1. The higher of $R^2$ score means that endogeneous construct can be explained by exogenous construct. Usually, the more direction arrows to an endogenous construct, then will increase the $R^2$ score. The rule of thumb that used to classify $R^2$ score is 0.75 (substansial), 0.50 (moderate) dan 0.25 (weak). Based on result of $R^2$ test, variable behavioral intention has score 0.433 and variable use behavior has score 0.847. Based on the result in Table 5, exogenous variables like facilitating conditions, habit, behavioral intention, age, gender, dan experience has better explain to endogenous variable use behavior.

**Table 5. Result of $R^2$ Test**

| Variable | $R^2$ Score |
|---|---|
| Behavioral Intention | 0.433 |
| Use Behavior | 0.847 |

*Path Coefficient* (β) is a flexible method and comprehensive based on linear statistics that assumes a multivariate normality. The strength of variable relationship is observed by *Path Coefficient* score. The strong / positive relationship is achieved when the score β > 0,100. The detailed score shown at Table 6.

**Table 6. The Result of Path Coefficient and T-Statistic Test**

| Hypotheses | Path | B (Path-Coefficient) | T-Statistic | Information |
|---|---|---|---|---|
| H1 | *Performance Expectancy → Behavioral Intention* | 0.086 | 0.380 | Negative – Not Significant |
| H2 | *Effort Expectancy → Behavioral Intention* | -0.052 | 0.180 | Negative – Not Significant |
| H3 | *Social Influence → Behavioral Intention* | 0.093 | 0.573 | Negative – Not Significant |
| H4a | *Facilitating Conditions → Behavioral Intention* | -0.202 | 0.499 | Negative – Not Significant |
| H4b | *Moderator Facilitating Conditions -Age, Gender, Experience → Behavioral Intention* | 0.188 | 0.477 | Positive – Not Significant |
| H5 | *Facilitating Condition → Use Behavior* | 0.217 | 2.079 | Positive – Significant |
| H6a | *Hedonic Motivation → Behavioral Intention* | 0.573 | 1.933 | Positive – Significant |
| H6b | *Moderator HM-Age, Gender, Experience → Behavioral Intention* | -0.135 | 0.442 | Negative – Not Significant |
| H7a | *Habit → Behavioral Intention* | 0.355 | 0.818 | Positive – Not Significant |
| H7b | *Moderator HT-Age, Gender, Experience → Behavioral Intention* | -0.070 | 0.162 | Positive – Not Significant |
| H8a | *Habit → Use Behavior* | 0.720 | 6.724 | Positive – Significant |
| H8b | *Moderator HT-Age, Gender, Experience → Use Behavior* | -0.070 | 0.568 | Negative – Not Significant |
| H9a | *Behavioral Intention → Use Behavior* | 0.033 | 0.255 | Negative – Not Significant |
| H9b | *Moderator BI-Experience → Use Behavior* | -0.110 | 1.114 | Negative – Not Significant |

The results of the partial test (t test) show that the variable Performance Expectancy on Behavioral Intention has a t statistical value of 0.353 which means it is smaller than t table, namely 1.693 with a significance level of 5%. In the Effort Expectancy variable on Behavioral Intention, it is known that the t statistical value is 0.173. This means that t statistic is smaller than t table with a significance of 5%.

In the Social Influence variable on Behavioral Intention, it is known that the t statistical value is 0.461. This means that t statistic is smaller than t table with a significance of 5%. Then for the variable Facilitating Conditions to Behavioral Intention there is a statistical t value of 0.496 which is also still smaller in T-table 1.693. The Hedonic Motivation variable on Behavioral Intention has a t-statistic value of 1.758, which means it is greater than the t table value of 1.693. In the Habit on Behavioral Intention variable, it is 0.827. The variables Age, Gender, Experience towards Behavioral Intention have a t-statistic value of 0.144.

Furthermore, the Experience variable towards use behavior has a statistical value of 1.071 which means its value is smaller than the t table, namely 1.693. Facilitating Condition to Use Behavior has a statistical t value of 2.066, which means it is greater than t table 1.693 at a significant level of 5%. In the Habit variable to Use Behavior, it has a statistical value of 6.291, which means it is greater than t table 1.693 with a significance level of 5%. The variable Behavioral Intention to Use Behavior has a t statistical value of 0.244. Then, the moderator variable Age, Gender, Experience towards Use Behavior has a statistical t value of 0.333, which is still smaller than t table 1.693 with a significance level of 5%. The

moderator variable HM-Age, Gender, Experience towards Behavioral Intention has a t statistical value of 0.442 which is still smaller than t table 1.603. Other moderator variables, namely HT-Age, Gender, Experience with Behavioral Intention have a t-statistic value of 0.365, the moderator variable FC-Age, Gender, Experience with Behavioral Intention has a statistical t value of 0.484, HT-Age moderator variables, Gender, Experience with Use Behavior has a t statistical value of 0.527, the moderator variable BI-Experience on Use Behavior has a statistical t value of 1.109, all of which are still below 1.693 with a significance level of 5%.

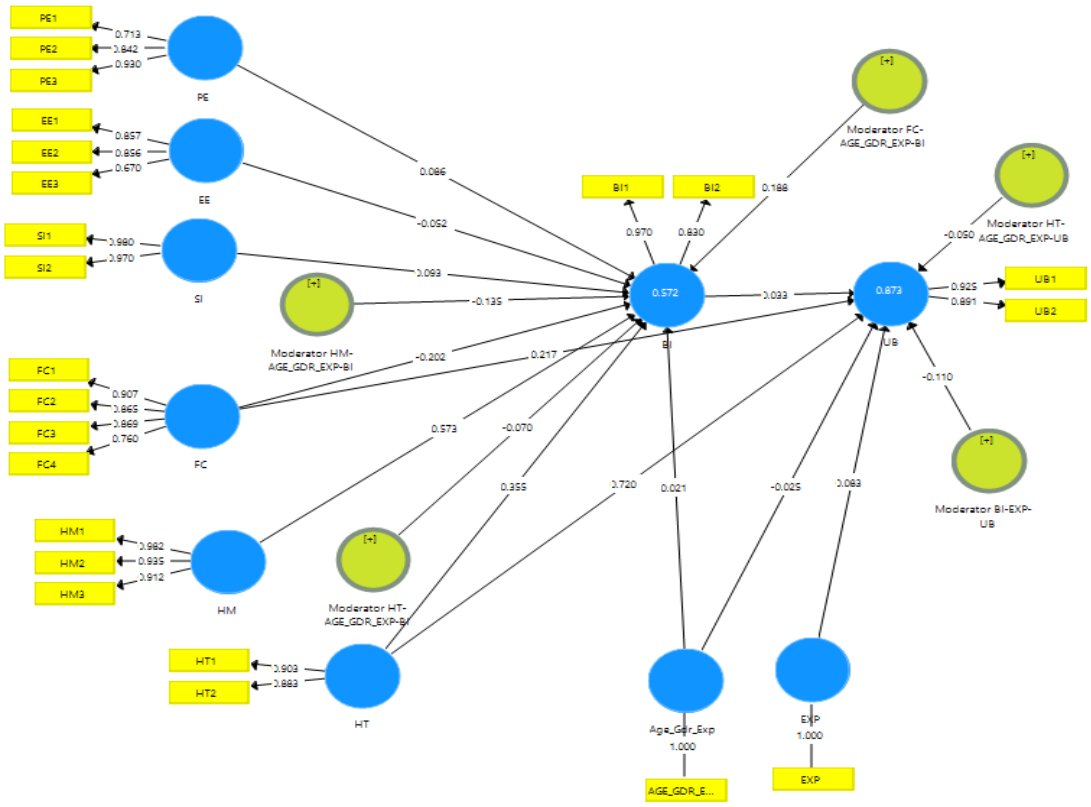


**Figure 3. Structural Model Measurement**

## Discussion

### *4.1 Impact of Performance Expectation (PE) to Behavioral Intention (BI)*

This shows that the independent variable PE (performance expectations) has no significant effect on the dependent variable BI (behavioral intention). This insignificant influence indicates the cause because SIMPATIK users have not really felt the benefits of the Licensing Information System for the Public. Because for its use, SIMPATIK has different access rights for each employee, so that only employees in the licensing service sector really feel the benefits of all SIMPATIK features. This is why other employees outside the licensing service sector feel that SIMPATIK does not have a significant impact on productivity and daily activities in the office. The results of this study have not been able to provide support for the theory of (Venkatesh et al. 2012a), which states that performance expectations have a significant effect on behavioral intention.

### *4.2 Impact of Effort Expectancy (EE) to Behavioral Intention (BI)*

The statistical test of the effort expectancy variable on the behavioral intention variable obtained a statistical T value of 0.173, which means it is smaller than the T table, namely 1.69. This shows that hypothesis 2 is not significant (H2 is rejected). This condition can be caused by several factors related

to the effort expectancy (business expectations). The difference in the education level and a person's ability can be a determinant level of convenience perceived by users.

SIMPATIK is a licensing information system with quite complex features in it, causing users to have adequate knowledge and skills related to information systems. Besides, this rejection was caused by the system, not only by the people. Because the use of SIMPATIK has been limited to certain fields related to licensing services, users from outside these fields feel that SIMPATIK has not really been able to ease their efforts. The study's result has not supported the theory of Venkatesh et al. (2012a), which states that business expectations have a significant effect on the intention to use information systems.

### *4.3 Impact of Social Influence (SI) to Behavioral Intention (BI)*

The analysis results that have been carried out using the SmartPLS application show that the T statistic value for the social influence variable on behavioral intention is 0.461, which means it is smaller than T table 1.69. Based on these data, hypothesis 3 is not significant (H3 is rejected). It shows that the independent variable SI (social influence) has no significant effect on the dependent variable BI (behavioral intention).

This insignificant influence indicated the cause was due to the lack of encouragement from colleagues and leaders in using SIMPATIK. Of course, it is also related to the low level of understanding and use of complex information systems, so that it creates different perceptions of information systems among colleagues. The results of this study have not been able to provide support for the theory of Venkatesh et al. (2012a), which states that social influence has a significant effect on behavioral intention.

### *4.4 Impact of Facilitating Conditions (FC) to Behavioral Intention (BI)*

The statistical test of the facilitating conditions variable on the behavioral intention variable obtained a statistical T value of 0.496, which means it is smaller than the T table, namely 1.69. It shows that the hypothesis is not significant (H4a is rejected). Based on these data, it can be interpreted that more facilitating conditions do not affect behavioral intentions. There are obstacles in implementing SIMPATIK, which are indicated as the cause of the insignificance of H4a.

The extent of West Java's province with its scattered regional apparatus makes it difficult to provide information system facilities for public services, such as the internet. Another factor is because SIMPATIK is not entirely compatible with other technologies used by West Java Province DPMPTSP employees both in terms of electronic devices used and other applications supporting specific fields in the West Java Province DPMPTSP. The rejection of H4a in this study means supporting the theory of Venkatesh et al. (2012b), which states that facilitating conditions do not significantly affect the intention to use information systems.

### *4.5 Impact of Age, Gender, dan Experience that moderates Facilitating Conditions (FC) to Behavioral Intention (BI)*

The statistical test of age, gender, and experience variables moderates the facilitating conditions variable on behavioral intentions to get a T statistic' score of 0.484. It is smaller than the T table, namely 1.69. It shows that hypothesis 4b is not significant (H4b is rejected).

This insignificant moderating effect is due to its mandatory use. Mandatory means that users are required to use the information system by the leader or the highest-ranking official. Hence, users of different ages, genders, and experiences will still try to operate SIMPATIK. For this, the factors of age, gender, and experience are not the things that significantly influence the intention to use SIMPATIK. This study's results do not yet support the theory of Venkatesh et al. (2012a) that the factors of age, gender, and experience can moderate facilitating conditions on behavioral intention.

### *4.6 Impact of Facilitating Condition (FC) to Use Behavior (UB)*

The analysis results using the SmartPLS application show that the T statistical value for the facilitating conditions variable on behavioral intention is 2.066, which means that the T statistic is greater than the T table 1.69. With the data obtained, then hypothesis 5 significance (H5 accepted).

This shows that the independent variable FC (facilitating condition) has a significant effect on User Behavior (UB)'s dependent variable (using behavior). The better the organization's facilitating conditions, the better the behavior of using the information system by DPMPTSP employees. The study results support the theory of Venkatesh et al. (2012b), which states that facilitating conditions have a significant effect on behavioral intention.

### *4.7 Impact of Hedonic Motivation (HM) to Behavioral Intention (BI)*

The statistical test of age, gender, and experience variables moderates the facilitating conditions variable on behavioral intentions having a T statistic value of 1.758. It means that the T statistic is greater than the T table, which is 1.69. It shows that hypothesis 6a is significant (H6a is accepted).

It means that hedonic motivation affects the user's intention to use SIMPATIK. The greater the sense of pleasure obtained by DPMPTSP employees, the more likely it will affect the intention to use SIMPATIK. The results of this study support the theory of Venkatesh et al. (2012b), which states that hedonic motivation has a significant effect on behavioral intention.

### *4.8 Impact of Age, Gender, dan Experience that moderates Hedonic Motivation (HM) to Behavioral Intention (BI)*

The statistical test of age, gender, and experience variables moderated the hedonic motivation variable on behavioral intentions with a T statistic value of 0.365. It is smaller than the T table, which is 1.69. It shows that hypothesis 6b is not significant (H6b is rejected).

From the statistical results obtained, it can be concluded that there is no difference in the pleasure of both men and women at a certain age and with certain experiences in encouraging a user to use SIMPATIK. The reason why DPMPTSP employees intend to use SIMPATIK is because of the demands of their main duties related to licensing services. Hence, the difference in age, type neither gender nor experience affects the intention to use or not use SIMPATIK. This study's results have not supported the theory of Venkatesh et al. (2012b), which states that the factors of age, gender, and experience can moderate hedonic motivation on behavioral intention.

### *4.9 Impact of Habit (HA) to Behavioral Intention (BI)*

The habit variable's statistical test on behavioral intentions obtained a statistical T value of 0.827, which means it is smaller than the T table, which is 1.69. It shows that hypothesis 7a is not significant (H7a is rejected).

This means that habits do not affect the intention to use SIMPATIK. Respondents' habit of using SIMPATIK, compulsory use of SIMPATIK, and dependence on using SIMPATIK in completing work did not affect the respondent's intention to use SIMPATIK. It can be concluded that the respondents stated that frequent or not using SIMPATIK does not affect the strength of the intention to use SIMPATIK. The cause of insignificance is DPMPTSP employees who use SIMPATIK do not entirely utilize all the functionality in the system, so that only some employees or only part of them are accustomed to using SIMPATIK, thus influencing their intention to use it. The results of this study have not been able to provide support for the theory of Venkatesh et al. (2012b), which states that habits have a significant effect on behavioral intention.

### *4.10 Impact of Age, Gender, dan Experience that moderates Habit (HA) to Behavioral Intention (BI)*

The statistical test of age, gender, and experience variables moderated the habit variable to behavioral intentions has a T-statistic value of 0.177. It means that the T statistic was smaller than the T table, namely 1.69. It shows that hypothesis 7b is not significant (H7b is rejected).

From the statistical results obtained, it can be concluded that age, gender, and experience cannot moderate the habit variables. So, it can be said that there is no difference in the pleasure of both men and women at a certain age and with certain experiences in encouraging a user

to use SIMPATIK. The moderator's influence is insignificant because the mandatory government information system has influenced the intention to use it. DPMPTSP employees use SIMPATIK to support the main tasks and functions of licensing services at West Java Province. This mandatory nature also causes differences in age, gender, and experience not to affect the user's behavioral intention to use SIMPATIK. This study's results have not been able to provide support for the theory of Venkatesh et al. (2012b), which states that age, gender, and experience can moderate habits towards behavioral intention.

### *4.11 Impact of Habit (HA) to Use Behavior (UB)*

The statistical test of age, gender, and experience variables moderated the habit variable to behavioral intentions has a T-statistic value of 6.291. It means that it was more significant than the T table, namely 1.69. It shows that hypothesis 8a is significant (H8a is accepted).

It shows that the respondents' habits, dependencies, and compulsions in using SIMPATIK to complete work positively and significantly affect behavior using SIMPATIK. The more often DPMPTSP employees use SIMPATIK, the more frequent use of behavior will be. The results of this study support the theory of Venkatesh et al. (2012b), which states that habit is a strong predictor of information system use behavior.

### *4.12 Impact of Age, Gender, dan Experience that moderates Habit (HA) to Use Behavior (UB)*

The statistical test of age, gender, and experience variables moderate the habit variable towards use behavior has a T statistic value of 0.527. It means that it is small from the T table, namely 1.69. It shows that hypothesis 8b is not significant (H8b is rejected).

From the statistical results obtained, it can be concluded that differences in age, gender, and experience do not moderate the relationship between habit variables and user behavior. So, it can be said that there is no difference in the pleasure of both men and women at a certain age and with certain experiences in encouraging a user to use SIMPATIK. The moderator's influence is not significant because employees carry out their duties as licensing service providers to the public. Also, the use of SIMPATIK is based on the leadership or the head in charge. The assignment of licensing services is carried out based on limited employee resources and the appointed employee's willingness.

Therefore, the factors of education, experience and age, and gender are not becoming a factor influencing assignments related to licensing services so that it does not affect the behavior of using SIMPATIK. This study's results have not provided support for the theory of Venkatesh et al. (2012b), which states that the factors of age, gender, and experience are able to moderate habits towards use behavior.

### *4.13 Impact of Behavioral Intention (BI) to Use Behavior (UB)*

The statistical test of age, gender, and experience variables moderated the behavioral intention to use behavior has a T statistical value of 0.244. It means that it is small from the T table, namely 1.69. It shows that hypothesis 9a is not significant (H9a is rejected).

The results showed that the intention to use did not significantly affect the respondent's behavior in using SIMPATIK. The high and low intention of DPMPTSP employees to use SIMPATIK will not affect the high-intensity level of SIMPATIK usage. This study's results do not support the theory of Venkatesh et al. (2012b), which states that behavioral intention has a strong influence on information system use behavior.

### *4.14 Impact of Experience that moderates Behavioral Intention (BI) to Use Behavior (UB)*

The statistical test of the experience variable that moderates the behavioral intention to use behavior has a T-statistic value of 1.109. It means it is smaller than the T table, which is 1.69. It shows that hypothesis 9b is not significant (H9b is rejected).

From the statistical results obtained, it can be concluded that experience does not moderate the relationship between behavioral intention and SIMPATIK use behavior. So, it can be said that there is no difference in the experience of using SIMPATIK in the workplace, which encourages respondents to use SIMPATIK.

The reason for the moderator variable's insignificant influence is that SIMPATIK is an information system that supports the licensing service process for the public. Therefore, all employees who have the main task of serving the community regarding licensing matters will understand and use SIMPATIK regardless of their conditions or experiences. This matter was solely carried out to support the main tasks and functions of licensing services in the West Java Province DPMPTSP. The study results do not yet support the theory of Venkatesh et al. (2012b), which states that an increased experience will automatically affect user behavior and ultimately impact the behavioral intentions of using information systems.

## Conclusion

The results of data processing from a total of 42 employee respondents then from a total of 14 hypotheses there are 3 hypotheses that have a significant or acceptable effect, while 11 other hypotheses are not significant or cannot be accepted. Hypotheses that have a significant effect are Facilitating Conditions on Use Behavior, Hedonic Motivation on Behavioral Intention, and Habit on Use Behavior. These variables have a positive effect on the variables they affect. The habit of DPMPTSP employees according to statistical results has the highest significance value in improving SIMPATIK use behavior.

Various outputs related to licensing services make employees who manage matters related to licensing increasingly use SIMPATIK. The feeling of pleasure and comfortable (hedonic motivation) when using SIMPATIK also allows DPMPTSP employees to complete their work effectively, and with minimal error rates. This makes DPMPTSP employees feel more attractive and comfortable when using SIMPATIK in completing their work. Then, the using behavior will increase along with increasing facilitating conditions. The better the provision of adequate organizational and technical infrastructure facilities, will increase the use of SIMPATIK. The existence of a technical team or special staff serving various obstacles related to SIMPATIK will further enhance the behavior of using SIMPATIK in the West Java Province DPMPTSP.

Performance expectancy or someone's belief that using Information Systems can improve their job performance, does not have a significant effect on a user's behavioral intention to use SIMPATIK. The effort expectations that are felt by users also have no significant effect on behavioral intention to use SIMPATIK. Social influence, which in this context means that the influence of colleagues and superiors also does not have a significant effect on behavioral intention to use SIMPATIK. Based on this, the variables of performance expectancy, effort expectancy, and social influence can be a concern in the future by DPMPTSP of West Java Province to increase acceptance and use of SIMPATIK by employees. Researchers can expand the indicators for each variable to a different population and sample. The moderator variables need to be further investigated to find out the effect on behavioral intentions and using behavior.

## References


Ajzen, Icek. 1991a. "The Theory of Planned Behavior." *Organizational Behavior and Human Decision Processes* (50:2), pp. 179–211.

Ajzen, Icek. 1991b. "The Theory of Planned Behavior." *Organizational Behavior and Human Decision Processes*. (50:2), pp. 179–211.

Akman, Ibrahim, and Alok Mishra. 2017. "Factors Influencing Consumer Intention in Social Commerce Adoption." *Information Technology and People* (30:2), pp. 356–70.

Alalwan, Ali A., Yogesh K. Dwivedi, Nripendra P. Rana, and Antonis C. Simintiras. 2016. "Jordanian Consumers' Adoption of Telebanking: Influence of Perceived Usefulness, Trust and Self-Efficacy." *International Journal of Bank Marketing* (34:5), pp. 690–709.

Alalwan, Ali Abdallah, Yogesh K. Dwivedi, and Nripendra P. Rana. 2017. "Factors Influencing Adoption of Mobile Banking by Jordanian Bank Customers: Extending UTAUT2 with Trust." *International Journal of Information Management* (37:3), pp. 99–110.

Ali, Faizan, Pradeep Kumar Nair, and Kashif Hussain. 2016. "An Assessment of Students' Acceptance and Usage of Computer Supported Collaborative Classrooms in Hospitality and Tourism Schools." *Journal of Hospitality, Leisure, Sport and Tourism Education* (18), pp. 51–60.

Almishal, Abdulelah, and Majed Almashari Alsaud. 2015. "Implementing ERP Systems in Government: Case Study of Saudi Organization." *Lecture Notes on Software Engineering* (3:2), pp. 120–24.

Alsheddi, Abdullah, Dharmendra Sharma, and Majharul Talukder. 2020. "Impact of Users' Socio-Cultural and Religious Orientation on Government Resource Planning (GRP) Systems Usage in Saudi Arabia." *IEEE Access* (8), pp. 122722–35.

Baptista, Gonçalo, and Tiago Oliveira. 2015. "Understanding Mobile Banking: The Unified Theory of Acceptance and Use of Technology Combined with Cultural Moderators." *Computers in Human Behavior* (50), pp. 418–30.

Bashir, Mohamed Sharif, and Muslichah Mohammad Machali. 2012. "The Effect of Service Quality and Government Role on Customer Satisfaction: Empirical Evidence of Microfinance in Kenya." *International Journal of Business and Social Science* 3 (14).

Compeau, Deborah R., and Christopher A. Higgins. 1995. "Computer Self-Efficacy: Development of a Measure and Initial Test." *MIS Quarterly: Management Information Systems* (19:2), pp. 189–210.

Costa, Carlos J., Edgar Ferreira, Fernando Bento, and Manuela Aparicio. 2016. "Enterprise Resource Planning Adoption and Satisfaction Determinants." *Computers in Human Behavior* 63 (October), pp. 659–71.

Davis, Fred D., Richard P. Bagozzi, and Paul R. Warshaw. 1989. "User Acceptance of Computer Technology: A Comparison of Two Theoretical Models." *Management Science* 35 (8), pp. 982–1003.

DeLone, William H., and Ephraim R. McLean. 2003. "The DeLone and McLean Model of Information Systems Success: A Ten-Year Update." In *Journal of Management Information Systems* (19), pp. 9–30. M.E. Sharpe Inc.

Gupta, Anil, Nikita Dogra, and Babu George. 2018. "What Determines Tourist Adoption of Smartphone Apps?: An Analysis Based on the UTAUT-2 Framework." *Journal of Hospitality and Tourism Technology* (9:1), pp. 48–62.

Gupta, M. P., and Debashish Jana. 2003. "E-Government Evaluation: A Framework and Case Study." *Government Information Quarterly* (20:4), pp. 365–87.

Hair, J. F. Jr, G. Tomas M. Hult, Christian M. Ringle, and Marko Sarstedt. 2014. *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM).Pdf*.

Hair, J. F. Jr, G. Tomas M. Hult, Christian Ringle, and Marko Sarstedt. 2015. *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. *International Journal of Research & Method in Education*. Vol. 38. Sage PublicationsSage CA: Thousand Oaks, CA.

Herrero, Ángel, Héctor San Martín, and María del Mar Garcia-De los Salmones. 2017. "Explaining the Adoption of Social Networks Sites for Sharing User-Generated Content: A Revision of the UTAUT2." *Computers in Human Behavior* (71), pp. 209–17.

Hew, Jun Jie, Voon Hsien Lee, Keng Boon Ooi, and June Wei. 2015. "What Catalyses Mobile Apps Usage Intention: An Empirical Analysis." *Industrial Management and Data Systems* (115:7), pp.

1269–91.
Hulland, John. 1999. "Use of Partial Least Squares (PLS) in Strategic Management Research: A Review of Four Recent Studies." *Strategic Management Journal* (20:2), pp. 195–204.
Hung, Shin Yuan, Chia Ming Chang, and Ting Jing Yu. 2006. "Determinants of User Acceptance of the E-Government Services: The Case of Online Tax Filing and Payment System." *Government Information Quarterly* (23:1), pp. 97–122.
Izzati, Berlian Maulidya. 2020. "Analysis of Customer Behavior in Mobile Food Ordering Application Using UTAUT Model (Case Study: GoFood Application)." *International Journal of Innovation in Enterprise System (*40:1), pp. 23–34.
Jogiyanto. 2011. *Konsep Dan Aplikasi Structural Equation Modeling Berbasis Varian Dalam Penelitian Bisnis*. UPP STIM YKPN. https://openlibrary.telkomuniversity.ac.id/pustaka/117269/konsep-dan-aplikasi-structural-equation-modeling-berbasis-varian-dalam-penelitian-bisnis.html.
Krejcie, Robert V, and Daryle W Morgan. 1970. "Determining Sample Size For Research Activities." *Educational And Psychological Measurement*. Vol. 30.
Mansoori, Khaled Ahmed Al, Jawahitha Sarabdeen, and Abdel Latif Tchantchane. 2018. "Investigating Emirati Citizens' Adoption of e-Government Services in Abu Dhabi Using Modified UTAUT Model." *Information Technology and People* (31:2), pp. 455–81.
Perpres. 2018. "Peraturan Presiden Nomor 95 Tahun 2018 Tentang Sistem Pemerintahan Berbasis Elektronik - BPPTIK." 2018. https://bpptik.kominfo.go.id/download/peraturan-presiden-nomor-95-tahun-2018-tentang-sistem-pemerintahan-berbasis-elektronik/.
Sok Foon, Yeoh, and Benjamin Chan Yin Fah. 2011. "Internet Banking Adoption in Kuala Lumpur: An Application of UTAUT Model." *International Journal of Business and Management* (6:4).
Sugiyono. 2005. "Memahami Penelitian Kualitatif." Alfabeta. https://openlibrary.telkomuniversity.ac.id/home/catalog/id/14156/slug/memahami-penelitian-kualitatif.html.
Sugiyono. 2016. *Metode Penelitian Dan Pengembangan (Research and Development/R&D). Bandung: Alfabeta*. Bandung: Alfabeta.
Sugiyono. 2018. *Metode Penelitian Pendidikan: Pendekatan Kuantitatif, Kualitatif Dan Dan Kombinasi (Mixed Methods)*. Bandung: Alfabeta.
Syamsudin, Ruci Meiyanti, Deki Satria, Rinda Wahyuni, and Dana Indra Sensuse. 2018. "Exploring Factors Influence Behavioral Intention to Use E-Government Services Using Unified Theory of Acceptance and Use of Technology 2 (UTAUT2)." In *2018 International Seminar on Research of Information Technology and Intelligent Systems, ISRITI 2018*, pp. 237–42. Institute of Electrical and Electronics Engineers Inc.
Tamilmani, Kuttimani, Nripendra P. Rana, and Yogesh K. Dwivedi. 2020. "Consumer Acceptance and Use of Information Technology: A Meta-Analytic Evaluation of UTAUT2." *Information Systems Frontiers*, pp. 1–19.
Venkatesh, Morris, Davis, and Davis. 2003. "User Acceptance of Information Technology: Toward a Unified View." *MIS Quarterly* (27:3), pp. 425.
Venkatesh, Viswanath, and Michael G. Morris. 2000. "Why Don't Men Ever Stop to Ask for Directions? Gender, Social Influence, and Their Role in Technology Acceptance and Usage Behavior." *MIS Quarterly: Management Information Systems* (24:1), pp. 115–36.
Venkatesh, Viswanath, James Y.L. Thong, and Xin Xu. 2012a. "Consumer Acceptance and Use of Information Technology: Extending the Unified Theory of Acceptance and Use of Technology." *MIS Quarterly: Management Information Systems* (36:1), pp. 157–78.
Venkatesh. 2012b. "Consumer Acceptance and Use of Information Technology: Extending the Unified Theory of Acceptance and Use of Technology." *MIS Quarterly: Management Information Systems* (36:1), pp. 157–78.
Venkatesh, Viswanath, James Y L Thong, and Xin Xu. 2016. "Unified Theory of Acceptance and Use of Technology: A Synthesis and the Road Ahead." *Journal of the Association for Information Systems* (17:5).
Wang, Yi Shun, and Yi Wen Liao. 2008. "Assessing EGovernment Systems Success: A Validation of the DeLone and McLean Model of Information Systems Success." *Government Information Quarterly* (25:4), pp. 717–33.
Wang, Yi Shun, and Ying Wei Shih. 2009. "Why Do People Use Information Kiosks? A Validation of

the Unified Theory of Acceptance and Use of Technology." *Government Information Quarterly* (26:1), pp. 158–65.

Wu, Yu-Lung, Yu-Hui Tao, and Pei-Chi Yang. 2008. "The Use of Unified Theory of Acceptance and Use of Technology to Confer the Behavioral Model of 3G Mobile Telecommunication Users." *Journal of Statistics and Management Systems* (11:5), pp. 919–49.

**How to cite:**

Saputra, M., Izzati, B. M., Ramadhani, J. 2021. "The Acceptance of Government Resource Planning (GRP) System Using Extending the Unified Theory of Acceptance and Use of Technology (UTAUT 2)," *Jurnal Sistem Informasi (Journal of Information System)* (17:1), pp. 1–19.