

Faktor-faktor adopsi mobile government di indonesia: studi kasus layanan aspirasi dan pengaduan online rakyat (LAPOR) = Mobile government adoption factors in indonesia: case study layanan aspirasi dan pengaduan online rakyat (LAPOR)

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Abstrak

LAPOR! hadir sebagai bentuk keterlibatan masyarakat dalam pemerintahan. LAPOR! dengan unsur mobile government (m-government) di dalamnya, memiliki faktor adopsi yang perlu diidentifikasi untuk meningkatkan adopsinya di masyarakat. Penelitian ini memodelkan faktor adopsi m-government di Indonesia, dengan membandingkan beberapa model adopsi m-government yang sudah ada. Setelah itu dilakukan pengujian ke LAPOR! yang dianalisis dengan teknik SEM. Dari uji coba tersebut didapatkan faktor yang adopsi LAPOR! berbasis SMS yaitu perceived awareness, resource condition dan multi channel option. Adapun faktor adopsi LAPOR! berbasis aplikasi mobile adalah resource condition multi channel option, perceived image, government reputation, perceived information quality dan perceived functional benefit.

.....LAPOR! are provided as form of citizen involvement in government. With government (m-government) aspect inside, LAPOR! has adoption factors that needed to be know to encourage it's adoption. This research try to develop model for adoption of m-government in Indonesia. Then test the model in LAPOR! case study which analyze with SEM technique. From that LAPOR! adoption factor is discovered as perceived awareness, resource condition and multi channel option as SMS based LAPOR! adoption factors. Also resource condition multi channel option, perceived image, government reputation, perceived information quality and perceived functional benefit as mobile application based LAPOR! adoption factors.