

## Faktor-faktor penerimaan individu dalam implementasi TI di Pemerintah Kota Bogor = Individual factors of acceptance in the implementation of IT in Government Of Bogor City

Layungsari, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20405186&lokasi=lokal>

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### Abstrak

[Penerapan Teknologi Informasi (TI) di lingkungan Pemerintahan dilakukan dengan tujuan untuk meningkatkan layanan kepada masyarakat sehingga perlu dipastikan setiap inisiasi TI dapat terimplementasi dan diterima dengan baik di lingkungan pemerintahan dan sejalan dengan arahan implementasi e-gov oleh pemerintah pusat. Tidak semua penerapan TI di Kota Bogor berujung pada keberhasilan, dari beberapa aplikasi yang dikembangkan Pemkot Bogor dalam kurun waktu antara tahun 2008 sampai dengan tahun 2013, empat aplikasi dengan pengguna seluruh unit kerja maupun pada internal unit kerja memiliki tingkat utilisasi yang rendah (kurang dari 80%) dan lima aplikasi lainnya tidak lagi dioperasikan akibat dari sepihnya pengguna pada aplikasi tersebut. Sejumlah proses kembali dilakukan secara manual karena rendahnya tingkat utilisasi pada aplikasi yang mengotomasi prosesnya.

Penelitian ini menganalisa faktor-faktor yang mempengaruhi penerimaan individu dalam implementasi TI di Lingkungan Pemerintah Kota Bogor dengan menggunakan model penerimaan TAM (Technology Acceptance Model) karena beberapa penelitian sejenis sebelumnya menunjukkan bahwa TAM dapat digunakan sebagai dasar model penerimaan TI untuk memprediksi niat penggunaan TI pada pegawai pemerintah di sebagian besar kota di Indonesia. Metodologi yang digunakan berupa Survey Research dan bersifat kuantitatif dengan jumlah responden sebanyak 410 pegawai pemerintah kota bogor. Pengolahan data dilakukan menggunakan teknik statistika deskriptif dan Partial Least Square Structural Equation Modeling (PLS-SEM).

Hasil pengolahan data membuktikan bahwa Persepsi Kegunaan (Perceived Usefulness) dan Persepsi Kemudahan Penggunaan (Perceived Ease of Use) memiliki pengaruh yang signifikan terhadap niat menggunakan TI (Behavioural Intention) pada Pemerintah Kota Bogor. Niat menggunakan TI (Behavioural Intention) memiliki pengaruh yang signifikan terhadap penggunaan TI secara nyata (Actual Use), dan Persepsi Kemudahan Penggunaan (Perceived Ease of Use) memiliki pengaruh yang signifikan terhadap Persepsi Kegunaan (Perceived Usefulness).

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Application of Information Technology (IT) in local government carried out with the aim to improve service to the citizens so that needs to be ascertained every IT initiatives can be implemented and accepted well by government employees and has to be in line with the direction of the implementation of e-Government by the central government. Not all of the application of IT in the city of Bogor lead to success, some of the applications developed by Bogor city government in the period between 2008 to 2013 running with low utilization (less than 80 %) and five other applications no longer operate as a result of very minimum user. A number of processes related to services performed manually because of the low level of utilization in applications that automate the process.

This study analyzes the individual factors that influence the acceptance of implementation of IT in the Government Environment using TAM (Technology Acceptance Model) because some previous similar studies showed that TAM can be used as the basis of a model to predict the IT acceptance in government employees in most cities in Indonesia. This study is quantitative Survey Research using sample of 410 employees of Bogor city. Data processing was performed using descriptive statistical techniques and Partial Least Square Structural Equation Modeling (PLS-SEM).

The results prove that the Perceived Usefulness and Perceived Ease of Use has a significant influence on the Behavioural Intention to use IT at Government of Bogor City. Behavioural Intention has a significant influence on the Actual IT Use, and Perceived Ease of Use had a significant effect on the Perceived Usefulness. The individual factors that influence the acceptance of implementation of IT in the Government of Bogor City are Perceived Usefulness, Perceived Ease of Use and Behavioural Intention., Application of Information Technology (IT) in local government carried out with the aim to improve service to the citizens so that needs to be ascertained every IT initiatives can be implemented and accepted well by government employees and has to be in line with the direction of the implementation of e-Government by the central government. Not all of the application of IT in the city of Bogor lead to success, some of the applications developed by Bogor city government in the period between 2008 to 2013 running with low utilization (less than 80 %) and five other applications no longer operate as a result of very minimum user. A number of processes related to services performed manually because of the low level of utilization in applications that automate the process.

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