

Pengaruh perceived ease of use, perceived usefulness, trust, transparansi, akuntabilitas dan efisiensi terhadap kepuasan pengguna E-procurement = The influence of perceived ease of use, perceived usefulness, trust, transparency, accountability and efficiency on user satisfaction of E-procurement

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Abstrak

Penelitian ini bertujuan untuk melihat faktor-faktor yang mempengaruhi kepuasan pengguna e-procurement. Faktor-faktor tersebut adalah perceived ease of use, perceived usefulness, trust, transparansi dan akuntabilitas serta efisiensi. Penelitian dilakukan dengan survei kepada pengguna e-procurement yang terdiri dari Pejabat Pembuat Komitmen (PPK), Pejabat Pengadaan Barang/Jasa dan Unit Layanan Pengadaan (ULP). Data yang diperoleh berjumlah 213 responden. Metode analisis data menggunakan Structural Equation Modeling (SEM) yang didukung dengan software lisrel 8.8. Hasil penelitian menunjukkan bahwa perceived ease of use, perceived usefulness, trust, transparansi dan akuntabilitas berpengaruh positif terhadap kepuasan pengguna, sedangkan efisiensi tidak berpengaruh terhadap kepuasan pengguna

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This study aimed to look at the factors which affect the user satisfaction of e-procurement. Such factors are perceived ease of use, perceived usefulness, trust, transparency and accountability, and also efficiency. A survey towards users of e-procurement, consisting of Committing Officer (PPK), the Goods/Service Procurements Officials and Procurement Services Unit (ULP), was conducted for this study. Data obtained amounted to 213 respondents. Methods of data analysis using Structural Equation Modeling (SEM) supported by LISREL 8.8 software. The results showed that the observed factors namely perceived ease of use, perceived usefulness, trust, transparency and accountability positively impacted on user satisfaction. In contrast, the efficiency factor proved to have no influence on user satisfaction.