

# Faktor-Faktor Penerimaan dan Penggunaan Sistem Informasi Layanan Administrasi Kependudukan pada Aplikasi Alpukat Betawi di DKI Jakarta = Factors of Acceptance and Use of Service Information Systems Population Administration on the Alpukat Betawi Application at DKI Jakarta

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## Abstrak

Salah satu provinsi dengan jumlah penduduk yang besar di Indonesia adalah DKI Jakarta. Kondisi tersebut berpengaruh terhadap tingginya permintaan pelayanan kependudukan. Pelayanan administrasi kependudukan diselenggarakan untuk mengetahui kebutuhan masyarakat serta sebagai dasar pembuatan kebijakan. Salah satu inovasi yang dilakukan oleh Kantor Dinas Dukcapil Pemprov DKI Jakarta untuk mempermudah masyarakat dalam menjangkau layanan administrasi kependudukan adalah “Alpukat Betawi”. Alpukat Betawi adalah singkatan dari Akses Langsung Pelayanan Dokumen Kependudukan Cepat dan Akurat; yaitu penerapan one stop network service yang mengintegrasikan 17 layanan administrasi kependudukan. Penelitian dari skripsi ini bertujuan untuk mengetahui faktor-faktor yang mempengaruhi penerimaan dan penggunaan sistem informasi pada aplikasi Alpukat Betawi berdasarkan teori gabungan antara Technology Acceptance Model (TAM) dan Delone & Mclean Model. Pendekatan kuantitatif digunakan dalam skripsi ini; dengan metode pengumpulan data menggunakan kuesioner, dan pengolahannya dengan SmartPLS; serta menggunakan metode wawancara dan observasi. Hasil penelitian menunjukkan bahwa delapan hipotesis diterima dan dua hipotesis ditolak. Hipotesis yang diterima adalah Information Quality berpengaruh terhadap Perceived Ease of Use, Information Quality berpengaruh terhadap Perceived Usefulness, Perceived Ease of Use berpengaruh terhadap Perceived Usefulness, Perceived Ease of Use berpengaruh terhadap User Satisfaction, Perceived Usefulness berpengaruh terhadap User Satisfaction, System Quality berpengaruh terhadap Perceived Ease of Use, Service Quality berpengaruh terhadap Perceived Ease of Use, dan User Satisfaction berpengaruh terhadap Net Impact. Mayoritas responden merasa aplikasi ini membantu dalam pengurusan dokumen kependudukan karena proses yang lebih mudah, menghemat waktu, dan menghemat biaya yang dikeluarkan.

.....One of the provinces with the largest population in Indonesia is DKI Jakarta. These conditions affect the high demand for population services. Population administration services are organized to find out the needs of the community and as a basis for policy making. One of the innovations made by the DKI Jakarta Provincial Government's Population and Civil Registry Service Office to make it easier for the public to reach population administration services is "Alpukat Betawi". Alpukat Betawi stands for Direct Access to Fast and Accurate Population Document Services; namely the application of a one stop network service that integrates 17 population administration services. The research of this thesis aims to determine the factors that influence the acceptance and use of information systems in the Alpukat Betawi application based on the combined theory of the Technology Acceptance Model (TAM) and the Delone & McLean Model. Quantitative approach is used in this thesis; with the data collection method using a questionnaire, and processing it with SmartPLS; and using interview and observation methods to collect data. The results showed that eight hypotheses were accepted and two hypotheses were rejected. The accepted hypothesis is

that Information Quality influences Perceived Ease of Use, Information Quality influences Perceived Usefulness, Perceived Ease of Use influences Perceived Usefulness, Perceived Ease of Use influences User Satisfaction, Perceived Usefulness influences User Satisfaction, System Quality influences Perceived Ease of Use, Service Quality has an effect on Perceived Ease of Use, and User Satisfaction has an effect on Net Impact. The majority of respondents feel that this application helps in managing population documents because the process is easier, saves time, and saves costs.