

Analysis of Factors Affecting the Acceptance of Private Scope PSE Registration Information Systems Using UTAUT2 and TAM Methods

Fajar Nugroho¹, Iffatul Mardhiyah²

¹Master Program in Information System, Gunadarma University, Jakarta, Indonesia

²Department of Mathematic, Gunadarma University, Jakarta, Indonesia

Email address: ¹nug198[at]gmail.com, ²iffatul[at]staff.gunadarma.ac.id

Abstract— Based on data registration of Private Scope PSE, there are still few website owners who register their Electronic Systems at the Ministry of Communication and Information Republic of Indonesia (Kominfo). The number of registrants is tiny compared to the number of websites circulating in the community. The purpose of this study was to obtain various factors that influence public acceptance of the Private Scope PSE registration information system at the Ministry of Communications and Informatics using the TAM and UTAUT2 acceptance models. TAM is used as a model to determine whether a user accepts or rejects information technology and the system's characteristics affect the user (Davis, 1993). In comparison, UTAUT2 is used as a model to study acceptance in the context of consumers of information technology (Venkatesh et al., 2012). The methodology is carried out in research using a quantitative survey with the number of respondents determined using a minimum Slovin of 193 sampling from a defined population of 3,468 subjects of PSE Private Scope registrant data. The survey results were analyzed with the concept of Structural Equation Modelling (SEM) and Partial Least Square (PLS). Cronbach's Alpha results in this model calculate greater than the limit of 0.7 except for the Perceived Trust construct. The HTMT value of each construct is less than the limit value of 0.9, so that the discriminant validity of this model is said to be valid. The study concludes that Price Value and Habit are the most influential factors on Behavioral Intention and build Use Behavior. Meanwhile, Facilitating Condition has a direct effect on Use Behavior.

Keywords— Privat Scope PSE, Public Services, SEM-PLS, UTAUT2, TAM.

I. INTRODUCTION

The website is the most extensive Electronic System that the community can directly feel. Website owners in Indonesia must register their website as Private Scope PSE (Electronic System Operators) through <https://layanan.kominfo.go.id>. As of March 19, 2021, the number of websites is 404 data [34]. This number is deficient compared to the number of websites with Indonesian TLDs of 500,798 pieces [35] or compared to 1.7 billion total world websites [36].

The low number of Private Scope PSEs who register through that system is a big question mark. An Information System is applicable if the system is easy to learn, contains appropriate functions, is preferred, and is secure, and in general, many people support the system [1].

An organization is using Information Systems to improve its performance. However, the performance often drops when there is a rejection by the user. User acceptance is often the

main factor in determining the success of an information system project [2].

Measuring the success of using Information Systems by measuring user and performance satisfaction, system use, and organizational performance [3]. Satisfied users are an indication of the overall fulfillment of the system. The amount of system usage is an indication of the success of the information system. Performance satisfaction is related to how often users use information systems. Meanwhile, organizational performance affects the acceptance of information by users [4].

Measuring the factors that affect the acceptance is carried out using existing methods such as Unified Theory of Acceptance Usage of Technology (UTAUT), extended UTAUT (UTAUT2), Integrating Information System Success Model (ISSM), Technology Acceptance Model (TAM), and other models.

The research tries to build a model analysis of factors that affect the acceptance of the Private Scope PSE registration system using the TAM and UTAUT2 methods so that the implementation of the Private Scope PSE registration information system can be evaluated and improved.

II. LITERATURE STUDY

A. Private Scope PSE

PSE Private Scope is a party that provides, manages, or simultaneously operates an Electronic System to its users or other parties [37].

The private scope means that activities are carried out by individuals or business entities or the community. With this meaning, PSE Private Scope can implement the Electronic System by individuals, business entities, or communities [38].

Website is included in the Electronic System, defined as a series of electronic devices and procedures that prepare, collect, process, analyze, store, display, announce, transmit, or disseminate Electronic Information [37].

B. Government Public Service

The implementation of public services is principally aimed at humans. It can be interpreted as providing services to people or communities interested in the organization under the basic rules and procedures established [5].

According to Endah, quoted from Thoha, public service is an effort carried out by a person and or group of people or

certain agencies that provide convenience for the community to achieve specific goals [6]. So that in public services, there is a direct interaction between the government and the community [7].

Private Scope PSE registration is included in government public services because Private Scope PSE registration is carried out by the Ministry of Communication and Information under the Minister of Communication and Information Technology Regulation Number 5 of 2020 concerning Private Scope Electronic System Operators.

C. Information System Acceptance

The purpose of the organization in using information systems is to improve the performance of the work. Acceptance by users is often the main factor that determines the success or failure of an information systems project [2].

According to Jones et al., the human factor is considered the weakest link in the chain that plays a significant role in protecting information systems [8]. Information system success can be measured by four types of measures, namely: 1) user satisfaction, 2) system use, 3) decision performance, and 4) organizational performance [3].

In addition to the measures presented by Sayekti, Antoni et al. see that infrastructure is the basis for organizations to improve performance [9]. Meanwhile, Jonar sees support from management as one of the factors that influence the success of information systems [10]. The state sees the lack of acceptance by the community as one of the obstacles to the success of a new information system/information technology [11].

D. Technology Acceptance Model

Davis developed TAM theory to test end user acceptance of a new information system [12]. TAM is intended to determine why users accept or reject information technology and how system characteristics influence user acceptance [2].

A person who uses technology is directly or indirectly influenced by behavioral intentions, attitudes, perceived usefulness, and ease of use [13]. TAM explains the behavior of computer users based on attitudes, intentions, and user behavior relationships.

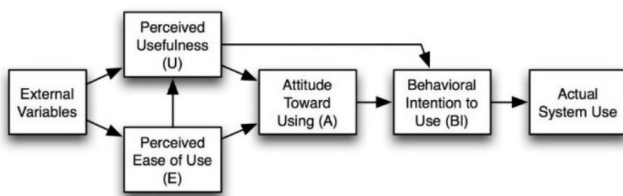


Fig. 1. TAM Model [2]

Ease of Use perception looks at the extent to which users believe that implementing a particular system will be free of effort to change perceptions that will affect users' use of the system [13].

Usefulness perception looks at the extent to which users believe that using a particular system will improve their

performance. The higher the favorable perception of the system, the more users will use the system [13].

E. Unified Theory of Acceptance and Use of Technology (UTAUT)

UTAUT synthesizes elements in 8 (eight) existing technology acceptance models, namely: 1) Theory of Reasoned Action (TRA); 2) Technology of Acceptance Model (TAM); 3) Motivation Model (MM); 4) Theory of Planned Behavior (TPB); 5) Combined Model (C-TAM-TBP); 6) Model of PC Utilization (MPCU); 7) Innovation Diffusion Theory (IDT); and 8) Social Cognitive Theory (SCT) [13].

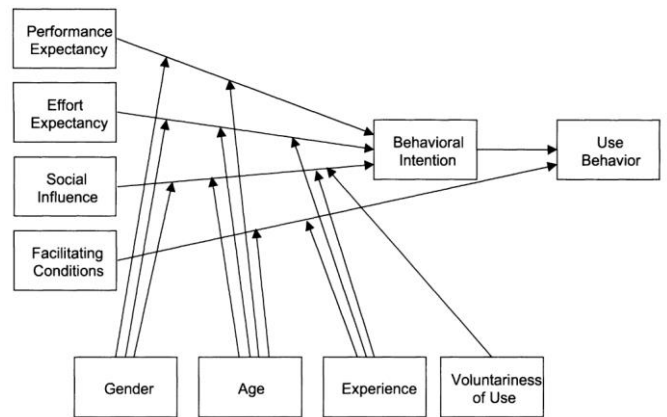


Fig. 2. UTAUT Model [14]

Performance expectancy is how an individual believes that using the system will help the individual achieve gains in job performance. Effort Expectancy is the level of ease associated with using the system, which refers to the user's effort to learn and operate the system. Social Influence is the degree to which an individual feels that the necessary people believe that he should use the new system. Facilitating Condition is how an individual supports using the system because of technical and organizational infrastructure [14].

F. Extended Unified Theory of Acceptance and Use of Technology (UTAUT2)

UTAUT2 studies the acceptance and use of information technology in a consumer context [15]. UTAUT2 can be seen in Figure 3 using variables in UTAUT added three more variables that affect behavioral intention and use behavior, namely: 1) Hedonic Motivation [16], 2) Price Value [17], and 3) Habit [18].

Hedonic Motivation is defined as the pleasure obtained from using technology. It is an essential determinant of acceptance and use of technology to predict consumer behavioral intentions to use technology [15].

Price Value is defined as the consumer's cognitive exchange between the perceived benefits of the application and the monetary cost of using it [15].

Habit is defined as the extent to which people tend to perform behaviors automatically due to learning [15].

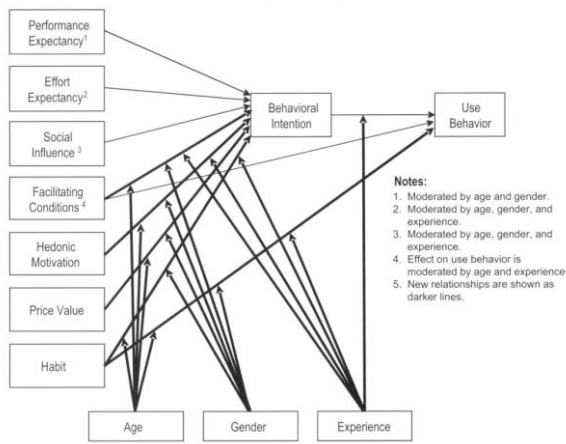


Fig. 3. UTAUT2 Model [15]

G. Previous Research

Tasmil's research applies the TAM model to assess fishermen's acceptance of the use of GPS. The study results concluded that the actual use of GPS use in fishers was built from behavioral intentions and facilities [19].

Sayekti's research applies the TAM model for testing the Regional Financial Information System (SIKD) model. A brief hypothesis from his research is that ease and usefulness affect the intention to use [3].

Mezhuyev's research using TAM for software engineering acceptance evaluation adds the perception factor variable to the two TAM constructor variables and organizational and team factors as external factors that affect technology acceptance [12]

Susanto's research using UTAUT to analyze the acceptance of the e-ticketing system resulted in social influence factors that did not significantly affect behavior intentions [20]

Almaiah & Alyoussef's research uses UTAUT to analyze the acceptance of the e-learning system in Saudi Arabia by adding a variable adjusted to the research environment, namely educational institutions. The Cronbach alpha reliability value is higher, namely > 0.7 [21].

Yohanes's research using UTAUT to analyze the acceptance of fintech applications adds the hypothesis of trust (trust) as a factor that influences behavioral intention [22]

Asatani's research on the analysis that affects mobile commerce uses TAM and UTAUT by combining the TAM model with perceived trust with the UTAUT model that forms behavioral intentions [13]

Mufingatun's research analyzes the factors that influence the acceptance of mobile banking applications using UTAUT2 using two variables as external conditions, namely perceived credibility (perceived credibility) and perceived self-efficacy, each of which affects behavioral intentions (behavioral). intention) Moreover, reuse behavior [23].

H. Research Framework

The theoretical framework used in this Final Project to analyze the factors that influence the acceptance of the Private Scope PSE registration information system using the UTAUT2 and TAM models can be seen in Figure 4.

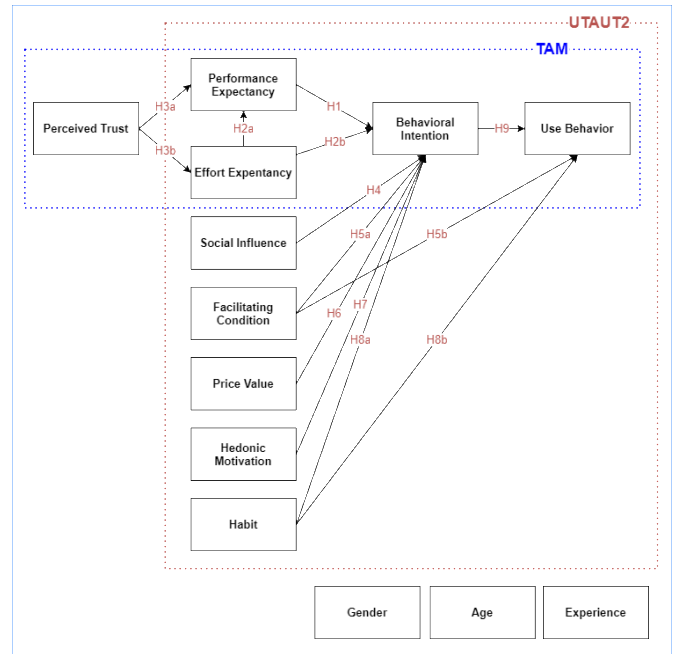


Fig. 4. Theoretical Research Framework

The description of the theoretical framework is as follows: H1 is formulated as Performance Expectancy (PE) significantly affects Behavioral Intention (BI). H2a is formulated Effort Expectancy (EE) is significant on Performance Expectancy (PE). H2b formulated Effort Expectancy (EE) significantly affects Behavioral Intention (BI). H3a formulated Perceived Trust (PT) significantly affects Performance Expectancy (PE). H3b is formulated that Perceived Trust (PT) significantly affects Effort Expectancy (EE). H4 is formulated that Social Influence (SI) significantly affects Behavioral Intention (BI). H5a is formulated as Facilitating Condition (FC) influencing Behavioral Intention (BI), and H5b is influencing Use Behavior (UB). H6 is formulated that Price Value (PV) significantly affects Behavioral Intention (BI). H7 is formulated that Hedonic Motivation (HM) significantly influences Behavioral Intention (BI). H8a is formulated that Habit (H) significantly influences Behavioral Intention (BI), and H8b is influencing Use Behavior (UB). H9 is formulated that Behavioral Intention (BI) significantly affects Use Behavior (UB).

III. RESEARCH METHODOLOGY

The research was carried out starting from the preparation of data collection, data processing (data tabulation input), validity and reliability testing, data analysis, and conclusions. The stages of the research are shown in Figure 5.

A. Collecting Primary Data

A researcher's original data collection is called primary data collection [24]. Primary data collection activities consist of four steps: 1) determining population and sample, 2) determining measurement, 3) preparing a questionnaire, and 4) distributing the questionnaire.

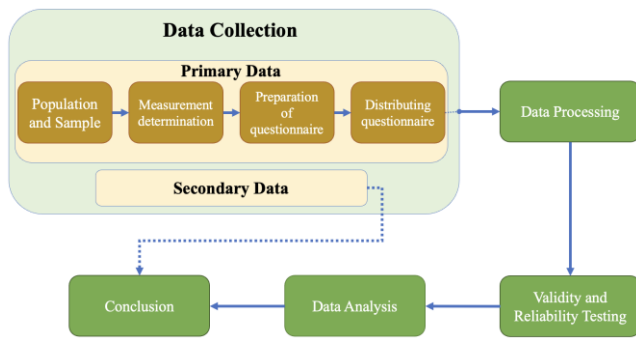


Fig. 5. Research Stage

TABLE I. Research Variable Conceptualization

Variable	Conceptualization	Indicator Variable
Performance Expectancy	The individual's level of expectation on how using the system will help him or her gain performance gains.	PE1: Usability PE2: Registered PE3: Trusted PE4: Advantage PE5: Publication
Effort Expectancy	The level of convenience associated with the use of the Private Scope PSE registration information system refers to the effort the user puts into learning and operating the system	EE1: Product Access EE2: Understand Products EE3: Easy Requirements EE4: Requirements Information EE5: Easy Procedure EE6: Procedure Information EE7: Time
Perceived Trust	The degree used how the system can build user confidence.	PT1: Operator PT2: Personal Data
Social Influence	The degree to which an individual feels that the people essential to him believe that he should use the new system.	SI1: Boss SI2: Colleagues SI3: People Outside of Work
Facilitating Conditions	The degree to which an individual perceives the availability of technical and organizational infrastructure to support information systems.	FC1: Connection FC2: Device FC3: Technical Assistance FC4: Individual Abilities
Price Value	The compromise of consumer's cognitive that happens between the perceived benefits of technology and the costs of using the technology.	PV1: Price PV2: Benefits PV3: Service
Hedonic Motivation	An individual's level of pleasure that originates from using technology and has played an essential role in determining the acceptance and use of technology.	HM1: Fun HM2: User Friendly HM3: Interesting
Habit	The degree indicator that performs where people perform the behavior automatically.	H1: Personal Information. H2: Formal Information
Behavioral Intention	A person's desire/intention to use technology. Someone will use technology if he has the intention to use it.	BII: Intention to Use
Usage Behavior	A level of both time and frequency in using a Technology	UB1: Using Frequency UB2: Using Time

The population is determined based on the number of registrants since the first regulation was 4,676 registrants. SEM is used to test the technology acceptance model, so the number of samples used is recommended to be effective 150 - 400 respondents [25]. This study calculated the sample based on the Slovin equation with a set sampling margin of 7% or 196 samplings.

Measurement using Sequential Equation Modeling (SEM). The scale used is a Likert scale. The Likert scale can be considered continuous or interval, fulfilling the SEM assumption requirements [25]. The conceptualization of research variables can be seen in Table I.

The various methods for collecting survey data have implications for both response rates and the cost of obtaining a good sample [26]. The sampling method used is correspondence using internet facilities, namely email and web pages in the form of a questionnaire.

B. Collecting Secondary Data

Secondary data analysis involves a pre-existing data set previously collected by other researchers [24]. Secondary data collected by other people or agencies can assist research [26]. This study obtained secondary data from library sources (books, journals, theses), information sources from the research environment, and internet searches for data and articles.

C. Collecting Secondary Data

SEM analysis uses a 2-step approach. The Stage is measuring variables using the CFA technique and testing the whole structure of the SEM model.

Convergent validity in the model is valid based on the Average Variance Extracted (AVE) value which has a construction value greater than 0.5. AVE represents the average amount of variance explained by a construct in its indicator variables relative to the overall variance of the indicators [27].

Examination of discriminant validity using Fornell-Larcker creation with the square root value of the AVE of each construct must produce a value greater than the correlation between constructs. In addition to Fornell-Larcker testing, you can use the Heterotrait-Monotrait ratio of correlations (HTMT) with a value limit below 0.9 [27].

The consistency assessment uses a factor loading value above 0.6 so that items with a factor loading value lower than 0.6 (<0.600) are recommended to be discarded [28]. Furthermore, reliability testing is carried out, namely measuring the consistency of respondents in answering questions in questionnaires or other research instruments [25].

In this study, the reliability check uses an internal consistency model on the construct using Cronbach's Alpha and Composite Reliability (CR) values. The recommended value of Cronbach's Alpha and CR is 0.7 [29].

Alpha coefficient values below the recommendation generally indicate unsatisfactory internal consistency reliability. The value of the alpha coefficient tends to increase

with the increase in the number of scale items. Therefore, the alpha coefficient may be artificially and inappropriately inflated by including some redundant scale items [30].

D. Data Analysis

Descriptive statistics allow researchers to describe data and examine relationships between variables, while inferential statistics allow researchers to examine causal relationships [31].

The data analysis tests the hypothesis on the research framework by measuring the Goodness of Fit from the structural model. The assessment of model quality is based on its ability to predict endogenous constructs. The goodness of Fit is assessed based on the coefficient of determination (R²), cross-validated redundancy (Q²), and path significance (β) [32].

The value of R² for each endogenous variable must be greater than or equal to 0.1 [33]. Next, Q² determines the predictive relevance of the endogenous variables. A Q² value that is more than zero indicates that the model has predictive relevance, while a value less than zero indicates that the modeling is less precise. Finally, a path significance examination was carried out where the P-Values value was below 0.1 to indicate the acceptance of the suitable model [32].

IV. RESULTS AND DISCUSSION

A. Pre-Survey Test

A questionnaire is reliable if the Cronbach's Alpha value is above 0.70 (α > 0.60). If the Cronbach's Alpha value obtained is below 0.70, it is necessary to revise the questionnaire and re-test until the Cronbach's Alpha value is above 0.70.

The test was conducted on 18 initial respondents who filled out the questionnaire. The Cronbach's Alpha value obtained is above 0.7, 0.937 without any question items that must be discarded. Cronbach's Alpha calculation is based on the number of question items (k) and the ratio of means covariance between items and means variance between items. Calculation results as seen in Table II.

TABLE II. Research Variable Conceptualization

Cronbach's Alpha	N of items
0.937	18

B. Statistic Review

Researchers distributed questionnaires through an online format and sent them via email to Private Scope PSE registrants who had registered before the issuance of PM 5 of 2020 as many as 2,266 email addresses from a total population of 3,468 registrants. The feedback from the questionnaire was 205 respondents. The statistical picture in this study includes the gender and age of the respondents.

The sex composition of the respondents can be seen that male respondents are more likely to fill out the questionnaire, which is 68.29%. The number of respondents aged 17 – 23 years was 5.85%. The number of respondents aged 24-39 years is 63.41%. The number of respondents aged 40-55 years

was 27.80%. At the same time, the number of respondents aged > 55 years was 2.93%.

C. Measurement Model Testing

All CR values in this model are more than the recommended value of 0.7. The Cronbach's Alpha value in this model is also more significant than the 0.7 limits, except for the PT construct, which uses a binary scale. This model's Convergent validity can be validly based on the Average Variance Extracted (AVE) value, which has each value in the construct greater than 0.5. The reliability, validity, and factor loadings for each item can be seen in Table III.

TABLE III. Loadings, Reliability, and Validity

Constructs	Loadings	Cronbach's Alpha	Composite Reliability	AVE
BIUS1	1	1	1	1
FC1	0.875	0.812	0.877	0.642
FC2	0.831			
FC3	0.717			
FC4	0.772			
FE1	0.86	0.931	0.945	0.71
FE2	0.835			
FE3	0.741			
FE4	0.912			
FE5	0.892			
FE6	0.883			
FE7	0.762			
H1	0.892	0.763	0.894	0.808
H2	0.906			
HM1	0.883	0.894	0.934	0.825
HM2	0.919			
HM3	0.922			
PE1	0.871	0.899	0.926	0.713
PE2	0.823			
PE3	0.866			
PE4	0.821			
PE5	0.842			
PT1	0.918	0.582	0.818	0.694
PT2	0.739			
PV1	0.807	0.712	0.839	0.635
PV2	0.851			
PV3	0.728			
SI1	0.896	0.847	0.908	0.767
SI2	0.917			
SI3	0.811			
UB1	0.942	0.852	0.931	0.871
UB2	0.925			

Examination of discriminant validity using the Fornell-Larcker criterion with the square root value of the AVE of each construct must produce a value greater than the correlation between constructs. In addition, discriminant validity checks can also use the Heterotrait-monotrait Ratio of Correlations (HTMT) with a value limit below 0.9 [27].

The results of the two methods of examining discriminant validity, the square root value of the AVE of each construct produces a value greater than the correlation between constructs, and the HTMT value of each construct is less than the limit value of 0.9. Thus, discriminant validity in this model can be said to be valid.

D. Structural Model Testing

The structural model reflects the hypothesis testing in this research framework. A structural model is assessed based on R2, Q2, and the significance of the path.

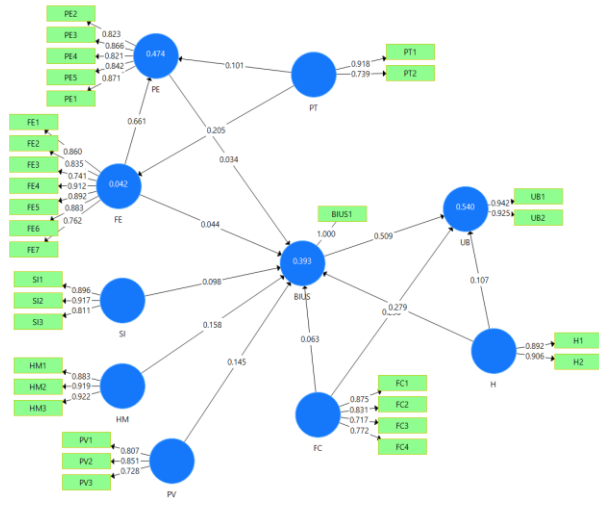


Fig. 6. Structural Model of UTAUT2 and TAM

Variables are associated with constructs to be constructed with arrows leading to each variable. Then each construct is connected with other constructs according to the model in the methodology. The structural model can be seen in Figure 6.

The goodness of fit model is determined by the strength of each structural path measured from the R2 value for each dependent variable (endogenous), indicating that all R2 values are more than 0.1 except for the FE (Effort Expectancy) variable, which only has one exogenous variable. Therefore, the ability to predict is already established. The value of R2 can be seen in Table IV.

TABLE IV. Hypothesis Testing, R², and Q²

Hypothesis	β	STDEV	T-Statistics	P-Values
H1: PE → BIUS	0.034	0.105	0.324	0.746
H2a: FE → PE	0.661	0.038	17.500	0.000
H2b: FE → BIUS	0.044	0.102	0.435	0.664
H3a: PT → PE	0.100	0.074	1.347	0.179
H3b: PT → FE	0.205	0.102	2.014	0.045
H4: SI → BIUS	0.098	0.087	1.136	0.257
H5a: FC → BIUS	0.063	0.115	0.545	0.586
H5b: FC → UB	0.238	0.071	3.362	0.001
H6: PV → BIUS	0.145	0.074	1.974	0.049
H7: HM → BIUS	0.158	0.101	1.565	0.118
H8a: H → BIUS	0.279	0.085	3.275	0.001
H8b: H → UB	0.106	0.085	1.243	0.215
H9: BIUS → UB	0.510	0.080	6.367	0.000
	R²	Q²		
BIUS	0.393	0.333		
FE	0.042	0.025		
PE	0.474	0.327		
UB	0.542	0.456		

Next, Q2 determines the predictive relevance of the endogenous variables. A Q2 value that is more than zero indicates that the model has predictive relevance. The model

was then examined using the Standardized Root Mean-square Residual (SRMR). The SRMR value formed is 0.067. The SRMR value that is below the 0.1 limits indicates the acceptance of a suitable model.

The test results showed that the hypotheses H2a, H3b, H5b, H6, H8a, and H9 were accepted, while the other hypotheses were rejected.

E. Mediation Analysis Testing

Mediation analysis was conducted to determine the mediating role of PE and BIUS. Table V presents the significance of the mediating role of PE and BIUS. The test results show that PE does not have a mediating role between FE and BIUS, and BIUS does not have a mediating role between FC and UB.

TABLE V. Research Variable Conceptualization

	Direct Effect	P-Values		Indirect Effect	P-Values
FE → BIUS	0.044	0.664	FE → PE → BIUS	0.022	0.746
FC → UB	0.238	0.001	FC → BIUS → UB	0.032	0.591
H → UB	0.106	0.215	H → BIUS → UB	0.143	0.006

BIUS has a mediating role in the relationship between H-UB and UB because the direct effect between H-UB is not significant. However, after BIUS is included as a mediator between H-UB, the total effect becomes significant, strengthened by a significant indirect effect. So, BIUS on the relationship between H-UB is complete mediation which means that using a system impacts habits through behavioral intentions.

V. CONCLUSION

Behavioral Intention that impacts behavior using the Private Scope PSE registration system is heavily influenced by Price Value and Habit (habits). There are no direct costs incurred to register for a Private Scope PSE, which is considered cheap. Meanwhile, the user's habit of using various facilities in the registration system also builds behavioral intentions.

Facilitating Condition has a direct impact on the behavior of using the Private Scope PSE registration system. Facilitating conditions include the perception that users use the Private Scope PSE registration system because it is supported by a technical and organizational infrastructure that supports Private Scope PSE registration.

Other variables, namely Performance Expectation, Effort Expectation, Social Influence, and Hedonic Motivation are not significant enough to be factors that affect users using the Private Scope PSE registration system.

For further research, it is necessary to research a combined quantitative and qualitative approach or methodology in public services so that the results obtained are not only from quantitative calculations but also quantitative studies.

Research related to the acceptance of information systems

or information technology in government public services can be expanded with other models such as TFF.

REFERENCES

[1] J. D. Could, S. J. Boies, and C. Lewis, "Making Usable, Useful, Productivity - Enhancing Computer Applications," *Commun. ACM*, vol. 34, no. 1, pp. 74–85, 1991.

[2] F. D. Davis, "User Acceptance of Information Technology: System Characteristics, User Perceptions and Behavioral Impacts.," *Int. J. Man. Mach. Stud.*, vol. 38, no. 3, pp. 475–487, 1993.

[3] F. Sayekti and P. Putarta, "Penerapan Technology Acceptance Model (TAM) Dalam Pengujian Model Penerimaan Sistem Informasi Keuangan Daerah," *J. Manaj. Teor. dan Terap.*, vol. 9, no. 3, pp. 196–209, 2016.

[4] I. O. Adeyemi and A. O. Issa, "Integrating Information System Success Model (ISSM) And Technology Acceptance Model (TAM): Proposing Students' Satisfaction with University Web Portal Model," *Rec. Libr. J.*, vol. 6, no. 1, p. 69, 2020.

[5] A. Mahsyar, "Masalah Pelayanan Publik di Indonesia Dalam Perspektif Administrasi Publik," *Otoritas J. Ilmu Pemerintah.*, vol. 1, no. 2, pp. 81–90, 2011.

[6] K. Endah, "Etika Pemerintahan Dalam Pelayanan Publik," *MODERAT J. Ilm. Ilmu Pemerintah.*, vol. 4, no. 1, pp. 141–151, 2018.

[7] F. R. Wulandari and Y. T. El Anshori, "Optimizing Public Service Through E-Gov Services (the Case of Public Service in South Jakarta Municipality)," *J. Gov. Polit.*, vol. 3, no. 2, pp. 369–390, 2012.

[8] C. M. Jones, R. V Mccarthy, and L. Halawi, "Utilizing the Technology Acceptance Model To Assess the Employee Adoption of Information Systems Security Measures," *Issues Inf. Syst.*, vol. 11, no. 1, pp. 9–16, 2010.

[9] D. Antoni and F. Fatoni, "Faktor-Faktor Infrastruktur Teknologi Informasi Corporate di Kota Palembang," *J. Sisfokom*, vol. 5, no. 2, p. 38, 2016.

[10] H. M. Jonar, "Analisis Penerimaan Sistem Informasi Manajemen Kepegawaian (SIMPEG) dalam Mendukung Penerapan E-Government pada Badan Pusat Statistik Provinsi Sumatera Barat," *J. IPTEKKOM J. Ilmu Pengetah. Teknol. Inf.*, vol. 19, no. 2, p. 121, 2018.

[11] R. A. Negara, "Faktor-Faktor Yang Mempengaruhi Penerimaan Sistem Informasi/Teknologi Informasi: Studi Kasus Program Wardes-GPOBA Direktorat Pemeberdayaan Informatika Kementerian Komunikasi dan Informatika," Universitas Indonesia, 2014.

[12] V. Mezhuhev, M. Al-Emran, M. A. Ismail, L. Benedicenti, and D. A. P. Chandran, "The Acceptance of Search-Based Software Engineering Techniques: An Empirical Evaluation Using the Technology Acceptance Model," *IEEE Access*, vol. 7, pp. 101073–101085, 2019.

[13] H. L. Asastani, Harisno, V. H. Kusumawardhana, and H. L. H. S. Warnars, "Factors Affecting the Usage of Mobile Commerce using Technology Acceptance Model (TAM) and Unified Theory of Acceptance and Use of Technology (UTAUT)," *Ist 2018 Indones. Assoc. Pattern Recognit. Int. Conf. Ina. 2018 - Proc.*, pp. 322–328, 2019.

[14] V. Venkatesh, M. G. Morris, G. B. Davis, and F. D. Davis, "User acceptance of information technology: Toward a unified view," *MIS Q. Manag. Inf. Syst.*, vol. 27, no. 3, pp. 425–478, 2003.

[15] V. Venkatesh, J. Y. L. Thong, and X. Xu, "Consumer Acceptance and Use of Information Technology: Extending the Unified Theory of Acceptance and Use of Technology," *MIS Q. Manag. Inf. Syst.*, vol. 36, no. 1, pp. 157–178, 2012.

[16] S. A. Brown and V. Venkatesh, "Model of adoption of technology in households: A baseline model test and extension incorporating household life cycle," *MIS Q. Manag. Inf. Syst.*, vol. 29, no. 3, pp. 399–426, 2005.

[17] W. B. Dodds, K. B. Monroe, and D. Grewal, "Effects of Price, Brand, and Store Information on Buyers' Product Evaluations," *J. Mark. Res.*, vol. 28, no. 3, p. 307.

[18] M. Limayem, S. G. Hirt, and C. M. K. Cheung, "How habit limits the predictive power of intention: The case of information systems continuance," *MIS Q. Manag. Inf. Syst.*, vol. 31, no. 4, pp. 705–737, 2007.

[19] T. Tasmil and H. Herman, "Penerapan Model TAM untuk Menilai Tingkat Penerimaan Nelayan terhadap Penggunaan GPS," *Pekommas*, vol. 18, no. 3, pp. 161–170, 2015.

[20] A. Susanto, P. R. Mahadika, A. Subiyakto, and Nuryasin, "Analysis of Electronic Ticketing System Acceptance Using an Extended Unified Theory of Acceptance and Use of Technology (UTAUT)," *2018 6th Int. Conf. Cyber IT Serv. Manag. CITSM 2018*, no. Citsm, 2019.

[21] M. A. Almaiah and I. Y. Alyoussef, "Analysis of the Effect of Course Design, Course Content Support, Course Assessment and Instructor Characteristics on the Actual Use of E-Learning System," *IEEE Access*, vol. 7, pp. 171907–171922, 2019.

[22] K. Yohanes, K. Junius, Y. Saputra, R. Sari, Y. Lisanti, and D. Luhukay, "Unified Theory of Acceptance and Use of Technology (UTAUT) model perspective to enhance user acceptance of fintech application," *Proc. 2020 Int. Conf. Inf. Manag. Technol. ICIMTech 2020*, no. August, pp. 643–648, 2020.

[23] M. Mufingatun, B. Prijanto, H. Dutt, V. Faculty, J. M. Islamia, and J. Nagar, "Analysis of factors affecting adoption of mobile banking application in Indonesia: an application of the unified theory of acceptance and use of technology (UTAUT2)," *Bisnis dan Manaj.*, vol. 12, no. 2, pp. 88–106, 2020.

[24] R. L. Miller and J. D. Brewer, *The A-Z of Social Research: A Dictionary of Key Social Science Research Concepts*, vol. 1, no. 1, 2003.

[25] S. Haryono, *Metode SEM Untuk Penelitian Manajemen dengan AMOS 22.00, LISREL 8.80 dan Smart PLS 3.0*, Cetakan Pe. Jakarta: PT. Intermedia Personalia Utama, 2016.

[26] D. A. de Vaus, *Surveys In Social Research*, Fifth Edit. Crows Nest: Allen & Unwin, 2002.

[27] J. Henseler, C. M. Ringle, and M. Sarstedt, "A new criterion for assessing discriminant validity in variance-based structural equation modeling," *J. Acad. Mark. Sci.*, vol. 43, no. 1, pp. 115–135, 2015.

[28] K. F. Latif, A. Pérez, and U. F. Sahibzada, "Corporate social responsibility (CSR) and customer loyalty in the hotel industry: A cross-country study," *Int. J. Hosp. Manag.*, vol. 89, no. May, p. 102565, 2020.

[29] M. M. L. Wasko and S. Faraj, "Why should I share? Examining social capital and knowledge contribution in electronic networks of practice," *MIS Q. Manag. Inf. Syst.*, vol. 29, no. 1, pp. 35–57, 2005.

[30] N. K. Malhotra, *Marketing Research An Applied Orientation*, 6th Editio. New Jersey: Prentice Hall, 2010.

[31] G. Marczyk, D. DeMatteo, and D. Festinger, *Essentials of research design and methodology*, vol. 43, no. 09. New Jersey: John Wiley & Sons Inc., 2005.

[32] J. A. Bernal-Conesa, C. de Nieves Nieto, and A. J. Briones-Peñalver, "CSR Strategy in Technology Companies: Its Influence on Performance, Competitiveness and Sustainability," *Corp. Soc. Responsib. Environ. Manag.*, vol. 24, no. 2, pp. 96–107, 2017.

[33] F. Falk and N. Miller, *A primer for soft modeling*, First Edit., no. April. Ohio: University of Akron, 1992.

[34] PSE. (2021). "Daftar PSE". <https://pse.kominfo.go.id/>. Accessed in March 19, 2021.

[35] PANDI. (2021). "Statistik PANDI". <https://pandi.id/statistik/>. Accessed in March 20, 2021.

[36] WEF. (2019). "This is how many websites exist globally". <https://www.weforum.org/agenda/2019/09/chart-of-the-day-how-many-websites-are-there/#:~:text=The%202020%20years%20that%20followed,million%20of%20them%20are%20active>. Accessed in March 20, 2021.

[37] JDIH, (2016). "Undang-Undang Nomor 19 Tahun 2016". https://jdih.kominfo.go.id/produk_hukum/view/id/555/t/undangundang+nomor+19+tahun+2016+tanggal+25+november+2016. Accessed in March 20 2021.

[38] JDIH, (2020). "Peraturan Menteri Komunikasi dan Informatika Nomor 5 Tahun 2020". https://jdih.kominfo.go.id/produk_hukum/view/id/759/t/peraturan+menteri+komunikasi+dan+informatika+nomor+5+tahun+2020. Accessed in March 20, 2021.