

**FACTORS AFFECTING UTILIZATION OF E-GOVERNMENT SERVICE
ADOPTION IN INDONESIA: THE ROLE OF INTENTION TO USE**

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ABSTRACT

E-government is a complete system that connects citizens, companies, and governments around the world that will allow quick and easy access to government services. E-government applications in public operations are thought to be capable of increasing information transparency and public participation in the government administration system. There is, however, still inequality and not optimal implementation of e-government services. This must be a source of concern for the government because if it is not addressed, the people will be unable to obtain full information and services. The purpose of this study is to test the effect of trust in e-government, perceived ease of use, internet experience, performance expectancy, facilitating conditions through intention to use as mediation variable. The sample in this study was 515 Indonesian citizens obtained from the distribution of questionnaires. The data obtained were analyzed using the PLS Structural Equation Model (SEM) version 3. The results showed that trust in e-government, perceived ease of use, internet experience, performance expectancy, facilitating conditions significantly influence the intention to use e-government services and intention to use has an influence on the utilization of service adoption of e-government services.

Keywords: *e-government, intention to use e-government services, technology acceptance model, unified theory of acceptance and use of technology, diffusion of innovation*

**FAKTOR-FAKTOR YANG MEMPENGARUHI PEMANFAATAN ATAS
ADOPSI PELAYANAN *E-GOVERNMENT* DI INDONESIA: PERANAN
*INTENTION TO USE***

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ABSTRAK

E-government adalah sistem lengkap yang menghubungkan warga negara, perusahaan, dan pemerintah di seluruh dunia yang akan memungkinkan akses cepat dan mudah ke layanan pemerintah. Aplikasi *e-government* dalam operasi publik dianggap mampu meningkatkan, transparansi informasi dan partisipasi publik dalam sistem administrasi pemerintahan. Akan tetapi, masih terdapat ketimpangan dan belum optimalnya implementasi layanan *e-government*. Hal ini harus menjadi perhatian pemerintah karena jika tidak segera diatasi, maka masyarakat tidak dapat memperoleh informasi dan layanan secara utuh. Penelitian ini mencoba untuk menjembatani kesenjangan dengan memeriksa faktor-faktor yang mempengaruhi niat dalam menggunakan layanan *egovernment* di Indonesia. Tujuan dari penelitian ini untuk menguji pengaruh *trust in e-government, perceived ease of use, internet experience, performance expectancy, facilitating conditions* melalui *intention to use* sebagai variabel mediasi. Sampel dalam penelitian ini adalah 515 warga negara Indonesia yang didapatkan dari penyebaran kuesioner. Data yang diperoleh dianalisis menggunakan *Structural Equation Model (SEM) PLS* versi 3. Hasil penelitian menunjukkan bahwa *trust in e-government, perceived ease of use, internet experience, performance expectancy, facilitating conditions* secara signifikan mempengaruhi niat dalam menggunakan layanan *e-government* dan *intention to use* memiliki pengaruh terhadap pemanfaatan atas adopsi layanan layanan *e-government*.

Kata kunci: *e-government, intention to use layanan e-government, technology acceptance model, unified theory of acceptance and use of technology, diffusion of innovation.*