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ANALYSIS OF FACTORS AFFECTING USE BEHAVIORS OF WAREHOUSE BONDS APPLICATION IN MERAK BANTEN

[1]MUHAMMAD ARYA PRIASTAMA PUTRA, [2]SFENRIANTO

[12]Information Systems Management Department, BINUS Graduate Program – Master of Information Systems Management, Bina Nusantara University, Jakarta, Indonesia 11480

E-mail: [1]1muhammad.putra031@binus.ac.id, [2]sfenrianto@binus.edu

ABSTRACT

Warehouse Bonds Application is an integrated system of all Bonded Place services aimed at monitoring the entry and exit of goods in the customs area under the supervision of Customs and Excise officers. Utilization of Information Technology can provide implications for better performance of Information technology at Bonded Places in Cilegon Merak City. Researchers use the Unified Theory Of Acceptance And Use Of The Technology 2 (UTAUT2) model which is one of the acceptance models of Information Technology User acceptance or better known with the name user acceptance is an important factor that affects the successful implementation of a technology. Primary data was obtained from distributing questionnaires to 116 Bonded Place Application users in Cilegon Merak City. The research data were analyzed using multiple linear regression analysis. In the results of this study, habit factors have the most significant influence on the use of bonded place applications, followed by facilitation conditions. The Unified Theory of Acceptance and Use of Technology 2 (UTAUT2) model in this study can explain the success of research on acceptance of information technology at bonded places in Cilegon Merak City by 75.7%.

Keyword: *Bonded Place Application, Acceptance of Technology, UTAT 2*

1. INTRODUCTION

The development of information systems in the current era is increasingly rapid, is the result of human thought that creates information systems that can affect the business world so as to bring changes in aspects of life. The changes that occur can be seen in the tendency of government agencies and the private sector to always use computers to support their business activities, almost all fields of work are applied, this aims to streamline performance and streamline time in terms of providing optimal services to their stakeholders.

Judging by the cultural changes as a result of these technological advances, the Directorate General of Customs and Excise as a government agency that provides service support to the community also continues to make maximum efforts in order to provide optimal services to the entire community, especially those directly related to customs activities at Bonded Storage. So that Customs and Excise Service Management Entrepreneurs can use the electronic Bonded Storage system to be an organizational solution in producing fast, easy, convenient and flexible services. In line with the growing development of Information Technology, the use of electronic services has been considered a very important requirement within the Directorate General of Customs and Excise in supporting business processes.

Based on data that came in from early 2017, there were 16 reports of application disruptions to the Centralized Application System for Bonded Storage, then in 2018 there were 66 reports then in 2019 there was an increase in reports to 190 reports, researchers obtained data from the servicedesk that problems often occurred in the past 3 years is the first time the Bonded Piling Place system fails to create a response document for the Letter of Approval for Release of Goods which results in delays in the supply of goods to consumers, both statuses of imported goods have entered the destination Bonded Storage, but when it will be validated in the Bonded Storage Place system by the Directorate officer The Customs and Excise General who maintains the data is not found in the Bonded Piling Place system so that the imported goods cannot enter the Bonded Storage for the

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purpose of being processed into finished goods which ultimately causes financial losses to stakeholders. The diagram of the problem in the application of Bonded Storage in the area of the Directorate General of Customs and Excise of Merak can be seen in Figure 1.

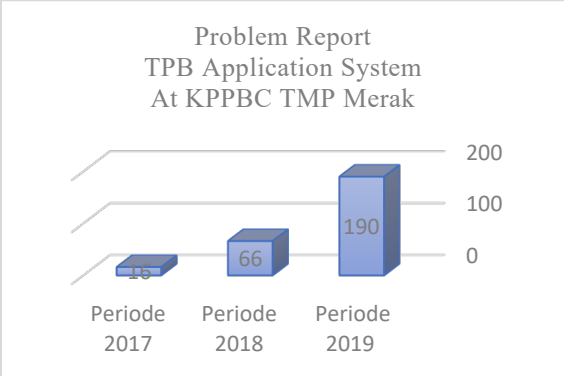

Figure 1: Disturbance Data for 3 Periods

Based on the results of disturbance information at the DIKC servicedesk during the period 2017 to 2019 regarding reports of disruptions to the Bonded Storage Place application, it was found that there was an increase in the number of reports, it is necessary to evaluate the Bonded Storage Place application. User satisfaction with the acceptance of the use of the application of the Centralized Application System for Bonded Storage needs to be carried out. Evaluation of the Bonded Storage Place application also requires further development so that it can better measure productivity, minimize risk errors in processing incoming data, and make decisions in data processing aimed at to analyze the required data.

In measuring the level of acceptance of information systems, an analysis model of The Unified Theory of Acceptance and Use of Technology is needed. Composed of basic theories regarding technology acceptance and behavior, UTAUT combines characteristics derived from eight other technology acceptance theories [1]. UTAUT is composed of four direct determinants that are significant to interest in the utilization and use of information systems, namely performance expectations, business expectations, social factors and facilitating conditions [2].

The UTAUT 2 model is a further development of the UTAUT model, in which UTAUT 2 studies the acceptance and use of a technology in a consumer context [3]. The purpose of the UTAUT 2 model is to identify three important constructs of research into the acceptance and use of technology for both the public and consumers, modify some of the existing relationships in the concept of the UTAUT model, and introduce new relationships [3]. Three constructs were added, namely hedonic motivation, price value, and habit. This study aims to (1) The Effect of Performance Expectancy on Behavioral Intention of the Centralized Application System for Bonded Storage. (2) The Effect of Effort Expectancy on Behavioral Intention of the Centralized Application System for Bonded Storage. (3) The Effect of Social Influence on the Behavioral Intention of the Centralized Application System for Bonded Storage. (4) Effect of Facilitating Condition on Behavioral Intention of SASP TPB application. (5) The effect of Hedonic Motivation has a significant influence on the Behavioral Intention of the application of the Bonded Storage Service Centralized Application System. (6) Influence of Habit on Behavioral Intention of SASP TPB application. (7) Effect of Facilitating Conditions on Use Behavior of Application System Application of Bonded Storage Service Centralization. (8) Does Habit have a significant influence on the Use Behavior of the Centralized Application System for Bonded Storage? (9) The influence of Behavioral Intention has a significant influence on the Use Behavior of the application of the Centralized Application System for Bonded Storage.

2. LITERATURE REVIEW

2.1 Bonded Stockpile System

Based on the Regulation of the Minister of Finance Number 29 / PMK.04/2018 concerning the Acceleration of Customs and Excise Licensing in the Context of Business Ease, it is defined that Bonded Storage is a place, or area that meets certain requirements used to store goods with a specific purpose by obtaining a suspension of Import Duty. Service Centralization Application System used by Bonded Piling Place entrepreneurs for Bonded Storage is a Customs Area and is fully under the supervision of the Directorate General of Customs and Excise. Bonded Storage Places can be in the form of Bonded Warehouses, Bonded Zones, Bonded Exhibition Places, Duty Free Shops, Bonded Auction Places, or Bonded Recycling Zones, with the following explanation:

1. Bonded Warehouse is a Bonded Storage Place to store imported goods, may be accompanied by 1 or more activities in the form of packaging/repackaging, sorting, kitting, packing, setting, cutting, certain goods within a certain period of time to be re-issued ;

2. Bonded Zone is a Bonded Storage Place to store imported goods and/or goods originating from other places in the customs area to be processed or combined, the results of which are mainly for export;
3. Bonded Exhibition Place is a Bonded Storage Place to store imported goods within a certain period of time, with or without goods from within the Customs Area to be exhibited;
4. Duty Free Shop is a Bonded Storage Place to store imported goods and/or goods from the Customs Area to be sold to certain people;
5. Bonded Auction Place is a Bonded Storage Place to store imported goods within a certain period of time to be sold by auction;
6. Bonded Recycling Zone is a Bonded Storage Place to store imported goods within a certain period of time, in which recycling activities are carried out from imported waste and/or from Customs Area so that it becomes a product that has added value and higher economic value.

In the application of the Centralized Application System for Bonded Storage. It can be explained that the first step for Bonded Storage Operators or Custodian Service Entrepreneurs is to fill in import documents that enter the bonded zone (BC 2.3) completely by using the application program for the Centralized Application System for Bonded Storage. The second step is the data and information from the customs complementary documents and then sending the BC 2.3 data electronically to the Service Computer System at the Customs and Excise Supervision Office. The third step is the Service Computer System in the Supervision Office receiving BC 2.3 data and conducting research. With the first condition. In the event that the results of the research show that the Bonded Storage Operator/Entrepreneur or the safekeeping service entrepreneur is not blocked, the Service Computer System conducts a further BC 2.3 research process and is accepted by the Service Computer System with a response to the Letter of Approval for the Release of Goods, and the second condition in terms of the results The research shows that the Bonded Storage Operator or the Custodian Service entrepreneur is blocked, the Service Computer System issues a rejection response in the form of a Notice of Rejection.

2.2 The Unified Theory of Acceptance and Use Of Technology (UTAUT)

In figure 2, The Unified Theory of Acceptance and Use Of Technology (UTAUT) is one of the technology acceptance models that synthesizes the elements of the eight existing technology acceptance models, namely the theory of reasoned action, technology acceptance model, motivation model, theory of planned behavior, combined TAM & TPB, model of PC utilization, innovation diffusion theory and social cognitive theory to obtain a unified view of the acceptance of the latest technology [1].

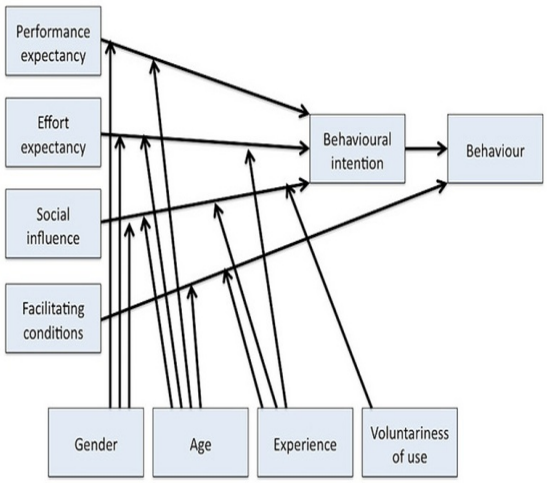

Figure 2: UTAUT Model

In the UTAUT research model, behavioral intention and behavior to use technology are influenced by people's perceptions of performance expectations, business expectations, social influences, and supportive conditions moderated by gender, age, experience, and volunteerism.

After evaluating the eight models, [1] found seven constructs that appear to be significant direct determinants of behavioral intention or use behavior in one or more of each model. The constructs are performance expectancy, effort expectancy, social influence, facilitating conditions, attitude toward using technology, and self-efficacy. After going through further testing, it was found that four main constructs play an important role as direct determinants of behavioral intention and use behavior, namely, performance expectancy, effort expectancy, social influence, and facilitating conditions.

2.3 The Unified Theory of Acceptance and Use of Technology 2 (UTAUT)

Unified theory of acceptance and use of technology 2 (UTAUT 2) adds three constructs in UTAUT, namely hedonic motivation, price values, and habits. Individual differences-name, age, gender and experience are thought to moderate the effects of

these constructs on behavioral intentions and technology use. As well as revealing that the impact of hedonic motivation on behavioral intentions is moderated by age, gender and experience, the effect of price values on behavioral intentions moderated by age, gender, and habits has both direct and mediated effects on behavior intentions technology use, and this effect is moderated by individual differences [3] according to Figure 3.

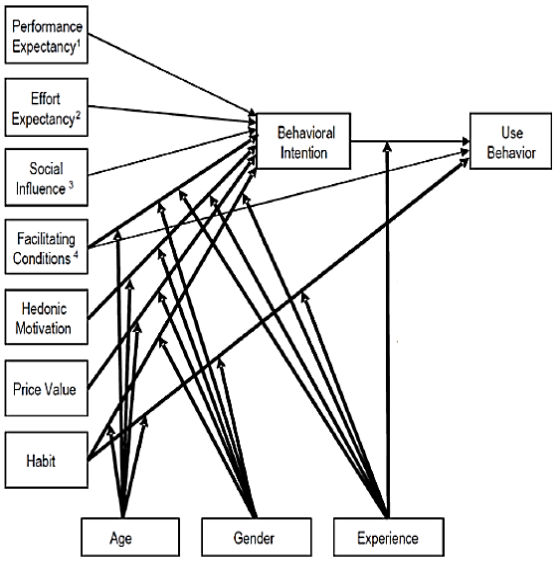

Figure 3: UTAUT 2 Model

2.4 Perfomance Expectancy

[1] Performance expectancy is the degree to which a person believes that using the system will help that person to obtain performance benefits on the job. In this concept there is a combination of variables obtained from previous research models regarding the acceptance and use of technology models. The variables are:

1. Perceived usefulness. [1] Perception of usability is defined as the extent to which a person believes that using a particular system will improve his or her performance. This research variable is found in research [4].
2. Extrinsic Motivation. [1] Extrinsic motivation is the perception that users want to carry out an activity because it is considered a tool in achieving valuable outcomes that are different from the activity itself, such as job performance, pay, and promotions. This research variable is found in research [4].
3. Job fit. [1] Job suitability is how the capabilities of a system improve individual job performance. This research variable is found in research [4].
4. Relative advantage. [1] the relative advantage is how far using an innovation is perceived to be better than using its predecessor. This research variable is found in research [5].
5. Outcome Expectations. [1] Outcome expectations relate to the consequences of behavior. Based on empirical evidence, they are separated into performance expectations and personal expectations. [4] Usefulness is a level where a person believes that the use of a particular subject will be able to improve the person's work performance. [6] provides dimensions of the usefulness of IT, namely making work easier, more useful, increasing productivity, increasing effectiveness, and improving work performance. From some of the explanations that have been presented above, it can be concluded that someone believes and feels that using an information technology will be very useful and can improve work performance and performance.

2.5 Effort Expectancy

Business expectations are the level of ease of use of the system that will be able to reduce the effort (energy and time) of individuals in doing their work. These variables are formulated based on 3 constructs in the previous model or theory, namely the perceived ease of use of the TAM model, the complexity of the PC utilization model, and the ease of use of the innovation diffusion theory [1].

[4] Identifying that ease of use has an influence on the use of information technology. This is consistent with research [7]. The ease of use of information technology will create a feeling in a person that the system has a use and therefore creates a sense of comfort when working with it [1]. The complexity that can form the construct of business expectations is defined [8] is the degree to which innovation is perceived as something that is relatively difficult to interpret and use by individuals. [9] found a negative relationship between complexity and utilization of information technology.

[4] Provides several indicators of ease of use of information technology, namely: Information technology is very easy to understand, Information technology does what users want easily, user skills will increase by using information technology, and information technology is very easy to operate. From some of the explanations that have been presented above, information technology users believe that

information technology that is more flexible, easy to understand and easy to operate will generate interest in using information technology and will continue to use information technology.

2.6 Social Influence

Social factors are defined as the degree to which an individual perceives that others convince him that he should use the new system. [9] identified three broad varieties of social factors:

1. Compliance is when people seem to agree with others, but actually still disagree and according to their personal opinion.
2. Identification is when people are influenced by someone they like and respect, such as a famous celebrity or a favorite player.
3. Internalization is when people accept a belief or behavior and agree both publicly and privately.

Social influence is the degree to which a person considers it important for others to convince him or herself to use the new system [1]. Social influence refers to a person's feeling to feel that people who are important to him think that he should use an application [1], [4], [10]. [5] Stating that in certain environments, the use of information technology will increase a person's status in the social system.

[1] Social influence has an impact on individual behavior through three mechanisms, namely obedience, internalization, and identification. It can be concluded that the more influence given by an environment to prospective users of information technology to use a new information technology, the greater the interest that arises from the personal potential of these users in using information technology because of the strong influence of the surrounding environment.

2.7 Facilitating Conditions

Facilitating conditions are a person's level of confidence that the company and technical infrastructure are available to support the use of the system (Venkatesh et al., 2003). In addition, Facilitating conditions also include a person's belief in the facilities in his environment including range, network and availability of devices to make a person's belief in accepting a technology [10].

The conditions that facilitate the use of information technology are the degree to which a person believes that the organizational and technical infrastructure exists to support the use of the system. [10] defines supporting conditions as "objective factors" that can make it easier to take an action.

The theory of attitudes and behavior [10] states that the use of information technology by workers is influenced by individual feelings towards the use of personal computers, social norms in the workplace that pay attention to the use of personal computers, habits related to computer use, individual consequences expected from the use of personal computers, and conditions that facilitate the use of information technology.

In this concept there is a combination of variables obtained from previous research models regarding the acceptance and use of technology models. The variables are:

1. Perceived behavioral control
2. Facilitating conditions
3. Compatibility

Hedonic motivation is defined as the pleasure or satisfaction obtained from using a technology. Hedonic motivation that this construct is the most important predictor in the context of the use of technology outside the organizational environment [3].

Price value is defined as the consumer's perception of the reciprocal relationship between the costs incurred and the benefits obtained from using the technology. Price value also has an important role as a predictor of behavioral intention [3].

Habit is defined as a person's tendency to perform a behavior automatically as a result of learning outcomes [3].

Interest in using a system is the intention of users to use the system continuously with the assumption that they have access to the system [1. Behavioral intention is defined as a measure of the strength of a person's intention to perform a certain behavior. In the basic concept of user acceptance models that have been developed, behavioral intention becomes an intermediary construct from perceptions of the use of information technology and actual use. The role of behavioral intention as a predictor of use behavior has been widely accepted in various user acceptance models [1].

[1] Interest in the use of information technology is defined as the level of desire or intention of users to use the system continuously with the assumption that they have access to information. A person will be interested in using a new information technology if the user believes that using the information technology will improve their performance, using information technology can be done easily, and the user gets the influence of the surrounding environment in using the information technology.

[1] Information technology usage behavior is defined as the intensity and or frequency of users in using information technology. The behavior of using

information technology is very dependent on the user's evaluation of the system. An information technology will be used if the information technology user is interested in using the information technology because of the belief that using the information technology can improve their performance, using information technology can be done easily, and the influence of the surrounding environment in using the information technology. In addition, the behavior of using information technology is also influenced by conditions that facilitate users in using information technology because if the information technology is not supported by the necessary equipment and facilities, the use of information technology cannot be implemented.

2.8 Model Comparison

UTAUT2 is an extension of the unified theory of acceptance and use of technology to study the acceptance and use of technology in the consumer context. UTAUT2 combines the three constructs into UTAUT: hedonic motivation, price value, & habit. Individual differences are age, gender & experience are hypothesized to moderate the effect of these constructs on behavioral intention and use technology [3].

Tabel 1. Model Comparison Results

NO		UTAUT	UTAUT2
		Varian	Varian
1.	*Behavioral intention*	0.56	0.74
2.	*use behavior*	0.40	0.52

Table 1 shows a comparison between the first version of the UTAUT model system and UTAUT2, the extension proposed in UTAUT2 resulted in a substantial increase in the behavioral intention variance intention is 74% and technology use is 52%, while UTAUT only produces 56% behavioral intention variance and 40% technology use [3].

Based on the comparison of variance values, the Unified Theory of Acceptance and Use of Technology 2 provides a different value of variance better or higher than the other models, both in terms of behavioral intention & use behavior, so the model that will be used in This research is UTAUT2.

3. RESEARCH METHODOLOGY

This study uses a model as a theoretical framework developed by Venkatesh et.al, namely the UTAUT 2 model [3]. However, to adjust to the situation and conditions of the research environment, in this study the researcher did not use the price value variable because it is mandatory from the government represented by the Directorate General of Customs and Excise to the Bonded Piling Place entrepreneur so that there is no investment value from stakeholders in the Bonded Disposal Site application system. and also not using moderator variables, as shown in Figure 4. The reason is because every user who is given access rights as an admin of the Bonded Disposal Site application in the bonded area does not distinguish the gender and age of the user, all are required to use an application for recording data in and out of goods in the bonded area.

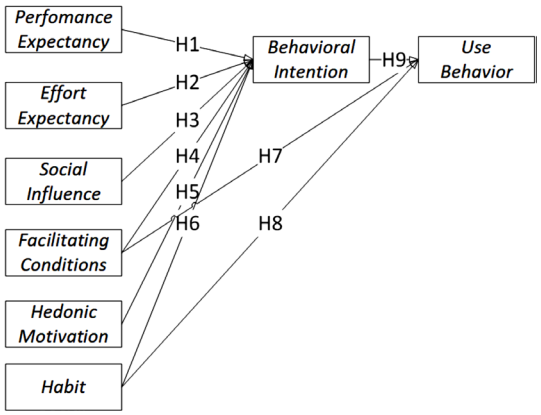

Figure 4: Research Framework

The variables used are performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, behavior intention, habit, behavioral intention and use behavior. Then proposes nine hypotheses: Hypothesis 1 (H1): Performance Expectancy has a significant influence on Behavioral Intention. Hypothesis 2 (H2): Effort Expectancy has a significant effect on Behavioral Intention. Hypothesis 3 (H3): Social Influence has a significant effect on Behavioral Intention. Hypothesis 4 (H4): Facilitating Condition has a significant effect on Behavioral Intention. Hypothesis 5 (H5): Hedonic Motivation has a significant influence on Behavioral Intention. Hypothesis 6 (H6): Habit has a significant effect on Behavioral Intention. Hypothesis 7 (H7): Facilitating Conditions have a significant effect on Use Behavior. H8: Habit has a significant influence on Use Behavior. Hypothesis 9 (H9): Behavioral Intention has a significant influence on Use Behavior.

Then, to obtain data as a basis for determining to sample, the researcher used the literature study method from several studies to obtain the study

population, some of which were taken as samples with the limitations set in the scope of the study. The data collection instrument used for data collection in this study was a questionnaire. The questionnaires distributed contain several questions that must be answered entirely by the respondents included in the research sample. The questionnaire is distributed directly to respondents via the internet (Google Forms).

For each data received by the researcher, preprocessing was carried out. This is to anticipate the existence of incomplete data before testing the correlation. This step is done by manually deleting the responses that do not pass the intercept questions as determined by the author on the limits and scope of this study. The following process is to test the validity of the data obtained based on the respondent's completeness for each question.

The research population is our Bonded Storage Operators at Bonded Storage Companies under the supervision of the Customs and Excise Supervision and Service Office of Merak Customs Type in Cilegon City, users of the SASP TPB application system in 2019. Researchers used the Simple Random Sampling technique. Simple Random Sampling is a random sampling of members without regard to the existing strata in the population.

For Research Data, data is taken from operators who have access rights related to imports and exports in bonded areas, in the Cilegon Serang Banten area as many as 116 users, of which in each company there are 2 users from a total of 58 TPB companies in 2019 in the area. Cilegon Serang Banten, so that the number of samples to be studied is 116 respondents who are adjusted to the purpose or research problem

The type of data used in this study is primary data, namely research data obtained directly from the original source or through a questionnaire that must be filled out by employees of the TPB Regional Company using the TPB SASP system in 2019 in Cilegon Banten City, which is the data to be used. as the theoretical basis in writing this thesis and the basic concepts of research that can support primary data.

Completion of this research by using quantitative analysis techniques. Quantitative analysis is done by analyzing a problem that is realized quantitatively. In this study, because the type of data used is qualitative data, quantitative analysis is carried out by quantifying research data into numbers using a ratio scale and a 5-point Likert scale. The analytical tool used in this research is multiple linear regression analysis.

$$Y = a + b1\ X1 + b2\ X2 + ...bn\ Xn \quad \text{..... (1)}$$

4. ANALYSIS AND DISCUSSION

4.1 Descriptive Statistical Analysis

Based on the age level, there are about 38% or as many as 38 respondents are in the age range < 30 years, about 39% or as many as 39 respondents are in the age range 30-45 years, and about 23% or as many as 23 respondents are in the range age >45 years.

Based on gender, there are about 70% or as many as 70 respondents are male, and about 30% or as many as 30 respondents are female.

Based on the type of application usage period, there are about 6% or as many as 6 respondents have used the SASP TPB Application for <1 year, about 30% or as many as 30 respondents have used the SASP TPB Application for 1-2 years, and about 64% or as many as 64 people have used the SASP TPB Application for >2 years.

The average Performance Expectancy variable is 4.40. This shows that on average all respondents rate "Strongly Agree" that the SASP TPB application provides benefits and helps to complete work quickly and increase productivity.

The average Performance Expectancy variable is 4.41. This shows that on average all respondents rate "Strongly Agree" that the SASP TPB application how to operate can be learned easily, understood so that it is easy to become proficient.

The average Performance Expectancy variable is 4.30. This shows that on average all respondents rate "Strongly Agree" that the SASP TPB application is very important to be used to support work because of invitations, suggestions and to influence the surrounding work environment.

The average Performance Expectancy variable is 4.28. This shows that on average all respondents rate "Strongly Agree" that the availability of resources, infrastructure, and compatibility with company technology can support the operation of the TPB SASP Application and support / support from the company if there are obstacles.

The average Performance Expectancy variable is 4.23. This shows that on average all respondents rate "Strongly Agree" that the SASP TPB application is always used in work that makes it comfortable and enjoyable to complete the work.

The average Performance Expectancy variable is 4.27. This shows that on average all respondents rate "Strongly Agree" that using the SASP TPB Application becomes a habit, creates addiction / dependence which results in having to use it in completing work.

The average Performance Expectancy variable is 4.29. This shows that on average all respondents rate "Strongly Agree" that they will use the SASP TPB Application continuously and often to complete the work.

The average Performance Expectancy variable is 4.37. This shows that on average all respondents rate "Strongly Agree" that using the SASP TPB Application in a week continuously and it is a good idea to make work more interesting.

4.2 Hypothesis Analysis

Table 2: Hypothesis Testing Results

Hypothesis	Variable	T-Statistics	Sig	Desc
H1	Performance Expectancy (X1) > Behavioral Intention (Y1)	-2.217	0.029	H1 Accepted
H2	Effort Expectancy (X2) > Behavioral Intention (Y1)	1.500	0.137	H2 Rejected
H3	Social Influence (X3) > Behavioral Intention (Y1)	0.415	0.679	H3 Rejected
H4	Facilitating Condition (X4) > Behavioral Intention (Y1)	2.844	0.005	H4 Accepted
H5	Hedonic Motivation (X5) > Behavioral Intention (Y1)	2.528	0.013	H5 Accepted
H6	Habit (X6) > Behavioral Intention (Y1)	3.751	0.000	H6 Accepted
H7	Facilitating Condition (X4) > Use Bihavior (Y2)	1.364	0.176	H7 Rejected
H8	Habit(X6) > Use Bihavior (Y2)	2.097	0.039	H8 Accepted
H9	Behavioral Intention (Y1) > Use Bihavior (Y2)	-0.827	0.410	H9 Rejected

The results of the hypothesis testing according to table 2 are as follows:

1. H1: Given the value of Sig. for the effect of X1 (Performance Expectancy) on Y1 (Behavioral Intention) is 0.029 <0.05 and the t value is -2.217 > -1.986 so it can be concluded that Hypothesis 1 has a significant effect, which means that there is an effect of the variable X1 (Performance Expectancy) on Y1 (Behavioral Intentions).
2. H2: Given the value of Sig. for the effect of X2 (Behavioral Intention) on Y1 (Behavioral Intention) is 0.137 > 0.05 and the t value is 1.500 < 1.986 so it can be concluded that Hypothesis 2 has no significant effect, which means that there is no effect of variable X2 (Behavioral Intention) on Y1(Behavioral Intentions).
3. H3: Given the value of Sig. for the effect of X3 (Behavioral Intention) on Y1 (Behavioral Intention) is 0.679 > 0.05 and the t value is 0.415 < 1.986 so it can be concluded that Hypothesis 3 has no significant effect, which means that there is no effect of the X3 (Behavioral Intention) variable on Y1 (Behavioral Intentions).
4. H4: Given the value of Sig. for the effect of X4 (Facilitating Condition) on Y1 (Behavioral Intention) is 0.005 <0.05 and the value of t Count is 2.844 > 1.986 so it can be concluded that H4 has a positive effect, which means there is an effect of variable X4 (Facilitating Condition) on Y1 (Behavioral Intention. If the Facilitating Condition variable increases, the behavioral intention variable will also increase.
5. H5: Given the value of Sig. for the effect of X5 (Hedonic Motivation) on Y1 (Behavioral Intention) is 0.013 <0.05 and the value of t Count is 2.528 > 1.986 so it can be concluded that H5 has a significant effect, which means that there is an influence of the variable X5 (Hedonic Motivation) on Y1 (Behavioral Intention).
6. H6: Given the value of Sig. for the effect of X6 (Habit) on Y1 (Behavioral Intention) is 0.000 <0.05 and the value of t Count is 3.751 > 1.986 so it can be concluded that H6 has a positive effect, which means that there is an effect of the variable X6 (Habit) on Y1 (Behavioral Intention). If the Habit variable increases, the behavioral intention variable will also increase.
7. H7: Given the value of Sig. for the effect of X4 (Facilitating Conditions) on Y2 (Use Behavior) is 0.176 > 0.05 and the t value is 1.364 < 1.985 so it can be concluded that H7 has no significant effect, which means that there is no effect of the X4 (Facilitating Conditions) variable on Y2 (Use Behavior). behavior).
8. H8: Given the value of Sig. for the effect of X6 (Habit) that has a positive effect on Y2 (Use Behavior) is 0.039 <0.05 and the value of t Count is 2.097 > 1.985 so it can be concluded that H8 which means there is an influence of the X6 (Habit) variable on Y2 (Use Behavior). If the Habit variable increases, the Use Behavior variable will also increase.
9. H9: Given the value of Sig. for the effect of Y1 (Behavioral Intention) on Y2 (Use Behavior) is 0.410 > 0.05 and the t value is -0.827 < -1.985 so it can be concluded that H9 has no

significant effect, which means that there is no effect of Y1 (Behavioral Intention) variable on Y2 (Use Behavior).

4.4 Discussion

Based on the results of testing the first hypothesis, it is concluded that Performance Expectancy has a significant effect on Behavioral Intention, the T-test with a significance level of 5% obtained a value of -2.217 which is greater than the T table value, indicating that the use of the SASP TPB system has a significant positive effect on the quality of the system usage. From the description above, in Performance Expectancy the suitability of the task to the benefits of user acceptance. This is because the development of SASP TPB system is following the theory of [11], the use of a system will increase if the system has a positive impact in accordance with the tasks that must be carried out by individuals. With the SASP TPB system that can help work faster, there is a significant influence between tasks, technology, and user acceptance, so there are several possibilities that occur. And the results will increase productivity, to optimize the SASP TPB system, the actions taken are still around socialization and surveys related to user desires for the information system that is being developed. From the description of the question questionnaire above, the input variables for each question were answered with the majority strongly agreeing. Therefore, being neutral requires good training to overcome the difficulties experienced by employees. Of course, for better input, it must be supported by good and correct SOPs. This will certainly improve employee performance with the use of the SASP TPB system.

Based on the results of testing the second hypothesis, it is concluded that Effort Expectancy does not have a significant effect on Behavioral Intention. This finding is different from the research in [2]. The T-test test with a significance level of 5% obtained a value of 1,500 which is smaller than the T table value, indicating that the use of the SASP TPB system has no significant positive effect on the quality of the use system. From the description of the question questionnaire above, it can be seen that the Effort Expectancy does not match the task to user acceptance. The use of a system will increase if the system has a positive impact in accordance with the tasks that must be carried out by individuals. With a significant lack of influence between task, technology and user acceptance, there are several possibilities. As well as the lack of information obtained by users or users of the TPB SASP system so that employee performance is less than optimal. To overcome this, the actions taken are still about socialization and surveys related to user desires for the information system that is being developed. From the description of the question questionnaire above, it can be seen that the input variables for each question were answered with the majority strongly agreeing. Therefore, being neutral requires good training to overcome the difficulties experienced by employees. Of course, for better input, it must be supported by good and correct SOPs. This will certainly improve employee performance on the use of the SASP TPB system.

Based on the results of testing the third hypothesis, it is concluded that Social Influence does not have a significant influence on Behavioral Intention. This finding is different from the research in [2]. The T-test test with a significance level of 5% obtained a value of 0.415 which is smaller than the T table value, indicating that the use of the SASP TPB system has no significant positive effect on the quality of the system use. From the description of the question questionnaire above, it can be seen that in Social Influence there is no match between tasks and user acceptance. The use of a system will increase if the system has a positive impact in accordance with the tasks that must be carried out by individuals. With a significant lack of influence between task, technology and user acceptance, there are several possibilities. As well as the lack of information obtained by users or users of the TPB SASP system so that employee performance is less than optimal. To overcome this, the actions taken are still about socialization and surveys related to user desires for the information system that is being developed. From the description of the question questionnaire above, it can be seen that the input variables for each question were answered with the majority strongly agreeing. Therefore, being neutral requires good training to overcome the difficulties experienced by employees. Of course, for better input, it must be supported by good and correct SOPs. This will certainly improve employee performance on the use of the SASP TPB system.

Based on the results of testing the fourth hypothesis, it is concluded that Facilitating Condition has a significant effect on Behavioral Intention. This finding is in line with research in [2]. The T-test test with a significance level of 5% obtained a value of 2.844 which is greater than the T table value, it indicates that the use of the TPB SASP system has a significant positive effect on the quality of the use system. From the description of the question questionnaire above, it can be seen that in the Facilitating Condition the suitability of the task towards user acceptance. The availability of

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supporting technical resources and infrastructure has a positive impact in accordance with the tasks that must be carried out by individuals. With a significant lack of influence between task, technology and user acceptance, there are several possibilities. Such as obstacles or disturbances in using the system and easily getting assistance from DJBC so that employee performance becomes optimal. From the description of the question questionnaire above, it can be seen that the input variables for each question were answered with the majority strongly agreeing. Therefore, being neutral requires good training to overcome the difficulties experienced by employees. Of course, for better input, it must be supported by good and correct SOPs. This will certainly improve employee performance on the use of the SASP TPB system.

Based on the results of testing the fifth hypothesis, it is concluded that Hedonic Motivation has a significant effect on Behavioral Intention, the T-test test with a significance level of 5% obtained a value of 2,528 which is greater than the value of the T table, indicating that the use of the SASP TPB system has a significant positive effect on the quality of the use system. From the description of the question questionnaire above, it can be seen that in Hedonic Motivation the suitability of the task to user acceptance. This result is consistent with the research conducted [12] the availability of resources and technical infrastructure that supports the impact of fun and comfort in accordance with the tasks that must be done by individuals. From the description of the question questionnaire above, it can be seen that the input variables for each question were answered with the majority strongly agreeing. Therefore, being neutral requires good training to overcome the difficulties experienced by employees. Of course, for better input, it must be supported by good and correct SOPs. This will certainly improve employee performance on the use of the SASP TPB system.

Based on the results of testing the sixth hypothesis, it is concluded that Habit has a significant effect on Behavioral Intention, the T-test test with a significance level of 5% obtained a value of 3,751 which is greater than the T table value, it indicates that the use of the TPB SASP system has a significant positive effect on the quality of the use system. From the description of the question questionnaire above, it can be seen that in the habit of task suitability to user acceptance. This result is consistent with the research conducted [12] the availability of resources and technical infrastructure that supports this has an impact on making habits and creating dependence on the system according to the tasks that must be carried out by individuals. From the description of the question questionnaire above, it can be seen that the input variables for each question were answered with the majority strongly agreeing. Therefore, being neutral requires good training to overcome the difficulties experienced by employees. Of course, for better input, it must be supported by good and correct SOPs. This will certainly improve employee performance with the use of the SASP TPB system.

Based on the results of testing the seventh hypothesis, it is concluded that Facilitating Condition does not have a significant effect on Use Behavior. This finding is different from the research in [2]. The T-test test with a significance level of 5% obtained a value of 1.364 which is smaller than the T table value, indicating that the use of the SASP TPB system has no significant positive effect on the quality of the system use. From the description of the question questionnaire above, it can be seen that the input variables for each question were answered with the majority strongly agreeing. Therefore, being neutral requires good training to overcome the difficulties experienced by employees. Of course, for better input, it must be supported by good and correct SOPs. This will certainly improve employee performance on the use of the SASP TPB system.

Based on the results of testing the eighth hypothesis, it is concluded that Habit has a significant effect on Use Behavior (this result is consistent with the research conducted [2]), given the value of Sig. for the effect of X6 (Habit) that has a positive effect on Y2 (Use Behavior) is 0.039 <0.05 and the value of t Count is 2.097 > 1.985 so it can be concluded that H8 which means there is an influence of the X6 (Habit) variable on Y2 (Use Behavior). If the Habit variable increases, the Use Behavior variable will also increase. From the description of the question questionnaire above, it can be seen that the input variables for each question were answered with the majority strongly agreeing. Therefore, being neutral requires good training to overcome the difficulties experienced by employees. Of course, for better input, it must be supported by good and correct SOPs. This will certainly improve employee performance on the use of the SASP TPB system.

Based on the results of testing the ninth hypothesis, it is concluded that Behavioral Intention does not have a significant effect on Use Behavior (this result is not consistent with the research conducted [2]), given the value of Sig. for the effect of Y1 (Behavioral Intention) on Y2 (Use Behavior) is 0.410 > 0.05 and the t value is -0.827 < 1.985 so it can be concluded that H9 has no significant effect, which means that there is an effect of variable Y1

(Behavioral Intention) on Y2 (Use Behavior). behavior). From the description of the question questionnaire above, it can be seen that the input variables for each question were answered with the majority strongly agreeing. Therefore, being neutral requires good training to overcome the difficulties experienced by employees. Of course, for better input, it must be supported by good and correct SOPs. This will certainly improve employee performance on the use of the SASP TPB system.

5. CONCLUSION

the dependent variable (use behavior), which means that if the independent variable increases, the dependent variable (use behavior) will also increase. The highest factor that affects use behavior is the habit that people's habits of using the SASP TPB system to work every day will cause addiction and extraordinary satisfaction so that it can affect behavioral intention, namely by consciously using the system continuously in completing work and the intensity is very high.

The weakness in this study is that there are no moderating variables such as UTAUT 2 Model (age, gender, and experience). So that the results of the study will be more general. It is due to limitations in data collection during the Covid-19 pandemic. Future research is recommended to add these moderating variables.

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