Jurnal Manajemen Bisnis Vol. 11, No.1 (2024) March, Page. 379-391
e-ISSN: 2621-1971 | p-ISSN: 2088-7086

Analysis of Website User Acceptance through User Testing Model (UATUT): Case Study of Sidoarjo Dukcapil Plavon Application

Muhammad Hilman[1*], Arista Pratama[2], Eristya Maya Safitri[3]
[1*,2,3] *Universitas Pembangunan Nasional "Veteran" Jawa Timur, Jl. Raya Rungkut Madya No. 1, Gunung Anyar, Surabaya, Jawa Timur 60294*

ARTICLE INFO

ABSTRACT

This study investigates the factors influencing the acceptance of the Plavon application in Sidoarjo Regency, utilizing the conceptual model of the Unified Theory of Acceptance and Use of Technology (UTAUT). Through analyzing data from 96 users, the main findings highlight the significant positive influence of performance expectancy, effort expectancy, social factors, and facilitating conditions on users' intention to use the application. Furthermore, facilitating conditions emerge as the primary determinant of user satisfaction. The study underscores the importance of understanding these factors, providing practical guidance for policymakers in budget management, and emphasizing the need to enhance the acceptance and utilization of the Plavon application in the area. Regarding the success of the Plavon application, it was found that performance expectancy, effort expectancy, social factors, and facilitating conditions have a positive and significant impact on users' intention to adopt the application. However, performance expectancy did not exhibit a significant impact in this study's findings.

Email Correspondence:
18082010018@student.upnjatim.ac.id

Keywords:
Website User Acceptance, UTAUT Model (Unified Theory of Acceptance and Use of Technology

DOI:
https://doi.org/10.33096/jmb.v11i1.755

ABSTRAK

Penelitian ini menginvestigasi faktor-faktor yang mempengaruhi penerimaan aplikasi Plavon di Kabupaten Sidoarjo, dengan menggunakan model konseptual Unified Theory of Acceptance And Use Of Technology (UTAUT). Dari analisis data 96 pengguna, temuan utama menyoroti pengaruh positif dan signifikan dari harapan akan upaya, kondisi yang mendukung, dan faktor sosial terhadap niat pengguna untuk menggunakan aplikasi tersebut. Lebih lanjut, kondisi yang mendukung diidentifikasi sebagai faktor utama yang memengaruhi kepuasan pengguna. Studi ini menegaskan pentingnya memahami faktor-faktor ini dan memberikan panduan praktis bagi pembuat kebijakan untuk mengelola anggaran serta menekankan perlunya peningkatan penerimaan dan penggunaan aplikasi Plavon di wilayah tersebut. Dalam hal keberhasilan aplikasi Plavon, ditemukan bahwa harapan akan kinerja aplikasi, harapan akan upaya yang diperlukan, faktor sosial, dan kondisi yang mendukung memiliki dampak positif dan signifikan terhadap niat pengguna untuk mengadopsi aplikasi. Meskipun demikian, harapan akan kinerja tidak menunjukkan dampak yang signifikan dalam temuan ini.

INTRODUCTION

Information Technology (IT) is a technology utilized to process, obtain, organize, store, and manipulate data in various ways to generate quality information (Cholik, 2021). Cholik (2021) elucidates that quality information in IT is pertinent (relevant), accurate (precise),

available when needed (timely), and usable for personal, business, or governmental purposes. IT employs computer hardware to manage data, network systems to connect two or more computers (as needed), and telecommunication technology for global data dissemination and access (Cholik, 2021).

According to Siregar (2018), the advancement of information technology is inevitable due to the increasing demand for fast and accurate information, which has become a primary concern across all sectors, particularly in governance. One of the technologies deemed to have made the most significant progress in IT development is web-based technology, commonly known as the internet (Siregar, 2018). The internet is a network system interconnected worldwide (Gani, 2013), extensively utilized across various sectors including government, business, education, among others (Siregar, 2018). In the governmental sector, the internet is often referred to as electronic governance or e-government (Siregar, 2018).

Setiawan (2017), electronic governance or e-government involves the use of information technology between the government and its citizens to provide information and services related to business affairs and governance matters (Wijaya, 2021). In Indonesia, e-government plays a significant role in public service delivery (Lestari et al., 2021). As a response to technological changes and advancements, the Indonesian government is compelled to create digital systems, aiming to facilitate future governmental processes (Lestari et al., 2021). This is evident in the issuance of Presidential Regulation Number 95 of 2018 concerning the Electronic-Based Government System (hereafter referred to as Perpres No. 95 of 2018), which serves as the legal basis for the digitalization of public services (Bouty et al., 2019). In East Java Province, Sidoarjo Regency is one of the government agencies that has implemented e-government in its activities (Aji et al., 2022). To enhance service delivery to the public, the Sidoarjo Regency Government through the Population and Civil Registration Office (Disdukcapil) has launched an innovative online population administration service called the Plavon application (Aji et al., 2022). Plavon is a web-based application developed by the Population and Civil Registration Office (Disdukcapil) to provide digital, fast, accurate, and transparent access to population administration services for all residents of Sidoarjo Regency (Aji et al., 2022). Through this application, residents of Sidoarjo Regency can process various population documents such as Birth Certificates, Death Certificates, ID Cards, Family Cards, Moving Certificates (SKPWNI), Arrival Certificates (SKDWNI), Marriage Certificates, and Divorce Certificates (Aji et al., 2022). With the presence of this web-based application, the government hopes that residents will be able to easily and quickly manage population documents in Sidoarjo Regency (Aji et al., 2022). Because the success of an information system is determined by its ease of use and its ability to meet user needs (Prasetyo, 2017).

The Plavon application, a recent introduction for population administration services, was launched in April 2021 (Mawarni et al., 2021). However, during its rollout, the Plavon app inevitably faces challenges or issues that require attention (Bianto & Choiriyah, 2023). One particular issue concerns the significant number of Sidoarjo Regency residents who remain unaware of the Plavon application's existence (Mawarni et al., 2021). As indicated by literature findings, this problem arises from insufficient government efforts in

publicizing the application or from residents' reluctance to adopt it even when aware of it (Jayaprana et al., 2019). Consequently, there is a necessity for an evaluation of the Plavon application to gauge its implementation quality (Indah & Agustin, 2019). According to Indah et al. (2019), the central focus of such an evaluation lies in user acceptance (Indah & Agustin, 2019). One model that underscores user acceptance is the Unified Theory of Acceptance and Use of Technology (UTAUT) (Indah & Agustin, 2019).

The Unified Theory of Acceptance and Use of Technology (UTAUT) model was first introduced by Venkatesh et al. in 2003 (Darmawan et al., 2019). UTAUT integrates eight previously developed models of user technology acceptance, including TRA (Theory Of Reasoned Action), TAM (Technology Acceptance Model), MM (Motivation Model), TPB (Theory Of Planned Behavioral), Combined TAM and TPB, MPCU (Model of PC Utilization), Innovation Diffusion Theory, and SCT (Social Cognitive Theory) (Maita et al., 2018). According to Wang (2005) as cited in Handayani et al. (2005), the primary aim of the Unified Theory of Acceptance and Use of Technology (UTAUT) model in research is to aid organizations in understanding how users respond to the introduction of new technology (Handayani & Sudiana, 2015).

Based on the explanation above, the focus of this research is to analyze the implementation success of the Plavon application in Sidoarjo Regency. This study will explore the influence of Performance Expectancy (perceived performance), Effort Expectancy (perceived effort), Social Influence (social influence), and Facilitating Conditions (facilitating conditions) on the Behavioral Intention to use the Plavon application, using two moderators: gender and age (Maita et al., 2018). The findings of this research serve to assess the level of implementation success of the Plavon application by its users, particularly the residents of Sidoarjo Regency, providing valuable insights for the evaluation of the Sidoarjo Regency Government, specifically the Population and Civil Registration Office (Disdukcapil) of Sidoarjo Regency (Aji et al., 2022). The objective of this study is to identify the factors influencing user acceptance of the Plavon application using the conceptual model of the Unified Theory Of Acceptance And Use Of Technology (UTAUT). This research is conducted to evaluate the implementation success of the Plavon application in Sidoarjo Regency and to understand the factors influencing user acceptance of the application. Therefore, this study will provide a deeper understanding of the extent to which the Plavon application has been adopted and used by the community, as well as the factors influencing users' intention to use it. The findings of this research are expected to serve as a basis for the Sidoarjo Regency Government, especially the Population and Civil Registration Office (Disdukcapil) of Sidoarjo Regency, in enhancing the quality of services and the effectiveness of implementing information technology in public services.

RESEARCH METHODS

This research is a descriptive quantitative study. It focuses on the population of Sidoarjo Regency residents who use the Plavon application, with a sample size of 96 respondents. Data collection involved distributing questionnaires, which were then processed through data quality tests (validity and reliability tests). Subsequently, the data were analyzed through measurement model evaluation (outer model), structural model evaluation (inner model), and hypothesis testing. The operational variables in this study include performance

expectancy, effort expectancy, social influence, facilitating conditions, and behavioral intention, as outlined in Table 1.

Table 1 ***Variable Operationalization Table***

Variables	Indicators	Description	Questionnaire
Peformance Expectancy (PE)	*Perceived Usefulness*	The extent to which individuals believe that using the system will help them improve performance.	*I think using the Plavon Dukcapil application helps me in taking care of population-related documents.*
	Relative Advantages	The extent to which the expectation of using the innovation will be better than using its predecessor.	*By using the Plavon Dukcapil application, the time it takes me to take care of population-related documents is faster than taking care of them manually.*
	Outcome Expectations	This variable relates to the consequences of behavior.	*If I use the Plavon Dukcapil application, I can more easily take care of population-related documents at the Sidoarjo Regency Disdukcapil.*
Effort Expectancy (EE)	*Perceived Ease Of Use*	The extent to which individuals believe that the system will be easy to use.	*Interactions with the Plavon Dukcapil app are clear and easy to understand.*
			I am proficient in using the Plavon Dukcapil application.
			I think the Plavon Dukcapil app is easy to use.
	Ease Of Use	The extent to which innovations are difficult to exploit.	*Learning to operate the Plavon Dukcapil app was easy for me.*
Social Influence (SI)	*Subjective Norms*	Individuals' perception that some people important to them think they should or should not engage in the behavior in question.	*People who are important to me think that I should use the Plavon Dukcapil app.*
	Social Factors	An individual's understanding of the group's subjective cultural references, the individual's place, and the specific agreements the individual makes with others in specific social circumstances.	*Government encouragement influenced me to use the Plavon Dukcapil app.*
			I am influenced to use the Plavon Dukcapil application if people around me use this system.
			Overall, the community has supported the use of the Plavon Dukcapil application.
Facilitating Conditions (FC)	*Perceived Behavioral Control*	Reflects an understanding of internal and external limitations,	*I have the necessary resources to use the Plavon Dukcapil application.*

Variables	Indicators	Description	Questionnaire
		from the state of information technology resources and tools.	*I have the necessary knowledge to use the Plavon Dukcapil website service.*
			Plavon Dukcapil application services are compatible with other technologies I use.
	Facilitating Conditions	Objective environmental factors agreed by the researcher, which make the action easy to take, including the provision of information technology tool support.	*Availability of guidance (e.g. tutorials, discussion forums, etc.) for using the Plavon Dukcapil application.*
			The government provides specialized staff/agencies to assist with difficulties in using the Plavon Dukcapil application.
Behavioral Intention (BI)	*Behavioral Intention To Use The System*	The extent of the user's intention (Sidoarjo Regency Community) in using the system.	*I intend to use the Plavon Dukcapil website to complete population administration matters.*
			I will always use Plavon Dukcapil in managing population-related documents.
			I plan to use the Plavon Dukcapil application again in managing population-related documents.
			I hope that the Plavon Dukcapil application can continue to be used in every document processing.

Source: Primary Data Processed, 2024

RESULTS and DISCUSSION

Outer Model Analysis

Convergent Validity Results

Table 2 ***Convergent Validity***

Variables	Indicators	Outer Loading	Description
Peformance Expectancy (PE)	PE1	0.885	Valid
	PE2	0.877	Valid
	PE3	0.867	Valid
Effort Expectancy (EE)	EE1	0.848	Valid
	EE2	0.885	Valid
	EE3	0.935	Valid
	EE4	0.847	Valid
Social Influence (SI)	SI1	0.807	Valid
	SI2	0.864	Valid
	SI3	0.932	Valid
	SI4	0.906	Valid
Facilitating Conditions (FC)	FC1	0.980	Valid

Variables	Indicators	Outer Loading	Description
	FC2	0.926	Valid
	FC3	0.977	Valid
	FC4	0.942	Valid
	FC5	0.975	Valid
Behavioral Intention (BI)	BI1	0.959	Valid
	BI2	0.972	Valid
	BI3	0.963	Valid
	BI4	0.914	Valid

Source: Primary Data Processed, 2024

The conclusion from table 2 above is that the value of outer loading> 0.6, which indicates the validity of the indicator as a latent variable.

Hasil *Average Variance Extracted* (AVE)

Measuring the AVE value provides assistance in comparing each construct through the relationship between other constructs in one model. The recommended value is the AVE value which must be above 0.5. The following is presented in table 3 below of the results related to the calculation of the AVE value.

Table 3 *Average Variance Extracted (AVE) Value*

Variabel Penelitian	Average Variance Extracted (AVE)
Peformance Expectancy	0.768
Effort Expectancy	0.772
Social Influence	0.771
Facilitating Conditions	0.922
Behavioral Intention	0.907

Source: Primary Data Processed, 2024

Based on Table 3, it can be concluded that all constructs have an AVE value> 0.5. From table 3, through the AVE measurement model, it can be said that the measurement evaluation has good validity.

Discriminant Validity

Table 4 *Cross Loading*

Indicators	BI	EE	FC	PE	SI
BI1	0.959	0.708	0.819	0.500	0.791
BI2	0.972	0.715	0.818	0.506	0.795
BI3	0.963	0.701	0.772	0.526	0.790
BI4	0.914	0.580	0.714	0.397	0.757
EE1	0.590	0.848	0.544	0.501	0.638
EE2	0.586	0.885	0.587	0.594	0.594
EE3	0.615	0.935	0.513	0.753	0.702
EE4	0.695	0.843	0.493	0.748	0.649
FC1	0.794	0.586	0.980	0.370	0.623

Indicators	BI	EE	FC	PE	SI
FC2	0.773	0.584	0.926	0.423	0.648
FC3	0.802	0.598	0.977	0.397	0.652
FC4	0.773	0.557	0.942	0.324	0.637
FC5	0.800	0.589	0.975	0.384	0.629
PE1	0.520	0.678	0.448	0.885	0.548
PE2	0.356	0.603	0.186	0.877	0.551
PE3	0.429	0.669	0.357	0.867	0.562
SI1	0.638	0.584	0.505	0.708	0.807
SI2	0.647	0.560	0.456	0.535	0.864
SI3	0.765	0.678	0.634	0.542	0.932
SI4	0.816	0.745	0.703	0.468	0.906

Source: Primary Data Processed, 2024

According to Table 4, each set of indicators demonstrates clear discriminant validity. This implies that all the indicators used in the study are considered valid because they surpass other constructs in terms of their respective indicator block values.

Composite Reliability and Cronbach' Alpha

Table 5 ***Composite Reliability and Cronbach's Alpha***

Variables	Cronbach's Alpha	Composite Reliability
Peformance Expectancy	0.851	0.909
Effort Expectancy	0.901	0.931
Social Influence	0.900	0.931
Facilitating Conditions	0.979	0.983
Behavioral Intention	0.966	0.975

Source: Primary Data Processed, 2024

From Table 5, it is evident that this study yields composite reliability values greater than 0.7 and Cronbach's alpha values exceeding 0.6. These results indicate good reliability in this research.

Inner Model Analysis
Multicollinearity Test Results

Table 6 ***Multicollinearity Result Test (VIF)***

BI	EE	FC	PE	SI
BI				
EE	3.382			
FC	1.970			
PE	2.431			
SI	2.786			

Based on Table 6, it can be seen that the VIF value of each variable has a value <5. So it can be interpreted that there is no indication of multicollinearity between variables in this study.

Total Effect Test Results

Table 7 *Table of Total Effect Value*

	BI	EE	FC	PE	SI
BI					
EE	0.161				
FC	0.455				
PE	-0.076				
SI	0.450				

Based on Table 7, it can be observed that the influence of the Effort Expectancy variable on Behavioral Intention has a value of 0.161. This indicates that the Effort Expectancy variable contributes approximately 16% to the Behavioral Intention variable. Furthermore, the influence of the Facilitating Conditions variable on Behavioral Intention has a value of 0.455. This suggests that the Facilitating Conditions variable influences the Behavioral Intention variable by approximately 46%. Conversely, the influence of the Performance Expectancy variable on Behavioral Intention has a value of -0.076, indicating a negative influence of approximately 8% on the Behavioral Intention variable. Lastly, the influence of the Social Influence variable on Behavioral Intention has a value of 0.450. This implies that the Social Influence variable contributes approximately 45% to the Behavioral Intention variable.

Determination Coefficient Results (R^2)

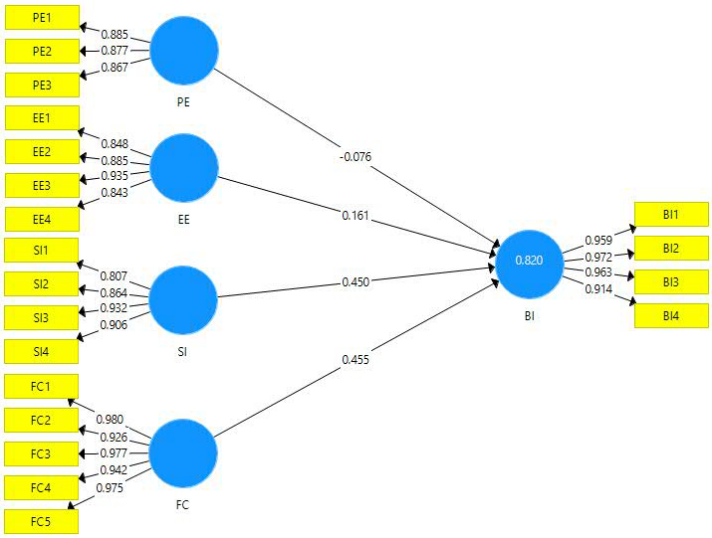

Figure 1 Measurement Model

Testing through goodness-of-fit models will yield results in the form of R-square values, representing the outcomes of the structural model. Subsequently, significance testing of independent variables on dependent variables is conducted through intervening variables, along with R^2 values using the inner model from hypothesis testing. An R-square value of 0.67 indicates a strong model, while 0.33 is considered moderate, and 0.19 suggests a weak model.

Table 8 *R-square (R2)*

	R Square (R^2)	Criteria's
Behavioral Intention	0.820	Moderat

Looking at the data in Table 8, the figure of 0.820 reflects the outcome of the Behavioral Intention variable. With a Behavioral Intention value of 0.820, it can be inferred that Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions collectively influence the Behavioral Intention variable by 82%, while the remaining 18% is attributed to variables beyond those investigated in the study.

Hypothesis Test Results

Direct influence is part of the hypothesis test results, if it is based on the research hypothesis. One variable with another variable is shown using an arrow (➔). Below is a table of hypothesis test results.

Table 9 *Hypothesis Test*

Relationship Between Variables	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
EE -> BI	0.161	0.173	0.073	2.193	0.029
FC -> BI	0.455	0.448	0.075	6.067	0.000
PE -> BI	-0.076	-0.078	0.069	1.103	0.271
SI -> BI	0.450	0.445	0.078	5.750	0.000

Relationship Between Variables	t-Value (male)	t-Value (young)	t-Value (female)	t-Value (old)	p-Value (male)	p-Value (old)	p-Value (female)	p-Value (old)
EE -> BI	1.472	1.445	1.490	1.116	0.142	0.082	0.137	0.265
FC -> BI	3.464	5.308	4.673	2.167	0.001	0.000	0.000	0.031
PE -> BI	0.565	1.114	1.244	0.198	0.572	0.266	0.214	0.843
SI -> BI	1.145	5.011	5.429	2.387	0.253	0.000	0.000	0.017

DISCUSSION

The Influence of Performance Expectancy on Behavioral Intention in Using the Plavon Application, Looking at Table 9, the obtained p-value is 0.271. The conclusion is that H0 is accepted and H1 is rejected, as the significance value is above 5% (0.271 > 0.05). With a t-value of 1.103 and a significance level of 0.05 (with a critical t-value of 1.6602), we find that the calculated t-value is less than the critical t-value (1.103 < 1.6602), hence H0 is accepted

and H1 is rejected. Therefore, regarding the Behavioral Intention of Plavon Application users in Dukcapil Sidoarjo, Performance Expectancy does not have a partial influence.

The Influence of Effort Expectancy on Behavioral Intention in Using the Plavon Application, Examining Table 9, the obtained p-value is 0.029. The conclusion is that H0 is rejected and H1 is accepted, as the significance value is less than 5% (0.029 < 0.05). With a t-value of 2.193 and a significance level of 0.05 (with a critical t-value of 1.6602), we find that the calculated t-value is greater than the critical t-value (2.193 > 1.6602), hence H0 is rejected and H1 is accepted. Therefore, the Behavioral Intention of Plavon Application users in Dukcapil Sidoarjo is partially influenced by Effort Expectancy.

The Influence of Social Influence on Behavioral Intention in Using the Plavon Application, Referring to Table 9, the obtained p-value is 0.000. The conclusion is that H0 is rejected and H1 is accepted, as the significance value is less than 5% (0.000 < 0.05). With a t-value of 5.750 and a significance level of 0.05 (with a critical t-value of 1.6602), we find that the calculated t-value is greater than the critical t-value (5.750 > 1.6602), hence H0 is rejected and H1 is accepted. Therefore, the Behavioral Intention of Plavon Application users in Dukcapil Sidoarjo is partially influenced by Social Influence.

The Influence of Facilitating Conditions on Behavioral Intention in Using the Plavon Application, Observing Table 9, the obtained p-value is 0.000. The conclusion is that H0 is rejected and H1 is accepted, as the significance value is less than 5% (0.000 < 0.05). With a t-value of 6.067 and a significance level of 0.05 (with a critical t-value of 1.6602), we find that the calculated t-value is greater than the critical t-value (6.067 > 1.6602), hence H0 is rejected and H1 is accepted. Therefore, the Behavioral Intention of Plavon Application users in Dukcapil Sidoarjo is partially influenced by Facilitating Conditions.

The Influence of Gender on the Relationship between Performance Expectancy and Behavioral Intention, From Table 9, the p-value for males is 0.572 and for females is 0.214. Thus, H0 is accepted and H1 is rejected because the significance value exceeds 5% (0.572 and 0.214 > 0.05). With t-values of 0.565 for males and 1.244 for females concerning gender, while the critical t-value is 1.6602, H0 is accepted and H1 is rejected. Multigroup analysis (gender) indicates that gender does not moderate the influence of Performance Expectancy on Behavioral Intention. Therefore, gender does not play a significant role in the usage of the Plavon Dukcapil Sidoarjo application.

The Influence of Gender on the Relationship between Effort Expectancy and Behavioral Intention, From Table 9, the p-value for males is 0.142 and for females is 0.137. Similarly, H0 is accepted, and H1 is rejected because the significance values exceed 5%. With t-values of 1.472 for males and 1.490 for females concerning gender, while the critical t-value is 1.6602, H0 is accepted, and H1 is rejected. Multigroup analysis shows that gender does not moderate the influence of Effort Expectancy on Behavioral Intention. Thus, gender does not significantly impact the usage of the Plavon Dukcapil Sidoarjo application.

The Influence of Gender on the Relationship between Social Influence and Behavioral Intention, For males, the p-value is 0.253, while for females, it is 0.000. H0 is accepted for males and rejected for females because the significance value for females is less than 5%

(0.000 < 0.05). With a t-value of 1.145 for males and 5.429 for females concerning gender, while the critical t-value is 1.6602, H0 is accepted for males and rejected for females. The analysis suggests that female gender moderates the influence of Social Influence on Behavioral Intention. This implies that females play a significant role in the usage of the Plavon Dukcapil Sidoarjo application compared to males.

The Influence of Age on the Relationship between Performance Expectancy and Behavioral Intention, From Table 9, the p-value for young age is 0.266 and for old age is 0.843. Thus, H0 is accepted, and H1 is rejected because the significance values exceed 5%. With t-values of 1.114 for young age and 0.198 for old age concerning age, while the critical t-value is 1.6602, H0 is accepted, and H1 is rejected. Multigroup analysis indicates that age does not moderate the influence of Performance Expectancy on Behavioral Intention. Therefore, age does not significantly impact the usage of the Plavon Dukcapil Sidoarjo application.

The Influence of Age on the Relationship between Effort Expectancy and Behavioral Intention, From Table, the p-value for young age is 0.082 and for old age is 0.265. Similarly, H0 is accepted, and H1 is rejected because the significance values exceed 5%. With t-values of 1.445 for young age and 1.116 for old age concerning age, while the critical t-value is 1.6602, H0 is accepted, and H1 is rejected. Multigroup analysis shows that age does not moderate the influence of Effort Expectancy on Behavioral Intention. Thus, age does not significantly impact the usage of the Plavon Dukcapil Sidoarjo application.

The Influence of Age on the Relationship between Social Influence and Behavioral Intention, For young age, the p-value is 0.000, and for old age, it is 0.017. H0 is rejected for young age and accepted for old age because the significance value for young age is less than 5% (0.000 and 0.017 < 0.05). With t-values of 5.011 for young age and 2.387 for old age concerning age, while the critical t-value is 1.6602, H0 is rejected for young age and accepted for old age. The analysis suggests that age moderates the influence of Social Influence on Behavioral Intention. This implies that age plays a significant role in the usage of the Plavon Dukcapil Sidoarjo application.**CONCLUSIONS**

Based on the findings of this study, it can be concluded that the variables of Effort Expectancy, Social Influence, and Facilitating Conditions have a significant impact on Behavioral Intention among users of the Plavon Dukcapil Sidoarjo application. Gender groups do not moderate the influence of Performance Expectancy on Behavioral Intention. Gender groups also do not moderate the influence of Effort Expectancy on Behavioral Intention. However, the female gender group can moderate the influence of Effort Expectancy on Behavioral Intention. Age groups do not moderate the influence of Performance Expectancy on Behavioral Intention. Similarly, age groups do not moderate the influence of Effort Expectancy on Behavioral Intention. However, age groups can moderate the influence of Social Influence and Facilitating Conditions on Behavioral Intention.

Recommendations for the Plavon Dukcapil team, particularly the developers of the Plavon Dukcapil application, include maintaining and continuously improving the aspect of Facilitating Conditions in the application. This is because Facilitating Conditions are the

most influential factor on Behavioral Intention. However, other factors still need to be considered, given that Effort Expectancy and Social Influence factors directly affect Behavioral Intention.

REFERENCE

Aji, B. K., Farhandi, A. Y., Amrozi, Y., Informasi, P. S., Islam, U., Sunan, N., Surabaya, A., & Sidoarjo, P. D. (2022). Analisis Penerimaan Masyarakat Pada Website Pelayanan Via Online Dukcapil (Plavon) Kabupaten. *Jurnal Ilmiah Rekayasa dan Manajemen Sistem Informasi*, *8*(1), 41–47.

Bianto, N., & Choiriyah, I. U. (2023). Implementation of E-Government Through Dukcapil Via Online (Plavon) Service in Village. *Indonesian Journal of Cultural and Community Development*, *14*, 6–12. https://doi.org/10.21070/ijccd2023855

Bouty, A. A., Koniyo, M. H., & Novian, D. (2019). The Evaluation of Electronic Based Government System Using E-Government Maturity Model (Case in Government of Gorontalo City). *Penelitian Komunikasi dan Opini Publik*, *23*(1), 16–24.

Cholik, C. A. (2021). View of Perkembangan Teknologi Informasi Komunikasi _ ICT dalam Berbagai Bidang. *Jurnal Fakultas Teknik*, *2*(2), 8.

Gani, A. G. (2013). Sejarah dan Perkembangan Internet Di Indonesia. *Jurnal Mitra Manajemen*, *5*(2), 68–71.

Handayani, T., & Sudiana, S. (2015). Analisis Penerapan Model Utaut (Unified Theory of Acceptance and Use of Technology) Terhadap Perilaku Pengguna Sistem Informasi (Studi Kasus: Sistem Informasi Akademik Pada Sttnas Yogyakarta). *Angkasa: Jurnal Ilmiah Bidang Teknologi*, *7*(2), 165. https://doi.org/10.28989/angkasa.v7i2.159

Indah, M., & Agustin, H. (2019). Penerapan Model Utaut (Unified Theory Of Acceptance And Use Of Technology) Untuk Memahami Niat Dan Perilaku Aktual Pengguna Go-Pay Di Kota Padang. *Jurnal Eksplorasi Akuntansi*, *1*(4), 1949–1967. https://doi.org/10.24036/jea.v1i4.188

Jayaprana, M. A. U., Putra, W. H. N., & Herlambang, A. D. (2019). Evaluasi Penerimaan Aplikasi Mobile Among Warga Smart City Pemerintah Kota Batu Menggunakan Model UTAUT. *Jurnal Pengembangan Teknologi Informasi dan Ilmu Komputer*, *3*(7), 6386–6395.

Lestari, P. A., Tasyah, A., Syofira, A., Rahmayani, C. A., Cahyani, R. D., Tresiana, N., & Lampung, U. (2021). Digital-Based Public Service Innovation (E-Government) in the Covid-19 Pandemic Era. *Jurnal Ilmu Administrasi*, *18*(2), 212–224.

Maita, I., Saide, Indrajit, R. E., & Irmayani, A. (2018). User behavior analysis in academic information system using unified theory of acceptance and use of technology (UTAUT). *ACM International Conference Proceeding Series*, *2*, 223–228. https://doi.org/10.1145/3230348.3230351

Mawarni, Y. Q., Radjikan, & Hariyoko, Y. (2021). Penerapan Pelayanan Prima Berbasis E-Goverment Pada Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Sidoarjo. *REPOSITORY UNTAG*, *1*(1), 1–6.

Prasetyo, D. Y. (2017). Penerapan Metode UTAUT dalam Memahami Penerimaan dan Penggunaan website KKN LPPM Unisi. *Jurnal SISTEMASI*, *6*(2), 26–34.

Siregar, R. K. D., & Fitriawan, R. A. (2018). Analisis Kualitas Website Ruangguru. com Menggunakan Metode Webqual 4.0 Dan Ipa (importance Performance Analysis). *eProceedings of Management*, *5*(1).

Wijaya, J. H. (2021). Governance Dalam Pelaksanaan E-Government Di Indonesia. *JPW (Jurnal Politik Walisongo)*, *3*(2), 197–204. https://doi.org/10.21580/jpw.v3i2.12127