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Analysis of the Implementation of the SALAMAN Application by using Government Adoption Model (GAM)

Meilani Kesuma Nababan[1*], Rio Guntur Utomo[2], Muhammad Faris Fathoni[3]

[1,2,3]*School of Computing Information Technology, Telkom University, Bandung, Indonesia*

[1]meilanikesumanababan@student.telkomuniversity.ac.id (*)

[2,3]*[riogunturutomo, mfarisfwork]@telkomuniversity.ac.id*

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Abstract— The city of Bandung is one of the cities that has implemented e-government in government affairs in Indonesia. The government launched an integrated service application called Done in the Hand (*SALAMAN*) to improve public services in Bandung. This application service will make it easier for residents and immigrant residents who want to take care of population administration in Bandung. However, the biggest obstacle to using this new system is coming from the community itself. This study aims to determine the level of public acceptance of the new system using the Government Adoption Model (GAM) method and then determine the variable factors that influence the level of acceptance of the E-government application in Bandung. Questionnaires were distributed via Google form to collect data from residents of Bandung, regardless of whether or not they used the application. Four hundred participants participated in the study, making up the sample size for this research endeavor. The method used for the data analysis is the Structural Equation Modelling Partial Least Square (SEM PLS). According to the study's findings, the degree to which the society approves of the application is proportional to the degree to which the application provides good value to the society of Bandung City. A good application assessment based on the application user's positive feedback shows the extent of community approval for e-government services. The percentage of an evaluation carried out using the GAM also depends on the respondents' answers to all of the variables, which, on average, yielded a score of 78.40%, meeting the "good" requirements. The implementation of the application shows that the higher users' positive feedbacks, the higher users' intention continue using the application.

Keywords—Government Adoption Model; GAM; SALAMAN Application; e-Government; Structural Equation Modelling; Public Service Application.

I. INTRODUCTION

Currently, the world is heading towards the information society era, which is an era where the needs and demands to access, manage and use large amounts of information quickly and accurately are very high [1]. Electronic government or e-Government is a form of implementing information systems for government services to the public [2]. Various countries and regions have widely implemented the development of e-government due to the significant benefits of implementing government systems, citizens, and communities. These benefits include delivering quality public services, convenience and accessibility of public services, bridging the digital gap, minimizing communication and information costs, facilitating citizens of the government, shortening distances and connections, and expanding reach [3].

One of the existing e-government applications in Indonesia is the *SALAMAN* application since December 2018, which has been updated several times. Figure 1 is an Application that was created to follow technological developments in its application to realize e-government. With this application, residents and immigrants no longer need to queue and wait long to take care of population administration services such as processing birth certificates, death certificates, KIA, and letters of moving out of Bandung City, accessed online via a smartphone that can be installed on the play store. In addition, this application can reduce queues for administration at the population and civil registration service. The application is still in the development process[4]. The application has 12 features that make it easier for us to manage population administration. The features available in the SALAMAN application are the Issuance of Birth Certificates (for those who do not/already have NIK), Issuance of Death Certificates, Issuance of Child Identity Cards (KIA), Adjustment of Data Elements Citizenship, Applications for Moving between Kelurahans within the City of Bandung, Applications for Moving between Districts within the City of Bandung, Applications for Moving Out of Bandung City, Applications for Moving Come to Bandung City, Applications for Separate Family Cards, Applications for Printing Family Cards, Applications for Printing e-KTP, and Letters Temporary Stay Statement (SKTS).

Application is a system that is implemented online. This system was reactivated starting September 5, 2022, having previously been deactivated in November 2021 due to the migration process from distributed SIAK to modified SIAK [5]. With the active return of the application, the people of Bandung City can easily access the service for making population documents so that their rights to population documents can be fulfilled [6].

The goal of e-government is to develop electronic governance to raise the standards of public services effectively and efficiently [7]. E-government itself has been implemented in the city of Bandung. Nevertheless, Bandung City's acceptance of the Handshake app varies and is not widely publicized. The level of community participation in using the application needs to be a valuable input for the government in increasing community participation and use in adopting the

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application so that the existence of the application that has been designed is not useless.

The residents of Bandung will participate in a poll that will be carried out later today. The poll results will then be analyzed to ascertain the general public's perspective on the factors contributing to the spread of *SALAMAN*. The application analysis in Bandung was carried out using the Government Adoption Model (GAM) because of its compatibility with the criteria for e-government. The variables in the GAM model were selected for usage. As a consequence of this, the GAM approach can be utilized to investigate the aspects that play a role in the community of Bandung's acceptance of the Bandung e-government implementation [8]

Previous research by [9] shows computer self-efficacy, information quality, perceived trust, e-government adoption, usage intention, and net benefit significantly impact smart mobility's success. Then research [10] found that business expectations and facility conditions, which influence the adoption of e-government services in the Gunungkidul district, have been shown to impact people's behavioral intentions to use e-government services significantly. It has now been established that usage behavior is significantly impacted by computer self-efficacy. In addition, research [11] states that Different user satisfaction levels will directly impact the adoption of e-government services in Indonesia. However, user satisfaction's indirect influence on e-government service acceptance as an intermediary factor of the quality dimension only positively affects the service quality dimension. Another study by [12] revealed that the variables in the GAM model show that service quality indicators in smart regions have positive and significant relationships. This study demonstrates that significant issues affecting the caliber of smart mobility services are receiving more consideration from governments and policymakers.

The purposes of this research are to analyze the value of society approval and the factors that influence its use in the utilization of the application as access to public services provided by the government of Bandung City using the Government Adoption Model (GAM) and also to provide recommendations or suggestions based on the results of the analysis of factors that influence the application [13]. The results of this study are expected to be beneficial in the development of technology and information science. This study is expected to provide additional knowledge regarding the study of the Analysis of the Implementation of the Bandung City SALAMAN Application (Disdukcapil) Using the Government Adoption Model (GAM), especially in developing the application. As for the limitations of the problem in this study, the e-government studied is the application belonging to the Bandung city government, the population that will be used in this study is the Bandung city community who have used the application, as well as the acceptance value of the application which used the Government Model Adoption (GAM) modeling. In order to evaluate the public's assessment of the factors influencing application adoption, a survey will be carried out on the people of Bandung. The results of the study will be measured. The analysis applied to the application in Bandung was carried out using the Government Adoption Model (GAM). The GAM has been chosen because there are variables that match the criteria of e-government adoption, so with the GAM method, it will be possible to analyze the factors that influence the Bandung community's adoption of the e-government application of Bandung.

The final results of this study will be able to provide recommendations to the Bandung government, especially as a developer of the application with the GAM method, so that later the Bandung government can optimally provide services to the Bandung community in particular and the Indonesian community in general. The limitations of the problem in this study include the e-Government studied is the application belonging to the Bandung City Government, the population that will be used in this study is the Bandung City community who have used the application, and the acceptance value of the application, which will be used in the GAM.

II. Research Methodology

Respondents used quantitative methods to collect data as this study's data sources. The authors will create and then distribute questionnaires. Then the data will be analyzed in the technology implementation of the application using the Government Adoption Model (GAM) method with analytical calculations using Partial Least Square Structural Equation Modeling (SEM-PLS) [14]. This study will explain the model implementation to the technology implementation of the *SALAMAN* application in Figure 1.

Figure 1. Dashboard The SALAMAN Application

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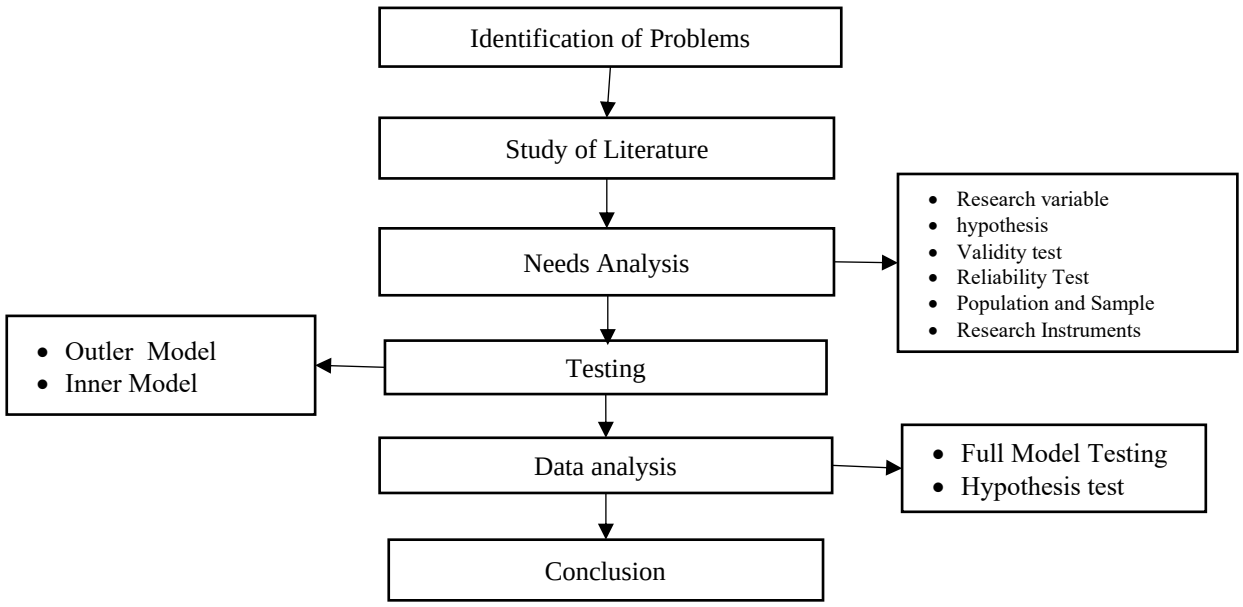

Figure 2. Research Stages

Based on Figure 2, In the first stage. The limitations of GAM on e-government services in the application will be explained. In the second stage, the society's approval of the GAM model will be described. The third stage concerns data acquisition by conducting questionnaires to application users [12]. The final step in this research process is to validate the methodology and results to determine whether the society has approved the application [15].

A. Population and Sampling

The population research was taken from the citizens of Bandung with a minimum age of 17 years, who either had used the application or did not use the application for citizenship administration purposes as the criteria. This study used probability sampling with simple random sampling, which means that sample participants were chosen randomly from the population without considering the population [16].

In this study, the population of Bandung is 2.530.448 residents. The number of people in Bandung who use the application is 242,634. Thus, the researcher uses Slovin using Equation (1) to determine the number of samples. Where the n variable is the sample size/number of samples sought. The N variable is population size/number of population, and the e variable is a tolerable margin of error.

$$n = \frac{N}{1+N(e)^2} = \frac{242{,}634}{1+(242{,}634\times(5\%)^2)} = 399{,}341 \approx 400\ Responden \quad (1)$$

B. Data Collection Methods

This study uses a questionnaire to collect data. With the requirement that respondents using the application be either currently using it or had used it with a minimum age of 17 years, this questionnaire was created using Google Forms and then distributed online to the residents of Bandung City through social media. Table I [32], the measurement process from the questionnaire is carried out by providing a scale level, in this case, using a Likert scale with intervals of 1 to 5 [17].

TABLE I
LIKERT SCALE

Mark	Approval Level
1	Strongly disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly agree

Based on Figure 3, This study uses a structural model of the Government Adoption Model (GAM) model which uses several variables Perceived Compatibility, Perceived Awareness Perceived, Availability of Resources, Computer-self Efficacy, Perceived Ability to Use, Multilingual Option, Perceived Information Quality, Perceived Trust which is divided into 3, namely Perceived Uncertainty, Perceived Security, and Perceived Privacy, followed by Perceived Functional Benefits, Perceived Image, and Perceived Service Response.

C. Research Flow

This study's analytical phase included a combination of a quantitative method and a model called the Government Adoption Model (GAM) used as a model. The following describes each step in this study's research process: Strongly disagree.

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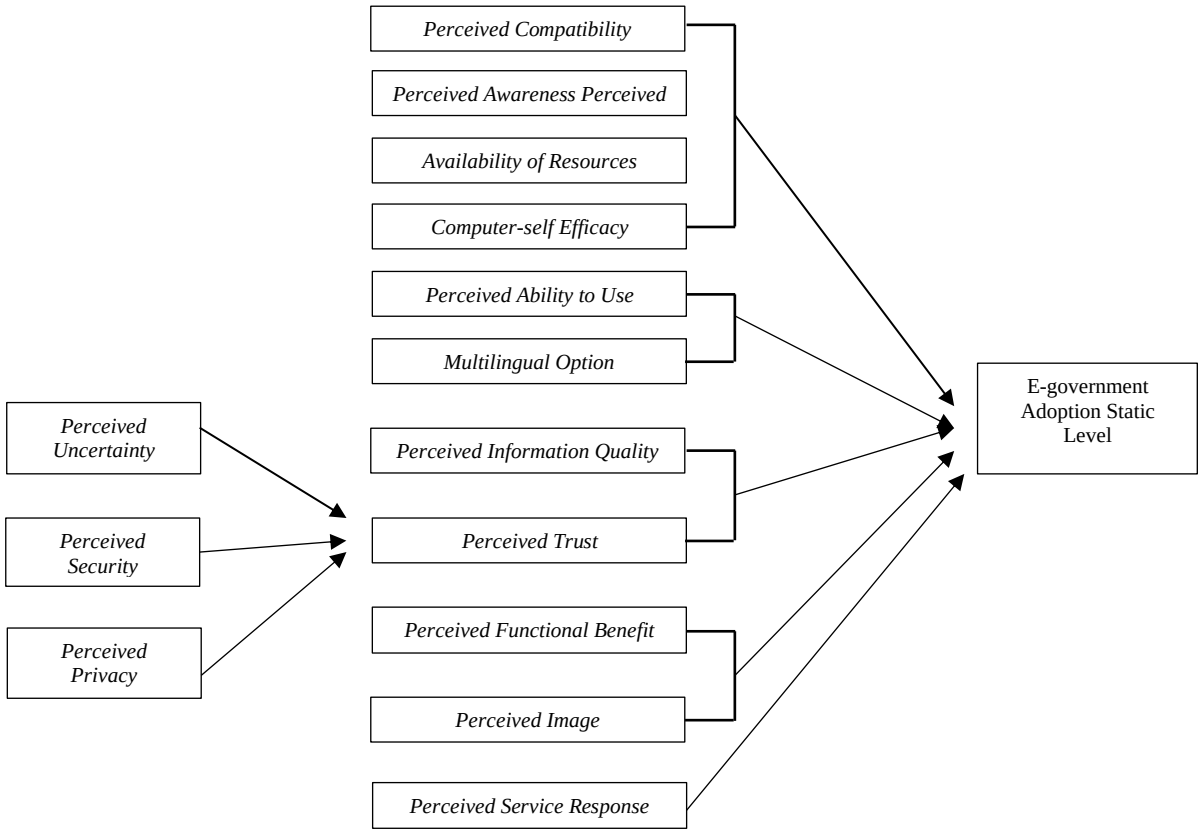

Figure 3. GAM Model a Static Level

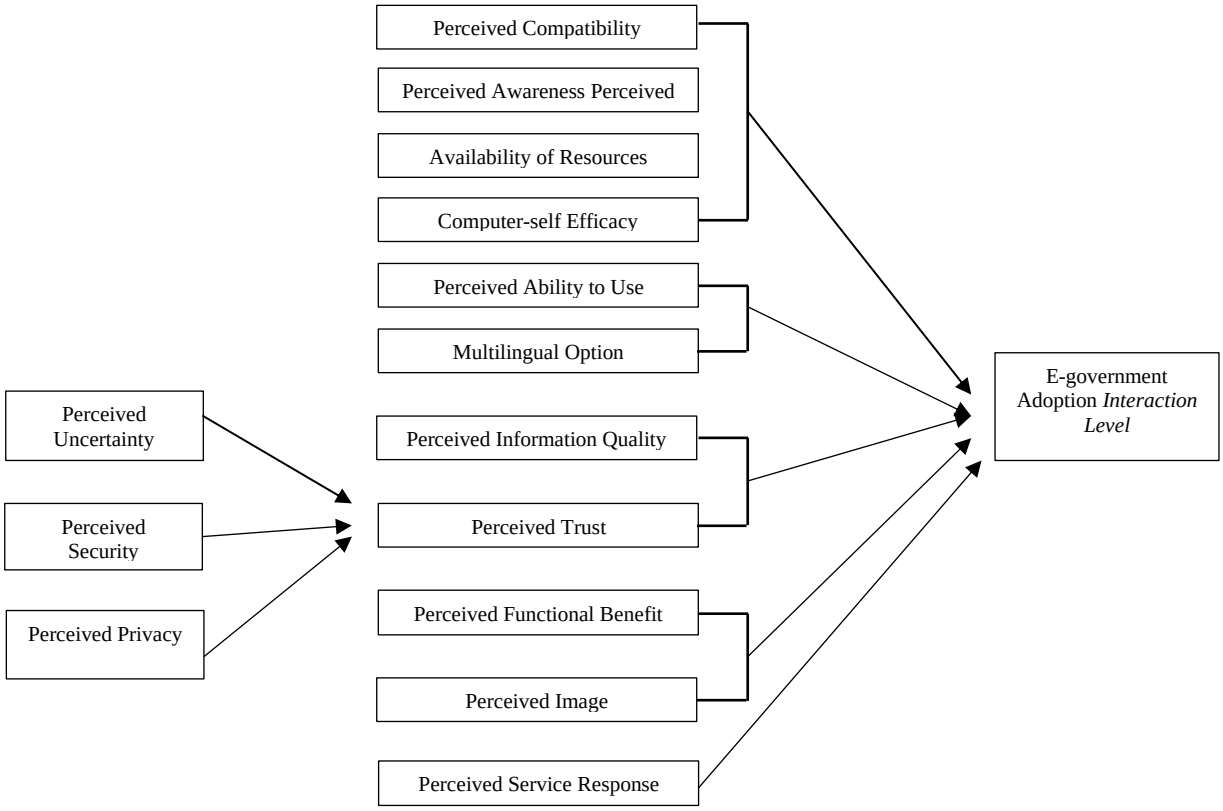

Figure 4. GAM Model the Interaction Level [33]

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D. Questionnaire Instrument

The author will use as many as 73 indicators and 16 variable approaches from the Government Adoption Model in the statement they will submit in the questionnaire for this research [15].

Based on Figure 4 describes the GAM Interaction Level, which is more or less the same explanation as Figure 3 before. As shown in Table II above contains the variable parts which are from the structural model of the GAM, indicators are used as dimensions of the GAM model, codes to provide codes for each type of Variable and attribute questionnaires that are obtained based on questionnaire data collection, which is distributed to 400 respondents, namely the urban community Bandung. The following is a table regarding the questionnaire instrument used in this study:

TABLE II
QUESTIONNAIRE INSTRUMENT

Variable	Indicator	Code	Question Attribute
Perceived Awareness	Knowing the existence of the system	PA1	I know the existence of an e-government system on the Salaman application.
		PA2	I understand the benefits of using an e-government system on the Salaman application.
	Government outreach/advertisement uses the service.	PA3	I have gone through an education/training program on the overall features of the e-government system on the Salaman application.
		PA4	I encountered a government campaign/advertisement to use the e-government system on the Salaman application.
	Benefits of using the service	PA5	I understand that the information provided by the e-government system has an easy-to-read, clear, and well-organized display on the Salaman application.
		PA6	I understand that the information provided by the e-government system in the Salaman application is easy to understand
Availability of Resources	Have adequate computer technology	AOR1	I have adequate computer technology
		AOR2	I have computer equipment facilities to support access to the Salaman application.
	Have access to a high-speed internet connection	AOR3	I always have access to a high-speed internet connection
		AOR4	I get freedom in using an internet connection.
Computer-self Efficacy	Qualification and operating computer	CSE1	I have the qualifications to use and operate a computer
		CSE2	I have expertise in using e-government systems on the Salaman application.
	Qualification and operating internet	CSE3	I have the qualifications to use and operate the internet
		CSE4	I am sure to use the e-government system on the Salaman application.
	Service expertise	CSE5	I am confident in my ability to overcome obstacles in the difficulty level of using the e-government system in the Salaman application.
		CSE6	I can understand the features of the e-government system in the Salaman application.
Perceived Compatibility	Matches personal style	PC1	The e-government system in the Salaman app fits my preferred way of obtaining information.
		PC2	The e-government system on the Salaman application is suitable for my needs.
		PC3	I prefer virtual interactions with e-government systems on the Salaman application rather than personal interactions with physical offices.
	Influence on work habits	PC4	The e-government system in the Salaman app fits my preferred way of interacting.
		PC5	Using the e-government system on the Salaman application will suit my lifestyle.
		PC6	The e-government system in the Salaman application has integrated and consistent data, which makes it easier to interact and get information.
Perceived Image	Belief	PI1	Community/business organizations that use e-government systems on the Salaman app to receive government services have a high profile.
		PI2	Community/business organizations that use the e-government system on the Salaman application to receive government services have more reputation than those who don't
	Precision with reliability	PI3	Interacting with the e-government system on the Salaman application to receive government services increases the social status of the community/business organization.
		PI4	Public service staff provide information about when services will be carried out.
Perceived Ability to Use	Easy to Recognize	PATU1	Learning to interact with e-government systems on the Salaman application was easy.
		PATU2	The e-government system in the Salaman application is flexible to use
	Ease of Navigation	PATU3	It's very easy to navigate the e-government system on the Salaman application.
		PATU4	The interaction with the e-government system on the Salaman application is clear and understandable.
	Convenience to Collect Information	PATU5	I can easily do my assignments using the e-government system on the Salaman application.
		PATU6	It's easy to download the required licensing documents using the e-government system on the Salaman application.
Perceived Information Quality	Accurate	PIQ1	The information provided in the e-government system on the Salaman application is up-to-date.
		PIQ2	The e-government system on the Salaman application provides accurate information about the services provided

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Variable	Indicator	Code	Question Attribute
	On-time	PIQ3	The e-government system on the Salaman application provides sequential and systematic information.
	Relevant	PIQ4	The e-government system in the Salaman application provides government policies related to system functions.
		PIQ5	The e-government system on the Salaman application provides an additional source of related information.
		PIQ6	The e-government system in the Salaman application provides the necessary links to other systems.
Multilingual Option	Presentation	MLO1	Provides a choice of local/regional languages according to the majority language
	Use	MLO2	The availability of the native language (mother tongue) in the e-government system on the Salaman application can help carry out tasks better.
		MLO3	The availability of the native language (mother tongue) in the e-government system on the Salaman application makes it easier to carry out tasks.
		MLO4	Without the choice of native language (mother tongue), I cannot perform my tasks in the e-government system on the Salaman application.
Perceived Functional Benefit	Comfort	PFB1	I need to use the e-government system on the Salaman application from anywhere convenient for me.
		PFB2	Using the e-government system on the Salaman application at any time convenient for me is crucial.
	Reliable	PFB3	The e-government system in the Salaman application helps complete tasks more quickly.
		PFB4	It takes little to search for the services of the e-government system on the Salaman application compared to traditional government services.
	Quality	PFB5	Using the e-government system on the Salaman application improves overall efficiency.
		PFB6	Using the e-government system on the Salaman application makes it easier to perform tasks.
		PFB7	Using the e-government system on the Salaman application improves the quality of decision-making.
Perceived Uncertainty	Satisfaction with relationships	PU1	Direct personal involvement is required to manage interactions with an electronic government system using the Salaman application.
		PU2	The results of interaction with e-government systems on the Salaman application are still being determined due to the absence of direct personnel.
	Perceived alternative	PU3	Interaction in the virtual environment is uncomforTable
		PU4	The e-government system in the Salaman application lacks trustworthiness when interacting online.
Perceived Security	Data Confidentiality	PS1	The e-government system in the Salaman application is safe to use for financial purposes.
		PS2	The e-government system in the Salaman application protects my credit card information.
	Security Guarantee	PS3	The e-government system in the Salaman application has adequate security features.
		PS4	The security policy in the e-government system on the Salaman application is clearly stated.
Perceived Privacy	Integrity	PP1	I hesitate to provide information about the e-government system on the Salaman application.
		PP2	The e-government system on the Salaman application protects the information that I disclose.
	No transaction recording	PP3	The e-government system in the Salaman application does not share my personal information with other systems.
		PP4	The e-government system on the Salaman application can maintain its trust and commitment.
	Confidentiality	PP5	The e-government system in the Salaman application provides regulations governing the security of community interaction/information.
		PP6	The Salaman application provides security and privacy statements for all e-government services.
Perceived Trust	Reliability	PT1	The e-government system on the Salaman application as a whole is reliable
		PT2	The e-government system on the Salaman application is more reliable than physical government offices.
	Credibility	PT3	What I do through the e-government system on the Salaman application is guaranteed.
		PT4	The government is fully responsible for all types of insecurity during interactions/transactions in the e-government system on the Salaman application.
	Concern	PT5	The legal and technological policies of the e-government system on the Salaman application are enough to protect me from problems on the internet.
		PT6	The administration of the e-government system on the Salaman application does not share personal information with other parties.
Perceived Service Response	Perception	PSR1	The e-government system on the Salaman app remembers/recognizes me as a valued customer.

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Variable	Indicator	Code	Question Attribute
	Satisfaction	PSR2	The e-government system customer service on the Salaman application meets my specific needs.
		PSR3	The e-government system in the Salaman application took quick action when I encountered problems carrying out my duties.
		PSR4	The e-government system customer service on the Salaman application responds very quickly.
Adoption (static level)	Recommend	ADOP11	I will suggest to those closest to me to use Salaman to get information
		ADOP12	I have suggested to the people closest to me to use Salaman to get information.
	Use	ADOP13	I will use Salaman to get information
		ADOP14	I've used Salaman for information.
Adoption (interaction level)	Recommend	ADOP21	I suggest to the people closest to me to use Salaman to use its services.
		ADOP22	I have suggested to the people closest to me to use Salaman to use its services.
	Use	ADOP23	I will use Salaman to use their services
		ADOP24	I have used Salaman to use its services.

III. Result and Discussion

A) Validity Test

The validity test assesses how closely the questionnaire's performance matches the value or measurement obtained when measuring the variable to be measured. Some of the methods used to test the validity are convergent validity and discriminant validity. Convergent validity and discriminant validity are two techniques for validating statements. Convergent validity is the first step in the outer model test used in research to assess how well a measurement tool or scale can reflect the same or comparable constructs as other measurement tools or scales while still being accepted as valid [18]. Meanwhile, discriminant validity is an indicator used in research to measure how much a measurement instrument or scale can distinguish between different constructs or have other characteristics [19].

The purpose of determining whether or not these assertions are true, it is possible to use techniques like exploratory factor analysis (EFA) and confirmatory factor analysis (CFA) [20]. The EFA factor analysis method finds connections between obvious or indicator variables when building structures. Conversely, CVA examines whether indicators grouped by latent variables (structure) are structurally consistent [21]. Based on the validity test, with data processing, in this case, using 14 variables followed by 36 indicators, there is one indicator whose value is below 0.7 in model 1 PP3 indicator with a result of 0.611. The PP3 indicator is said to be invalid because the results obtained are below 0.7. Other indicators in model 1 are above 0.7, where all items the source gives get a valid value for each question. Model 2 has two invalid indicators where the resulting value is below 0.7. The indicators are PC1 with a value of 0.697, and PP3 with a value of 0.611. A comparison of the results of the two models shows that model 1 has the most valid indicators while model 2 is below model 1, and there are two invalid indicators obtained. Then when talking about the convergent validity analysis of model 1 as shown in Table III.

Table III
CONVERGENT VALIDITY ANALYSIS MODEL 1

Variable	Indicator	Code	Outer Loading	CR	AVE	Explanation
Perceived Awareness	Knowing the existence of the system	PA1	0.868	0.913	0.637	Valid
		PA2	0.793			Valid
	Government outreach/advertisement uses the service	PA3	0.703			Valid
		PA4	0.851			Valid
	Benefits of using the service	PA5	0.760			Valid
		PA6	0.801			Valid
Availability of Resources	Have adequate computer technology	AOR2	0.808	0.839	0.635	Valid
		AOR3	0.803			Valid
	Have access to a high-speed internet connection	AOR4	0.780			Valid
		AOR6	0.808			Valid
Computer-self Efficacy	Qualification and operating computer	CSE1	0.787	0.887	0.568	Valid
		CSE2	0.736			Valid
	Qualification and operating internet	CSE3	0.732			Valid
		CSE4	0.753			Valid
	Service expertise	CSE5	0.730			Valid
		CSE6	0.782			Valid
Perceived Compatibility	Matches personal style	PC1	0.707	0.831	0.551	Valid
		PC2	0.811			Valid
		PC3	0.713			Valid
	Influence on work habits	PC4	0.706			Valid
		PC5	0.734			Valid
		PC6	0.812			Valid
Perceived Image	belief	PI1	0.742	0.831	0.551	Valid
		PI2	0.744			Valid

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Variable	Indicator	Code	Outer Loading	CR	AVE	Explanation
	Precision with reliability	PI3	0.763			Valid
		PI4	0.720			Valid
Perceived Ability to Use	Easy to Recognize	PATU1	0.716	0.884	0.559	Valid
		PATU2	0.747			Valid
	Ease of Navigation	PATU3	0.780			Valid
		PATU4	0.766			Valid
		PATU5	0.756			Valid
		PATU6	0.718			Valid
Perceived Information Quality	Accurate	PIQ1	0.755	0.893	0.583	Valid
		PIQ2	0.760			Valid
	On-time	PIQ3	0.757			Valid
		PIQ4	0.778			Valid
	Relevant	PIQ5	0.778			Valid
		PIQ6	0.751			Valid
Multilingual Option	Presentation	MLO1	0.728	0.835	0.558	Valid
		MLO2	0.742			Valid
	Use	MLO3	0.757			Valid
		MLO4	0.760			Valid
Perceived Functional Benefit	Comfort	PFB1	0.725	0.894	0.546	Valid
		PFB2	0.720			Valid
	Reliable	PFB5	0.706			Valid
		PFB6	0.744			Valid
	Quality	PFB7	0.752			Valid
		PFB8	0.775			Valid
		PFB9	0.749			Valid
Perceived Uncertainty	Satisfaction with relationships	PU1	0.831	0.911	0.719	Valid
		PU2	0.861			Valid
	Perceived alternative	PU3	0.836			Valid
		PU4	0.863			Valid
Perceived Security	Data Confidentiality	PS1	0.797	0.858	0.602	Valid
		PS2	0.711			Valid
	Security Guaranteed	PS3	0.811			Valid
		PS4	0.780			Valid
Perceived Privacy	Integrity	PP1	0.937	0.923	0.672	Valid
		PP2	0.937			Valid
	No transaction recording	PP3	0.611			Invalid
		PP4	0.717			Valid
	Confidentiality	PP5	0.718			Valid
		PP6	0.933			Valid
Perceived Trust	Reliability	PT1	0.705	0.873	0.534	Valid
		PT2	0.718			Valid
	Credibility	PT3	0.723			Valid
		PT4	0.746			Valid
	Concern	PT5	0.760			Valid
		PT6	0.731			Valid
	Perception	PSR1	0.807	0.863	0.613	Valid
		PSR2	0.760			Valid
	Satisfaction	PSR3	0.781			Valid
		PSR5	0.782			Valid
Adoption (static level)	Recommend	ADOP11	0.773	0.856	0.597	Valid
		ADOP12	0.785			Valid
	Use	ADOP13	0.746			Valid
		ADOP14	0.787			Valid

TABLE IV
CONVERGENT VALIDITY ANALYSIS MODEL 2

Variable	Indicator	Code	Outer Loading	CR	AVE	Explanation
Perceived Awareness	Knowing the existence of the system	PA1	0.868	0.912	0.635	Valid
		PA2	0.793			Valid
	Government outreach/advertisement	PA3	0.703			Valid
	uses the service	PA4	0.851			Valid
	Benefits of using the service	PA5	0.760			Valid
		PA6	0.801			Valid
Availability of Resources	Have adequate computer technology	AOR2	0.803	0.840	0.636	Valid
		AOR3	0.799			Valid

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Variable	Indicator	Code	Outer Loading	CR	AVE	Explanation
	Have access to a high-speed internet connection	AOR4	0.790			Valid
Computer-self Efficacy	Qualification and operating computer	CSE1	0.801	0.888	0.571	Valid
		CSE2	0.742			Valid
	Qualification and operating internet	CSE3	0.703			Valid
		CSE4	0.768			Valid
	Service expertise	CSE5	0.731			Valid
		CSE6	0.783			Valid
Perceived Compatibility	Matches personal style	PC1	0.697	0.882	0.555	Invalid
		PC2	0.790			Valid
		PC3	0.748			Valid
	Influence on work habits	PC4	0.706			Valid
		PC5	0.735			Valid
		PC6	0.791			Valid
Perceived Image	Belief	PI1	0.757	0.830	0.550	Valid
		PI2	0.740			Valid
	Precision with reliability	PI3	0.766			Valid
		PI4	0.703			Valid
Perceived Ability to Use	Easy to Recognize	PATU1	0.711	0.884	0.559	Valid
		PATU2	0.750			Valid
	Ease of Navigation	PATU3	0.785			Valid
		PATU4	0.769			Valid
	Convenience to Collect Information	PATU5	0.751			Valid
		PATU6	0.717			Valid
Perceived Information Quality	Accurate	PIQ1	0.758	0.893	0.583	Valid
		PIQ2	0.761			Valid
	On-time	PIQ3	0.754			Valid
		PIQ4	0.779			Valid
	Relevant	PIQ5	0.774			Valid
		PIQ6	0.755			Valid
Multilingual Option	Presentation	MLO1	0.763	0.835	0.559	Valid
		MLO2	0.739			Valid
	Use	MLO3	0.731			Valid
		MLO4	0.758			Valid
Perceived Functional Benefit	Comfort	PFB1	0.728	0.894	0.546	Valid
		PFB2	0.716			Valid
	Reliable	PFB5	0.713			Valid
		PFB6	0.745			Valid
	Quality	PFB7	0.750			Valid
		PFB8	0.773			Valid
		PFB9	0.745			Valid
Perceived Uncertainty	Satisfaction with relationships	PU1	0.831	0.911	0.719	Valid
		PU2	0.861			Valid
	Perceived alternative	PU3	0.836			Valid
		PU4	0.863			Valid
Perceived Security	Data Confidentiality	PS1	0.798	0.858	0.602	Valid
		PS2	0.712			Valid
	Security Guarantee	PS3	0.810			Valid
		PS4	0.779			Valid
Perceived Privacy	Integrity	PP1	0.937	0.923	0.672	Valid
		PP2	0.937			Valid
	No transaction recording	PP3	0.611			Invalid
		PP4	0.717			Valid
	confidentiality	PP5	0.717			Valid
		PP6	0.933			Valid
Perceived Trust	Reliability	PT1	0.701	0.873	0.533	Valid
		PT2	0.719			Valid
	Credibility	PT3	0.742			Valid
		PT4	0.741			Valid
	Concern	PT5	0.754			Valid
		PT6	0.723			Valid
	Perception	PSR1	0.801	0.863	0.613	Valid
		PSR2	0.763			Valid
	Satisfaction	PSR3	0.781			Valid
		PSR5	0.785			Valid
	Recommended	ADOP21	0.758	0.868	0.622	Valid

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Variable	Indicator	Code	Outer Loading	CR	AVE	Explanation
Adoption		ADOP22	0.760			Valid
(interaction level)	Use	ADOP23	0.816			Valid
		ADOP24	0.818			Valid

Based on Table III and IV above, in Table Model 1, there are indicators whose outer loadings value is below 0.7, namely PP3 of 0.611. In contrast, model 2 indicators whose value is below 0.7 are PP3 of 0.611 and PC1 of 0.697. This means an indicator below 0.7 is invalid, while an indicator above 0.7 means the question item is considered valid. The validity test looks at the concurrent validity value in the reflective model as seen by the average AVE value. The average AVE obtained from the two models above shows that all indicators have a value above 0.50, where the value is accepted as valid. The results of the discriminant validity test must meet the HT/MT (heterotrait / monotrait) value, which must be below 0.90.

B) Reliability Test

The Cronbach's alpha value and the composite reliability value are used to determine the reliability test, and they both must be greater than 0.7 to satisfy the requirements [22]. The reliability test results are in Table V and VI.

TABLE V
RELIABILITY TEST RESULTS MODEL 1

Indicator	Cronbach's alpha	Composite reliability	The average variance extracted (AVE)
ADOP1	0.723	0.844	0.644
AOR	1.000	1.000	1.000
CSE	0.703	0.871	0.771
MLO	1.000	1.000	1.000
PA	1.000	1.000	1.000
PATU	0.773	0.854	0.594
PC	0.832	0.903	0.758
PFB	0.810	0.868	0.569
PI	1.000	1.000	1.000
PIQ	1.000	1.000	1.000
PP	0.999	0.999	0.999
PS	0.713	0.838	0.634
PSR	0.740	0.852	0.658
PT	0.705	0.836	0.629
PU	0.870	0.911	0.719

TABLE VI
RELIABILITY TEST RESULTS MODEL 2

Indicator	Cronbach's alpha	Composite reliability	The average variance extracted (AVE)
ADOP2	0.764	0.864	0.679
AOR	1.000	1.000	1.000
CSE	0.703	0.871	0.771
MLO	1.000	1.000	1.000
PA	1.000	1.000	1.000
PATU	0.773	0.853	0.593
PC	0.832	0.902	0.756
PFB	0.810	0.868	0.569
PI	1.000	1.000	1.000
PIQ	1.000	1.000	1.000
PP	0.999	0.999	0.999
PS	0.713	0.838	0.634
PSR	0.740	0.852	0.658
PT	0.705	0.836	0.629
PU	0.870	0.911	0.719

Tables V and VI note that to determine the reliability of an indicator is used by looking at the value of CA (Cronbach's alpha), CR (Composite reliability), and AVE (Average variance extracted). The value obtained from 2 variables in CA and CR gets a result greater than 0.7. The AVE value obtained by the two variables is greater than 0.5. Its reliability is accepted and has consistency in measuring each variable. There are differences in the value of the test results obtained, namely ADOP1 CA (0.723), CR (0.844), and AVE (0.644). ADOP2 values are obtained in CA (0.764), CR (0.864), and AVE (0.679).

The analysis of the inner model explains how the variables relate to one another, following the structural model of the research hypothesis [23]. This analysis includes R Square, Q Square, and Model Fit.

1) R Square: Based on Table VII, the R-squared value for each variable, the evaluation of the model using Smart PLS can be regarded as endogenous potential. The magnitude of the exogenous variables that can be used to explain the endogenous variables can be determined by looking at the R-squared coefficient of determination. The value of R squared is usually obtained from 0 to 1 [24]. Based on Table VII above, in the ADOP1 variable, the resulting R Square value is 0.532, and ADOP2 is 0.565, which is in the moderate group. ADOP1 variables of 53.2% and ADOP2 of 56.5% were influenced by several variables used, while 46.8% and 43.5% were influenced by other variables not used in this study. The PT variable gets a value of 0.430, meaning that the value is classified as weak. This PT variable is only 43% influenced by PP, PS, and PU variables, and the other 57% is influenced by variables not in this study.

TABLE VII
R SQUARE VALUE MODEL

	Variables	R-square
Model-1		
	ADOP1	0.532
	PT	0.430
Model-2		
	ADOP2	0.565
	PT	0.430

2) Q Square: Based on Table VIII, the structural model's Predictive correlation (Q2) is used to measure the obtained variable values. The model in Smart PLS has predictive relevance for this construct for some endogenous latent variables because the value of Q2 is greater than zero for those variables [24]. Based on Table VIII above, the value of Q2 in ADOP1 gets a value of 0.496 and ADOP2 0.529. The value of the PT variable in Table VIII above gets the same value of

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0.419. It can be concluded that the model has relevant predictive value.

TABLE VIII
Q SQUARE VALUE MODEL

	Variables	Q^2predict
Model-1		
	ADOP1	0.496
	PT	0.419
Model-2		
	ADOP2	0.529
	PT	0.419

3) The Fit Model: Based on Table IX, The normal fit index (NFI) test model was used to assess the fitted model in this study. NFI is one minus the proposed model's Chi^2 value divided by the null model's Chi^2 value. NFI consequently returns a number between 0 and 1. The match will be more favorable the closer the NFI is to 1. An acceptable match is typically indicated by an NFI value greater than 0.9 [25]. Based on Tables IX above, the values obtained are close to each other, wherein model 1 SRMR, which is 0.056, and model 2 SRMR, which is 0.055, means that the value does not exceed 0.1. The NFI value in model 1 and model 2 is 0.722, where the value is close to 1.000. The model follows the requirements and includes marginal fit.

TABLE IX
THE FIT MODEL

	Value seen	Saturated Model	Estimated Model
Model-1			
	SRMR	0.056	0.067
	NFI	0.722	0.715
Model-2			
	SRMR	0.055	0.067
	NFI	0.722	0.716

A path coefficient value close to +1 indicates a strong positive relationship and a path coefficient value of -1 indicates a strong negative relationship. Path coefficient values range from -1 to +1. The t-statistic has a limit of 1.96 for accepting and rejecting the proposed hypothesis. Based on Table IX above, there is a significant relationship to the variables used. Eight hypotheses in model 1 and 7 in model 2 are rejected because they have a t-statistic value of < t Table (1.96) and a p-value of less than 0.05.

TABLE X
HYPOTHESIS TEST MODEL 1

Hypothesis	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
AOR -> ADOP1	0.001	0.000	0.060	0.013	0.990
CSE -> ADOP1	0.057	0.056	0.053	1.080	0.280
MLO -> ADOP1	-0.011	-0.014	0.047	0.231	0.817
PA -> ADOP1	0.061	0.059	0.058	1.040	0.298
PATU -> ADOP1	-0.015	-0.007	0.073	0.198	0.843
PC -> ADOP1	0.143	0.144	0.066	2.172	0.030
PFB -> ADOP1	0.080	0.082	0.091	0.873	0.383
PI -> ADOP1	0.021	0.026	0.054	0.395	0.693
PIQ -> ADOP1	0.022	0.019	0.057	0.395	0.693
PP -> ADOP1	0.101	0.096	0.026	3.912	0.000
PP -> PT	0.366	0.363	0.048	7.698	0.000
PS -> ADOP1	0.071	0.069	0.024	2.938	0.003
PS -> PT	0.259	0.259	0.065	4.005	0.000
PSR -> ADOP1	0.261	0.265	0.068	3.807	0.000
PT -> ADOP1	0.274	0.266	0.064	4.317	0.000
PU -> ADOP1	0.052	0.051	0.020	2.622	0.009
PU -> PT	0.189	0.193	0.055	3.447	0.001

TABLE XI
HYPOTHESIS TEST MODEL 2

Hypothesis	Original Sample (O)	Sample Mean 6y5tfr44r (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
AOR -> ADOP2	-0.011	-0.014	0.058	0.185	0.853
CSE -> ADOP2	0.084	0.084	0.059	1.418	0.156
MLO -> ADOP2	0.100	0.095	0.049	2.050	0.040
PA -> ADOP2	0.130	0.128	0.061	2.133	0.033
PATU -> ADOP2	-0.024	-0.015	0.071	0.341	0.733
PC -> ADOP2	0.068	0.067	0.074	0.913	0.361
PFB -> ADOP2	0.128	0.131	0.088	1.455	0.146
PI -> ADOP2	-0.069	-0.064	0.053	1.308	0.191
PIQ -> ADOP2	0.069	0.070	0.051	1.356	0.175
PP -> ADOP2	0.088	0.086	0.024	3.624	0.000
PP -> PT	0.365	0.361	0.048	7.635	0.000
PS -> ADOP2	0.062	0.062	0.022	2.783	0.005
PS -> PT	0.259	0.259	0.065	3.994	0.000
PSR -> ADOP2	0.223	0.221	0.073	3.077	0.002
PT -> ADOP2	0.240	0.236	0.055	4.341	0.000
PU -> ADOP2	0.046	0.046	0.016	2.906	0.004

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In Table X and Table XI, this study aimed to ascertain how each specific metric used with the application affected things. Four hundred respondents were used in the study, each receiving a questionnaire. The desired findings are to determine whether there is a significant hypothesis by fulfilling the requirements in the form of a t-statistic > t Table (1.96) and a p-value of less than 0.05 [24].

1) Perceived Awareness (PA): has a positive relationship with the adoption of e-Gov. The hypothesis test results positively and significantly affected the perceived service response to adopting e-gov. The value obtained on the t-statistic model 1 is 1,040, and model 2 is 2,133. The p-values for models 1 and 2 are 0.298 and 0.033, respectively. These findings demonstrate that model 2's value satisfies the criteria for a t-statistic > t-Table (1.96) and a p-value of 0.05. Model 1 fails because the p-value is higher than 0.05, and the t-statistic value is less than the t-Table (1.96). This is supported by research [26] explaining that the coefficient value of the relationship between perceived awareness and e-government services is insignificant. The application must improve features, privacy, and security, making it reliably easier to use and convey information. The feature needs improvement categories should be based on analysis of user feedback, market research, and industry standards. It is important to gather feedback from application users to identify areas for improvement and understand their specific needs and pain points. Additionally, conducting market research and analyzing competitors' products can provide insight into industry standards and best practices. By understanding the specific needs of your users and keeping up with industry trends, you can identify features that need to be improved to increase the usability and reliability of your application. This analysis helps to prioritize development efforts and ensure improvements meet user expectations and market demands. The existence of an application as an e-government system makes it easier for users to interact virtually by utilizing government services. This requires promoting the application by explaining superior features so people can find out and be interested.

2) Computer-self Efficacy (CSE): has a positive relationship with adopting e-Gov. The hypothesis test results revealed that introducing e-government had a detrimental but insignificant impact on the perceived quality of information. The calculated p-values for model 1 are 0.280, and for model 2, they are 0.156. The t-statistics for models 1 and 2 are 1,080 and 1,418, respectively. These results show that the value obtained does not meet the requirements in the form of a t-statistic value <t Table (1.96) and a p-value of more than 0.05. This is supported by the research of [27] explaining that computer self-efficacy hurts the application of information technology. You don't need a computer to use the application because you can use it via a cellphone. The application has been well-designed to make it easier to use. The application's capacity is not too large; it can be downloaded on a cellphone and does not take up much space.

3) Availability of Resources (AOR): has a positive relationship with adopting e-Gov. The hypothesis test results revealed that introducing e-government had a detrimental but insignificant impact on the perceived quality of information. The calculated p-values for model 1 is 0.990, and for model 2 is 0.853. The t-statistics for models 1 and 2 are 0.013 and 0.185, respectively. These findings demonstrate that the obtained values do not satisfy the criteria for a t-statistic > t-Table (1.96) and a p-value > 0.05. This is supported by research [14] explaining that there is no effect on the availability of resources on e-governmentBecause it is intended to make it simpler for users to acquire information; using the program does not require any specialized knowledge or abilities. This program is also quite lightweight, which means it can be utilized fast during the login process and does not use up an excessive amount of internet quota.

4) Perceived Ability to Use (PATU): has a positive relationship with the adoption of e-Gov. The hypothesis test results obtained a negative and insignificant effect on perceived information quality on adopting e-gov. The calculated p-values for model 1 are 0.843, and for model 2 are 0.733. The t-statistics for models 1 and 2 are 0.198 and 0.341, respectively. These findings demonstrate that the obtained values do not satisfy the criteria for a t-statistic > t-Table (1.96) and a p-value > 0.05. This is supported by research [14] explaining that the perceived ability to use does not affect e-government. The application needs to be updated to make it easier to use. The features used in virtual interactions are still not understood. This makes navigating the e-government system on the application very difficult.

5) Perceived Compatibility (PC): has a positive relationship with the adoption of e-Gov. The hypothesis test results positively and significantly affected the perceived service response to adopting e-gov. The value obtained on the t-statistic variable 1 is 2.172, and variable 2 is 0.913. Model 1's p-value is 0.030, while variable 2's is 0.361. These findings demonstrate that the value of model 1 satisfies the criteria by having a t-statistic value > t Table (1.96) and a p-value below 0.05. Model 2 does not satisfy the criteria because the p-value is greater than 0.05, and the t-statistic value is t Table (1.96). This is supported by research [26] explaining that the coefficient value of the relationship between perceived compatibility with e-government services is insignificant. The application provides convenience to users by obtaining information according to their needs. Usually, users dislike interacting with the application for virtual interactions. The advantages obtained also have drawbacks where there is a need to improve features for integrated and consistent data to make it easier to interact and get information.

6) Perceived Functional Benefit (PFB): has a positive relationship with the adoption of e-Gov. The hypothesis test results obtained a negative and insignificant effect on perceived information quality on adopting e-gov. The value obtained on the p-value of model 1 is 0.383, and model 2 is 0.146. the t-statistic value for model 1 is 0.873, and for model 2 is 1.455. These results show that the value obtained does not meet the requirements in the form of a t-statistic value <t Table (1.96) and a p-value of more than 0.05. Research [28] supports this by

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explaining that the relationship between perceived functional benefits is not directly related to e-filling. The application lacks its respective use, and users still cannot experience superior functions. Usually, using an application, which has not improved its function, will make the user not use it anymore. This requires an update on the system so that it can improve functions and provide information.

7) Perceived Image (PI): has a positive relationship with the adoption of e-Gov. The hypothesis test results obtained a negative and insignificant effect on perceived information quality on adopting e-gov. The value obtained on the p-value of model 1 is 0.693, and model 2 is 0.191. the t-statistic value for model 1 is 0.395, and for model 2 is 1.308. These results show that the value obtained does not meet the requirements in the form of a t-statistic value <t Table (1.96) and a p-value of more than 0.05. This is supported by research [26] stating that there is no significant relationship between perceived image and e-government services.

The use of the application has nothing to do with increasing the status of a community organization or business. Usually, its use is by the user's needs in interacting. The application provides information to the public according to government services.

8) Perceived Information Quality (PIQ): has a positive relationship with the adoption of e-Gov. The hypothesis test results obtained a negative and insignificant effect on perceived information quality on adopting e-gov. The value obtained on the p-value of model 1 is 0.693, and model 2 is 0.175. the t-statistic value for model 1 is 0.395, and for model 2 is 1.356. These results show that the value obtained does not meet the requirements: a t-statistic value < t Table (1.96) and a p-value of more than 0.05. The research of [9] supports this, explaining that there was no significant effect on perceived information quality for e-government services. The application in its use must provide relevant information. The goal is that the application users get the desired information and can attract the use of the application. Each greeting is lacking in providing information because there are still many features that need to be updated. This needs improvement so that users can give trust and there is no disappointment in using the application.

9) Perceived Service Response (PSR): has a positive relationship with the adoption of e-Gov. The hypothesis test results positively and significantly affected the perceived service response to adopting e-gov. The value obtained on the t-statistic model 1 is 3,807, and model 2 is 3,077. The p-value for model 1 is 0.000, and for model 2 is 0.002. These results show that the value obtained meets the requirements in the form of a t-statistic value > t Table (1.96) and a p-value of less than 0.05. These results are supported by research by [29] stating that the relationship between Perceived Service Response to e-Government services has a significant effect. The application must trust the user so that the user can feel the application can be useful. Users can perceive that an application can improve their performance and productivity, the more likely they will decide to use the application.

10) Multilingual Option (MO): has a positive relationship with the adoption of e-Gov. The results of the hypothesis test obtained a positive and significant effect on model 2, and model 1 was not accepted or not significant on multilingual adoption of e-gov. The value obtained on the t-statistic model 1 is 0.231, and model 2 is 2.050. The p-value for model 1 is 0.817, and for model 2 is 0.040. These results show that the value of model 2 fulfills the requirements in the form of a t-statistic value > t Table (1.96) and a p-value of less than 0.05. Model 1 does not meet the criteria because the t-statistic value < t Table (1.96) and the p-value is more than 0.05. These results are supported by the research of [30] stating that e-Government services are by the values that exist in the area and the needs of citizens, for example for e-Government that is implemented with citizens who have a variety of languages should be provided several languages features, for example, the regional language and Indonesian. Features of using the application are very influential with user interest. The application must provide a regional language that makes it easier for Indonesian people to use. The goal is because there are many differences in ethnicity, race, culture, and language in Indonesia, it is necessary to innovate the application feature to provide regional languages.

11) Perceived Trust (PT): has a positive relationship with the adoption of e-Gov. The hypothesis test results positively and significantly affected perceived trust in adopting e-gov. The value obtained on the t-statistic model 1 is 4,317, and variable 2 is 4,341. The p-value in model 1 and variable 2 is 0.000. These results show that the value obtained meets the requirements in the form of a t-statistic value > t Table (1.96) and a p-value of less than 0.05. This research results [7] state that the relationship between trust in e-Government services has a significant effect. The application gives users confidence by guaranteeing that user data is stored safely, protected from various threats, and guaranteed privacy. This application also improves its services by increasing performance which can affect user confidence.

12) Perceived Uncertainty (PU): has a positive relationship with the adoption of e-Gov. The hypothesis test results positively and significantly affected perceived uncertainty regarding adopting e-gov. The value obtained on the t-statistic model 1 is 2,622, and model 2 is 2,906. The p-value for variable 1 is 0.009, and model 2 is 0.004. These results show that the value obtained meets the requirements in the form of a t-statistic value > t Table (1.96) and a p-value of less than 0.05. This research [26] where perceived uncertainty positively affects e-government services because it is the main factor influencing user acceptance. Using the application creates a lot of uncertainty or distrust among users. The reason is that in the virtual interaction of the application, there is still no direct personnel which makes interaction unmanageable. This requires improvement in the application to generate user trust in interacting online.

13) Perceived Security (PS): has a positive relationship with the adoption of e-Gov. The hypothesis test results obtained a positive and significant effect on perceived security on

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adopting e-gov. The value obtained on the t-statistic model 1 is 2,938, and model 2 is 2,783. The p-value for model 1 is 0.003, and model 2 is 0.005. These results show that the value obtained meets the requirements in the form of a t-statistic value > t Table (1.96) and a p-value of less than 0.05. The research of [31] supports this and explains that security significantly influences the intention to adopt fintech in Batam City. The use of the application provides benefits for its users, which gain the trust of users because they feel that the security provided is very good. The application is trustworthy and can increase the use of the application.

14) Perceived Privacy (PP): has a positive relationship with the adoption of e-Gov. The hypothesis test results show a positive and significant effect on perceived privacy on adopting e-Gov. The results were obtained with a p-value of 0.00, a t-statistic for model 2 of 3.624, and a t-statistic for model 1 of 3.912. This is because the results obtained meet the requirements as a t-statistic value > t Table (1.96) and a p-value of less than 0.05. Purwanto and Susanto stated that perceptions of privacy positively affect user trust [7]. Trust in the use of the application has proven to be influential in the intention to use the application service due to the belief of the respondents that the application service will take action according to their needs and desires. The application is proven from the results of hypothesis testing in that user privacy can be trusted so that there is no leakage of personal data and providing information correctly.

IV. CONCLUSION

Based on the research results, the application found in the Bandung e-Government gives good value to society because this service application makes it easier for the citizens of Bandung to find the services they need from the government. It was concluded that the users' positive feedback showed the extent of society's approval towards the e-Government service applications. The percentage of assessment using the Government Adoption Model (GAM) is also based on respondents' answers to all variables obtained on average 78,40%, which indicates the criteria of "good". The implementation of the application shows that the higher users' positive feedbacks, the higher users' intention continue using the application. The application has many user-friendly systems for the citizens of Bandung, and there is an accurate data security system because the government guarantees the protection that the data used by users, such as logins, has been proven safe. There is no need to be afraid of data leaks. This shows that users have trusted the application to protect their data. The results of the application users have a positive and significant effect on the Perceived Service response (PSR), Perceived Trust (PT), Perceived Uncertainty (PU), Perceived Security (PS), and Perceived Privacy (PP) variables.

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