

Understanding intention to use communication technology among legislators: a UTAUT model perspective

Hanny Hafiar^{*)}, Diah Fatma Sjoraida, Kholidil Amin

Faculty of Communication, Universitas Padjadjaran

Raya Bandung Sumedang KM21, Sumedang, Indonesia

Email: hanny.hafiar@unpad.ac.id, Phone: +62 812-2346-767

How to Cite This Article: Hafiar, H., et al. (2022). Understanding intention to use communication technology among legislators: a UTAUT model perspective. *Jurnal Studi Komunikasi*, 6(2). doi: 10.25139/jsk.v6i2.4900

Received: 10-01-2022, Revision: 21-04-2022, Acceptance: 12-06-2022, Published online: 30-07-2022

Abstract During the Covid-19 pandemic, face-to-face meetings are restricted; therefore, communication technology such as video conferencing apps is essential for workers, including legislators. Using the Unified Theory of Acceptance and Use of Technology (UTAUT), this study examines technology acceptance factors on the intention to use video conferencing apps by legislators of the West Java Provincial House of Representatives during the COVID-19 pandemic. The respondents of this study were 92 legislators who were chosen randomly. The results showed that the technology acceptance factors were associated with the intention, even simultaneously predicting the intention to use video conferencing apps. There are theoretical and practical implications discussed in the findings of this study. The present study strengthens that the technology acceptance factor in the UTAUT model can explain the mechanism for the emergence of individual intentions. It is necessary to have good social influence and environmental conditions to facilitate individuals in raising behavioural intention to use communication technology.

Keywords: Covid-19; legislator; communication technology, video conference; intention.

INTRODUCTION

The COVID-19 pandemic has changed how people work and live worldwide. Both the national and local levels implement lockdown policies to minimise the spread of the virus. It affects various activities, such as in education, companies, organisations, and even government institutions, which must carry out activities remotely to reduce the risk of being infected with Covid-19 (Chen, 2021; Xiao et al., 2021). Various countries have imposed restrictions on non-essential activities and gatherings (Mansoor, 2021a, 2021b; Rieger & Wang, 2022).

^{*)} Corresponding Author

The government urges citizens to stay at home as much as possible and implement social distancing to limit face-to-face interactions with other people (Mansoor, 2021b; Vyas & Butakhieo, 2020). Therefore, the ongoing pandemic has forced people to do previously unimaginable things, for example, having to work at home with the intermediary of communication technology.

Communication technology is a set of various resources and technical tools used to produce, interact, disseminate, manage, and store information (Nandwani & Khan, 2016). It can be characterised as a group of technologies used to gain, store, and disseminate vast amounts of information. Various resources and tools include communication technologies such as cell phones, television, radio, software systems, computer hardware, video conferencing apps, social media, and the internet (Shah et al., 2021).

The Covid-19 pandemic has significantly increased communication technology use because people are spending more time at home during social restrictions or lockdowns (Kemp, 2020; Lee et al., 2021; Nguyen et al., 2020). Commonly, there is an increase in using communication technologies, such as social media and instant messaging. However, what is extraordinary is the unprecedented increase in using communication technology, namely video conferencing apps (Nguyen et al., 2020). The necessity of staying at home during the COVID-19 pandemic has forced people to be adaptive in using communication technology such as video conferencing apps to conduct online meetings for work purposes (Donati et al., 2021).

Using Video conference as a mode of communication is beneficial for people in coordinating work-related activities and carrying out work activities that are impossible to do face-to-face during the pandemic (Parasian & Yuliati, 2020). However, not everyone swallows changes to the new way of working (Nguyen et al., 2020). Because of the great intention of people to use video conferencing apps during the pandemic, it raises the question of how the mechanism for the emergence of people's intention to use video conferencing apps during the pandemic. It is interesting to examine further.

People's skills in accessing or operating communication technology also vary, affecting the benefits they can get from communication technology (Nguyen et al., 2020). Some people may lack knowledge about using communication technology that replaces face-to-face communication during a pandemic (Hargittai & Micheli, 2019). People who do not follow the progress of communication technology, such as video conferencing apps, must first learn how to download and install them on their devices and then find out how to use them. Not infrequently, they have difficulty identifying and using new communication methods (Nguyen et al., 2020), such as holding online discussions or online meetings. Those without the ability to operate communication technology will need more support to use communication technology during a pandemic. Previous research has

shown that older people and those with lower internet skills reduce their use of communication technology during a pandemic (Micheli et al., 2020).

Several previous studies have discussed the mechanism for the emergence of individual intention to use communication technology. A previous study in Pakistan showed that performance expectancy, effort expectancy, social norms, facilitating conditions, and IT skills influenced the intention of teachers to use communication technology (Shah et al., 2021). Meanwhile, another previous study found that performance and effort expectancy could predict students' intention to use e-learning technology, while social norms did not significantly predict intention (Abbad, 2021). Not many previous studies also prove that performance expectancy, effort expectancy, and social norms can influence teachers' intention to use cloud technology while facilitating conditions cannot influence this intention (Kropf, 2018). The three studies have shown the mechanism of the emergence of individual intention to use communication technology. However, the three studies did not specifically discuss individual intention to use communication technology during the COVID-19 pandemic.

Considering that the context of this research is the use of communication technology during the COVID-19 pandemic, several previous studies have also touched on this. The previous study found that perceived convenience and perceived risk significantly influenced individual intention to use online meeting applications during the pandemic (Rini & Khasanah, 2021). Meanwhile, previous research found that perceived convenience and perceived benefit are behaviours that can influence students' intention to use online learning systems during a pandemic (Laurencia & Sudarto, 2021). In addition, other studies also show that students' intention to use communication technology during a pandemic is directly influenced by the perceived convenience and perceived benefit (Dhanya & Ambilikumar, 2020). The three studies also adequately explain the mechanism for the emergence of the intention to use communication technology during the COVID-19 pandemic. However, none of these studies has discussed the intention to use communication technology in the world's context of work, which is being affected by the COVID-19 pandemic, so they must implement work from home (WFH).

Regarding changes in how things work during the pandemic, the House of Representatives is also one of the government institutions implementing work-from-home mechanisms, including the West Java Provincial House of Representatives. During the Covid-19 pandemic, 38 legislators in the West Java Provincial House of Representatives infected the Covid-19. It happened when legislators worked in the office during the pandemic for a meeting to discuss the draft budget policy (CNN Indonesia, 2020). It shows that the West Java Provincial House of Representatives has not optimised the existence of communication technology such as a Video conference app that allows them to hold

virtual meetings during the Covid-19 pandemic. The use of communication technology such as the Video conference app will significantly help organisations, institutions, and even individuals to continue their work and duties during the pandemic and reduce the risk of being infected with Covid-19 (Amin, 2021; Nguyen et al., 2020; Parasian & Yuliati, 2020).

In carrying out legislators' primary duties and functions, it also encouraged them to apply the COVID-19 health protocol so that they must also be adaptive in their work, in new ways, during the pandemic (Juliansyah, 2021). A pandemic also makes the council members or legislators have to innovate and continue to carry out their primary duties and functions as legislators, for example, using video conferencing apps for work activities. Although, as an essential sector, the legislator's office gets leeway not to work from home fully. Therefore, it is interesting to understand legislators' actual intention in using communication technology during a pandemic, such as using video conferencing apps.

The previous studies that have been carried out have highlighted the intention to adopt technology in an educational context, such as the teacher's intention to use communication technology (Kropf, 2018; Shah et al., 2021) and the student's intention to use technology (Abbad, 2021; Dhanya & Ambilikumar, 2020; Laurencia & Sudarto, 2021). However, the research highlighting the intention to use communication technology during the COVID-19 pandemic is still rarely carried out and in the context of work in the government sector, such as the DPR institution in Indonesia. Therefore, this study makes serious efforts to close this gap by revealing the determining factors shaping legislators' intention in the West Java Provincial House of Representatives to use video conferencing apps and communication technology during the COVID-19 pandemic. We expect the results to explain the determinants of legislators' or council members' intention to use communication technology in the West Java Provincial House of Representatives and practices to summarise certain factors that must be considered in encouraging council members to be technology literate.

The present study employs the Unified Theory of Acceptance and Use of Technology (UTAUT) to understand the mechanism of the emergence of the intention. UTAUT has been widely used to understand human acceptance behaviour in various disciplines. The UTAUT model can explain 70% of the variance in behavioural intention (Abbad, 2021; Venkatesh et al., 2012). UTAUT views individual intention as influenced by determinants, such as performance expectancy, effort expectancy, social norms, and facilitating conditions (Blut et al., 2022; Venkatesh et al., 2003). All four are the determining factors of individuals intending to use a new technology or system.

Performance expectancy refers to an individual's belief that using technology can help to gain job performance. Effort expectancy refers to the individual's belief in the ease of using technology. Social norms

refer to an individual's feeling that others encourage him or her to use technology. Facilitating conditions refer to an individual's belief that the resources and technicalities of his or her organisation support the use of technology (Abbad, 2021; Blut et al., 2022; Venkatesh et al., 2003).

Referring to the research objectives and theoretical basis, the hypotheses of this research are: "**H_a** = technology acceptance factors significantly predict legislators' intention of the West Java Provincial House of Representatives to use Video conferencing apps", and "**H₀** = technology acceptance factors do not predict legislators' intention of the West Java Provincial House of Representatives to use video conferencing apps.

METHODOLOGY

This study uses a quantitative approach as the research design. The cross-sectional survey method with the type of explanatory research applies to investigate the relationship and influence of the factors determining the intention to use video conferencing apps (e.g. Liu et al., 2019). This study makes technology acceptance factors independent variables or predictors, and the intention to use video conferencing apps by the legislator of the West Java Provincial House of Representatives legislators as the dependent variable.

The legislator of the West Java Provincial House of Representatives is the population that became the object of this research. We calculated the determination of sample size using the sample calculator feature from the website www.checkmarket.com which is based on the Slovin formula. With a population of 120, the margin of error is 5%, the confidence level is 95%, and the sample size is 92. The simple random technique was employed to determine the members of the population selected as the sample in this study. This technique allows all population members to have an equal chance of being selected for the sample (Crano et al., 2020). The sampling frame is all the names of legislators in the House of Representatives of West Java Province, then randomised to get a selected sample.

The present study invited 92 respondents to complete the questionnaire, and Table 1 presents the respondent's profiles. The present research used SPSS software to process data and perform statistical tests. This study presents data on respondent characteristics, descriptive statistical results, and correlation tests between variables. This study also conducted a regression test to investigate the effect of the independent variable on the dependent variable to answer the hypothesis.

This study measures technology acceptance factors as independent variables with several dimensions, including performance expectancy, effort expectancy, social norms, and facilitating conditions. Performance expectancy comprises four items, for example, "During this pandemic, Video conferencing apps (zoom, google meet, and its kind) are useful in my work as a board member," and "using Video

conferencing apps increases my productivity as a board member." The effort expectancy comprises four items for example, "the way the Video conferencing apps operates is understandable" and "the Video conferencing apps are easy to use." Social norms comprise four items: "constituents are the parties that encourage me to use Video conferencing apps" and "the legislature that oversees me also facilitates the use of Video conferencing apps." Finally, the facilitating conditions comprise four items: "I have the knowledge to use Video conferencing apps" and "there is always someone who helps me if I have difficulty using Video conferencing apps."

Meanwhile, three items measured the intention to use video conferencing apps as the dependent variable: "I estimate I will continue to use Video conferencing apps as long as the pandemic is not over." This study used a 5-point Likert scale ranging from a score of 1 (strongly disagree) to a score of 5 (strongly agree) to measure respondents' responses regarding the factors of technology acceptance and intention to use video conferencing apps. This study has also conducted a reliability test, the results of which state that the entire questionnaire are reliable.

RESULTS AND DISCUSSION

Descriptive Data

Out of 92 legislators, who were invited, 92 (100%) filled out the questionnaire completely, with the percentage of respondents being 18.5% female and 81.5% male. Most respondents are men because women's representation as legislators in Indonesia, including in the West Java Provincial House of Representatives, is still dominated by men. Demographic data also shows that most respondents are Generation X, born between 1965 and 1979. They are a generation that is assumed to have fewer skills in using the latest communication technology (Nguyen et al., 2020), so they need a facilitator who can guide them. Most of the education levels of the respondents in this study were master's and bachelor's degrees (Full details in Table 1).

Correlation between technology acceptance factors

This study conducted a descriptive statistical examination of the key variables or dimensions in the hypothetical model, such as reliability (α), mean (M), and standard deviation (SD). This study also performed correlation analysis between variables (see Table 2). The results of the descriptive statistical test showed that all reliable variables or dimensions included Performance expectancy ($\alpha = .883$, $M = 3.82$, $SD = .76$), effort expectancy ($\alpha = .889$, $M = 4.20$, $SD = .47$), social norms ($\alpha = .643$, $M = 3.83$, $SD = .55$), facilitating conditions ($\alpha = .658$, $M = 3.93$, $SD = .53$), and intention ($\alpha = .712$, $M = 3.40$, $SD = .70$). Indeed, two dimensions appear to have a reliability value below 0.7, but a value of 0.6 for reliability can be said to be reliable (Taber, 2018).

Table 1. Demographic for the Respondent at Cross-sectional survey

Demographic	Frequency (N= 92)
Gender (%)	
Female	18.5
Male	81.5
Age (%)	
Before 1965	12.0
Between 1965-1979	67.4
Between 1980-1994	19.6
1995 and after	1.10
Education level (%)	
Senior High school	6.5
Bachelor	43.5
Master	46.7
Doctoral	3.3

Source: Data Processing by Author (2021)

The correlation test results between variables or between dimensions in the model show that all variables or dimensions are significantly related, except between the facilitating conditions and intention, which are not statistically related (see table 2). Specifically, Performance expectancy was significantly related to effort expectancy ($r = .551, p < .01$). It significantly related Performance expectancy to social norms ($r = .710, p < .01$). It significantly related effort expectancy to social norms. Social ($r = .637, p < .01$). It significantly related Effort expectancy to facilitating conditions ($r = .611, p < .01$). It significantly related Performance expectancy to facilitating conditions ($r = .322, p < .01$), It significantly related social norms to with facilitating conditions ($r = .405, p < .01$).

Table 2. Descriptive statistics and correlation matrix of focal variables

	α	M(SD)	Correlations				
			1	2	3	4	5
(1) Performance expectancy	.883	3.82 (.76)	-				
(2) Effort expectancy	.889	4.20 (.47)	.551**	-			
(3) Social norm	.643	3.83 (.55)	.710**	.637**	-		
(4) Facilitating condition	.658	3.93 (.53)	.322**	.611**	.405**	-	
(5) Intention	.712	3.40 (.70)	.456**	.196*	.235*	.025	-

** . Correlation is significant at the 0.01 level (1-tailed).
 * . Correlation is significant at the 0.05 level (1-tailed).

Source: Data Processing by Author (2021)

Meanwhile, performance expectation was also significantly related to intention ($r = .456, p < .01$). It significantly related effort expectancy to intention ($r = .196, p < .05$), and social norms were significantly related to intention. ($r = .235, p < .05$), but not under a

facilitating condition, which statistically showed no relationship with intention ($r = .025, p > .05$).

Regression test of technology acceptance factors on intention

The research results show that the current research model explains 23.5% of the variance ($R^2 = .235$) of the intention to use video conferencing apps by legislators of the West Java Provincial House of Representatives as the dependent variable (Full details in table 3). The implication is that there are still 71.5% variances or other variables that can explain or predict the intention of the West Java Provincial House of Representatives legislators to use video conferencing apps in carrying out their duties as legislators or people's representatives during the COVID-19 pandemic.

Table 3. Determinant Coefficient

Model	R	R Square	Adjusted R Square
1	.485	.235	.200

Source: Data Processing by Author (2021)

This study conducted a regression test to investigate whether technology acceptance factors could significantly influence the West Java Provincial House of Representatives legislators' intention to use Video conferencing apps (Table 4). The regression results show that simultaneously the models of technology acceptance factors, namely Performance expectancy, business expectations, and social norms, significantly affect the intention of the West Java Provincial House of Representatives legislators to use Video conferencing apps ($F(4, 87) = 6.676, p < .001$). Therefore, the research hypothesis **H_a** is accepted.

Table 4. Multiple linear regression test

Model	df	F Table	F Value	Sig.
1 Regression	4	2.476	6.676	.000
Residual	87			
Total	91			

Dependent Variable: Intention

Predictors: Performance expectancy, effort expectancy, social norm, facilitating condition

Source: Data Processing by Author (2021)

Discussion: theoretical and practical implication

The correlation test results show that the technology acceptance factors are significantly related to the intention to use video conferencing apps, except for facilitating conditions. This finding is in line with the results of previous studies, which showed that technology acceptance factors had a significant correlation with intending to use technology (Kropf, 2018; Puspitasari et al., 2019). The finding that the facilitating condition

was not significantly related to the intention is in line with the assumptions built by Venkatesh et al. (2003) and Blut et al. (2022). Indeed, facilitating condition is not associated with intention but with actual behaviour. However, several previous studies have also found that facilitating conditions significantly correlate with intention (Kropf, 2018; Puspitasari et al., 2019; Shah et al., 2021).

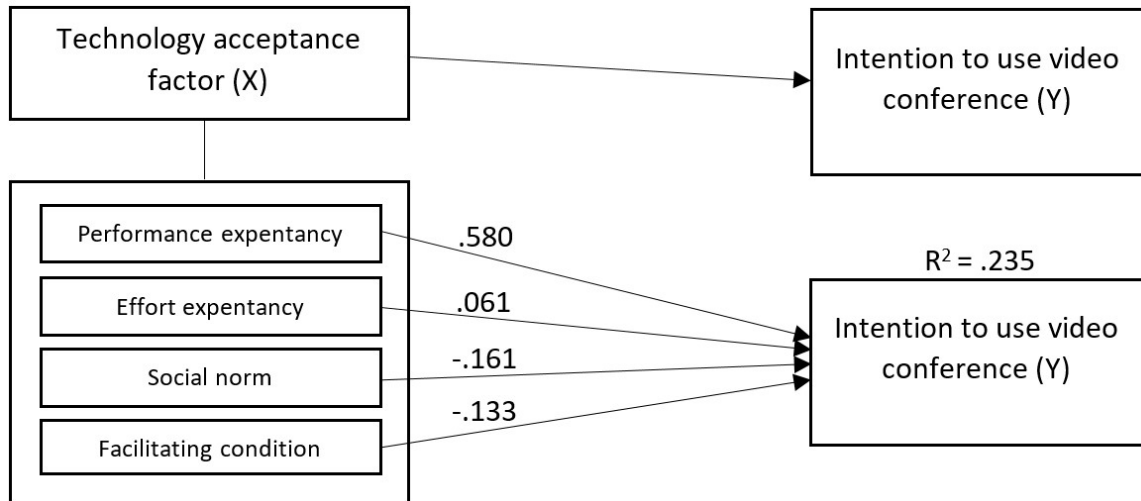


Figure 1. Model Factors of acceptance of the technology on intention to use
 Source: Model Processed by Authors (2022) and Modified from Abbad (2021)

In this research, video conferencing apps are new for the West Java Provincial House of Representatives legislators, so they may still be trying to understand the use of video conferencing apps. Self-efficacy and collective efficacy as a form of facilitating conditions may not have been formed considering the transition from the old way of working to a new way to adapt to the COVID-19 pandemic that was so fast and unimaginable before. In addition, most of the West Java Provincial House of Representatives legislators are baby boomers and Generation X, who are less skilled in using the internet compared to generations Y and Z, so it is rather difficult for them to quickly switch to new communication technologies (Hargittai & Micheli, 2019; Nguyen et al., 2020). Therefore, it becomes natural that the facilitating conditions of the West Java Provincial House of Representatives legislators are small and insignificant, relating to the intention to use video conferencing apps.

Furthermore, the results of the regression test also prove that the technology acceptance factors, namely performance expectancy, effort expectancy, social norms, and facilitating conditions, can simultaneously predict the intention of the West Java Provincial House of Representatives legislators to use video conferencing apps. This finding also aligns with previous studies that technology acceptance factors can predict an individual's intention to adopt a technology (Abbad, 2021; Kropf, 2018; Puspitasari et al., 2019; Shah et al., 2021). Therefore, these factors are still worthy of consideration to explain the mechanism of the emergence of individual intention to adopt

technology, although, in this context, each factor has varying directions and strengths.

Referring to the coefficient value in this research model, Performance expectancy is the most significant aspect influencing the intention to use video conferencing apps. It is in line with the assumptions of Venkatesh et al. (2003) and Blut et al. (2022) that performance expectancy is indeed the strongest predictor in predicting individual intention. In addition, other previous studies have also proven that Performance expectancy is the most important factor in generating the intention to adopt technology (Abbad, 2021; Kropf, 2018). During this pandemic, video conferencing apps are very much needed to support work activities. The condition of the COVID-19 pandemic should not be a barrier to performing legislators as representatives of the people (Juliansyah, 2021). We consider video conferencing apps as a technology that is beneficial, useful, and maintains the productivity of the work of legislators. Therefore, the aspect of performance expectancy in this model predicts the intention of the West Java Provincial House of Representatives legislators to use video conferencing apps.

Furthermore, the current research model explains that there is 23.5% of the intention variance, so 71.5% of the variance or other variables can be considered in the model to explain the mechanism of intention using video conferencing apps. These results differ from previous studies that also used UTAUT. The model from the previous study could explain 82% of the variance in teachers' intention to use communication technology in schools (Shah et al., 2021). Meanwhile, other research models can also explain 45% of students' intention to use capable e-learning applications at school (Abbad, 2021). The current research model is still weak in predicting the intention of the West Java Provincial House of Representatives legislators to use video conferencing apps. Several aspects of this model are still weak in explaining the mechanism for the emergence of intention compared to models in previous studies.

Based on study results, the head of the West Java Provincial House of Representatives should practically encourage legislators or council members to use video conferencing apps to optimise their performance as legislators during the COVID-19 pandemic. Indeed, the work of legislators is an important sector that cannot fully implement work from home. However, there are areas of work that they must do remotely during this pandemic, such as meeting residents to absorb aspirations, meetings between institutions, or working visits to other institutions. Legislators are closely related to political communication activities, which in this new normal era should be able to adjust the form of virtual communication and use technology to carry out political communication (Sjoraida et al., 2021).

Moreover, the leader must also ensure the availability of technical resources and facilitators to assist legislators in understanding and using video conferencing apps. Individual abilities or skills in using

communication technology, such as video conferencing apps, vary, especially in the older generation (Nguyen et al., 2020). It will help legislators adaptively react in an emergency, such as the COVID-19 pandemic. Furthermore, the importance of using communication technology such as video conferencing apps is not only for adaptation during the pandemic but also for a new work style that does not require people to stay in the office to work. Remote working is the current trend of working. After the pandemic, remote work and technology behaviours to support virtual collaboration, communication, and working remotely are normalised (Hermann & Paris, 2020).

According to Rogers et al. (2019), adoption is the decision to take advantage of innovation as the best available course of action. Adoption of communication technology is the best choice for flexible work, especially during the Covid-19 pandemic or in other situations in the future that do not allow people to work, coordinate and collaborate in a face-to-face meeting (Amin, 2021; Nguyen et al., 2020; Parasian & Yuliati, 2020). Therefore, to increase or encourage the adoption of communication technology as an innovation, such as video conferencing applications, it is necessary to carry out a diffusion innovation process (Agustina & Mustika, 2020). Communication channels are important factors that influence the success of the diffusion innovation process because the messages of innovation can be disseminated to the target group of adopters through communication channels (Agustina & Mustika, 2020); in this case, the legislators of the West Java Provincial House of Representatives. Rogers (2019) states that various communication channels are subjective to make an idea acceptable and can be used by an agent of change when trying to persuade people to adopt an innovation such as communication technology.

The research results also explain that individual beliefs regarding the benefits and advantages of technology are essential factors. An emergency may make individuals put forward this aspect as a benchmark for whether the new technology will help them in an emergency. Thus, if self-efficacy and collective efficacy are low but individual confidence in the technology's performance is large, then the intention to use a particular technology is assumed to arise. The legislators in the West Java Provincial House of Representatives felt that communication technology such as video conferencing applications was important during the pandemic, so they were encouraged to use it even though from the aspect of social influence and conditions that facilitated the use of the technology, it was still lacking. Therefore, it would be much better if it also optimised the facilitating conditions and social influence to add to the emergence of greater intention potentially.

Theoretically, applying the UTAUT model, especially in explaining the mechanism for the emergence of the intention to use communication technology by legislators in Indonesia, is still rare. Thus, the present study will expand the literature on the use of communication technology in the employment sector in adaptation amid a pandemic. The results

also provide evidence of using the UTAUT model in adaptation to emergencies using technology. We can conduct more studies to track prospects, challenges, and new ways of using communication technology during a pandemic or emergency conditions such as a pandemic in the future.

CONCLUSION

Based on the study results, there is a significant relationship between technology acceptance factors and the legislators' intention in the West Java Provincial House of Representatives to use video conferencing apps, except for facilitating conditions. The present study also found that technology acceptance factors could influence the intention to use video conferencing apps. Performance expectancy is the most important factor in generating intention. The present study also found that there may be other factors that can explain the West Java Provincial House of Representatives legislators' intention to use video conferencing apps besides the technology acceptance factors tested in this study.

The implication of the present study is theoretically that this research strengthens that the technology acceptance factor in the UTAUT model can explain the mechanism for the emergence of individual intentions, in this case, the use of communication technology. Furthermore, this research implies that it is necessary to have good social influence and environmental conditions that can facilitate individuals in raising behavioural intention to use communication technology. These two things need to be the leaders' attention in an institution, specifically in the West Java Provincial House of Representatives.

REFERENCES

- Abbad, M. M. M. (2021). Using the UTAUT model to understand students' usage of e-learning systems in developing countries. *Education and Information Technologies*, 26(6), 7205–7224. <https://doi.org/10.1007/s10639-021-10573-5>
- Agustina, L., & Mustika, R. (2020). Diffusion of Innovations Zoom Application for Kindergarten Online Learning Communication. *Proceedings of the 6th International Conference on Social and Political Sciences (ICOSAPS 2020)*, 35–39. <https://doi.org/10.2991/assehr.k.201219.006>
- Amin, K. (2021). Pengalaman Komunikasi dan Adopsi Teknologi Komunikasi oleh Pengurus dalam Menjalankan Organisasi Selama Pandemi Covid-19. *Avant Garde*, 9(1), 1–15. <https://doi.org/10.36080/ag.v9i1.1285>
- Blut, M., Chong, A. Y. L., Tsigna, Z., & Venkatesh, V. (2022). Meta-Analysis of the Unified Theory of Acceptance and Use of Technology (UTAUT): Challenging its Validity and Charting a Research Agenda in the Red Ocean. *Journal of the Association for Information Systems*, 23(1), 13–95. <https://doi.org/10.17705/1jais.00719>
- Chen, Z. (2021). Influence of Working From Home During the COVID-19 Crisis and HR Practitioner Response. *Frontiers in Psychology*, 12. <https://doi.org/10.3389/fpsyg.2021.710517>
- CNN Indonesia. (2020). *DPRD Jabar Fokus Pelacakan Kontak Usai 38 Orang Positif Covid*. CNN Indonesia. <https://www.cnnindonesia.com/nasional/20200815033418-20-536011/dprd-jabar-fokus-pelacakan-kontak-usai-38-orang-positif-covid>

- Crano, W. D., Brewer, M. B., & Lac, A. (2020). *Principles and Methods of Social Research*. New York: Routledge.
- Dhanya, T. S., & Ambilikumar, V. (2020). Impact of Covid-19 on Behavioral Intention to Use Information and Communication Technology. *PalArch's Journal of Archaeology of Egypt*, 17(12), 220–235.
- Donati, S., Viola, G., Toscano, F., & Zappalà, S. (2021). Not All Remote Workers Are Similar: Technology Acceptance, Remote Work Beliefs, and Wellbeing of Remote Workers during the Second Wave of the COVID-19 Pandemic. *International Journal of Environmental Research and Public Health*, 18(22), 12095. <https://doi.org/10.3390/ijerph182212095>
- Hargittai, E., & Micheli, M. (2019). Internet Skills and Why They Matter. In M. Graham & W. H. Dutton (Eds.), *Society and the Internet* (pp. 109–124). Oxford University Press. <https://doi.org/10.1093/oso/9780198843498.003.0007>
- Hermann, I., & Paris, C. M. (2020). Digital Nomadism: the nexus of remote working and travel mobility. *Information Technology & Tourism*, 22(3), 329–334. <https://doi.org/10.1007/s40558-020-00188-w>
- Juliansyah, R. (2021). *Badan Kehormatan DPRD Depok Bahas Absensi di Jabar*. Radar Depok. <https://www.radardepok.com/2021/05/badan-kehormatan-dprd-depok-bahas-absensi-di-jabar/>
- Kemp, S. (2020). *Report: Most important data on digital audiences during coronavirus*. Growth Quarters—The Next Web. <https://thenextweb.com/news/report-most-important-data-on-digital-audiences-during-coronavirus>
- Kropf, D. C. (2018). *Applying UTAUT to Determine Intent to Use Cloud Computing in K-12 Classrooms*. Walden University.
- Laurencia, K., & Sudarto, S. (2021). Intention to Use Microsoft Teams in the Online Learning System for Students of Universitas Tarumanagara During the COVID-19 Pandemic BT - Proceedings of the International Conference on Economics, Business, Social, and Humanities (ICEBSH 2021). *Proceedings of the International Conference on Economics, Business, Social, and Humanities*, 748–754. <https://doi.org/https://doi.org/10.2991/assehr.k.210805.118>
- Lee, Y.-C., Malcein, L. A., & Kim, S. C. (2021). Information and Communications Technology (ICT) Usage during COVID-19: Motivating Factors and Implications. *International Journal of Environmental Research and Public Health*, 18(7), 3571. <https://doi.org/10.3390/ijerph18073571>
- Liu, D., Maimaitijiang, R., Gu, J., Zhong, S., Zhou, M., Wu, Z., Luo, A., Lu, C., & Hao, Y. (2019). Using the Unified Theory of Acceptance and Use of Technology (UTAUT) to Investigate the Intention to Use Physical Activity Apps: Cross-Sectional Survey. *JMIR MHealth and UHealth*, 7(9), e13127. <https://doi.org/10.2196/13127>
- Mansoor, M. (2021a). Citizens' trust in government as a function of good governance and government agency's provision of quality information on social media during COVID-19. *Government Information Quarterly*, 38(4), 101597. <https://doi.org/10.1016/j.giq.2021.101597>
- Mansoor, M. (2021b). An interaction effect of perceived government response on COVID-19 and government agency's use of ICT in building trust among citizens of Pakistan. *Transforming Government: People, Process and Policy*, 15(4), 693–707. <https://doi.org/10.1108/TG-01-2021-0002>
- Micheli, M., Redmiles, E. M., & Hargittai, E. (2020). Help wanted: young adults' sources of support for questions about digital media. *Information, Communication & Society*, 23(11), 1655–1672. <https://doi.org/10.1080/1369118X.2019.1602666>
- Nandwani, S., & Khan, S. (2016). Teachers' Intention towards the Usage of Technology: An Investigation Using UTAUT Model. *Journal of Education & Social Sciences*, 4(2), 95–111. <https://doi.org/10.20547/jess0421604202>
- Nguyen, M. H., Gruber, J., Fuchs, J., Marler, W., Hunsaker, A., & Hargittai, E. (2020). Changes in Digital Communication During the COVID-19 Global Pandemic: Implications for Digital Inequality and Future Research. *Social Media + Society*, 6(3), 205630512094825. <https://doi.org/10.1177/2056305120948255>
- Parasian, N., & Yuliati, R. (2020). Video Conference as a Mode of Communication in

- the Pandemic Era. *Proceedings of the 6th International Conference on Social and Political Sciences (ICOSAPS 2020)*, 9–17. <https://doi.org/10.2991/assehr.k.201219.002>
- Puspitasari, N., Firdaus, M. B., Haris, C. A., & Setyadi, H. J. (2019). An Application of the UTAUT Model for Analysis of Adoption of Integrated License Service Information System. *Procedia Computer Science*, 161, 57–65. <https://doi.org/10.1016/j.procs.2019.11.099>
- Rieger, M. O., & Wang, M. (2022). Trust in Government Actions During the COVID-19 Crisis. *Social Indicators Research*, 159(3), 967–989. <https://doi.org/10.1007/s11205-021-02772-x>
- Rini, G. P., & Khasanah, I. (2021). Intention to use online meeting applications during Covid-19 pandemic: A Technology Acceptance Model perspective. *Jurnal Manajemen Dan Pemasaran Jasa*, 14(1), 77. <https://doi.org/10.25105/jmpj.v14i1.8575>
- Rogers, E. M., Singhal, A., & Quinlan, M. M. (2019). Diffusion of innovations. In D. W. Stacks, M. B. Salwen, & K. C. Eichhorn (Eds.), *An Integrated Approach to Communication Theory and Research, Third Edition*. <https://doi.org/10.4324/9780203710753-35>
- Shah, S. N. A., Khan, A. U., Khan, B. U., Khan, T., & Xuehe, Z. (2021). Framework for teachers' acceptance of information and communication technology in Pakistan: Application of the extended UTAUT model. *Journal of Public Affairs*, 21(1). <https://doi.org/10.1002/pa.2090>
- Sjoraida, D. F., Dewi, R., Adi, A. N., & Dipa, A. K. (2021). Penggunaan media sosial dalam membangun reputasi anggota legislatif di Jawa Barat. *PROfesi Humas Jurnal Ilmiah Ilmu Hubungan Masyarakat*, 6(1), 89–110. <https://doi.org/10.24198/prh.v6i1.32112>
- Taber, K. S. (2018). The Use of Cronbach's Alpha When Developing and Reporting Research Instruments in Science Education. *Research in Science Education*, 48(6), 1273–1296. <https://doi.org/10.1007/s11165-016-9602-2>
- Venkatesh, Thong, & Xu. (2012). Consumer Acceptance and Use of Information Technology: Extending the Unified Theory of Acceptance and Use of Technology. *MIS Quarterly*, 36(1), 157–178. <https://doi.org/10.2307/41410412>
- Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. *MIS Quarterly: Management Information Systems*, 27(3), 425–478. <https://doi.org/10.2307/30036540>
- Vyas, L., & Butakhieo, N. (2020). The impact of working from home during COVID-19 on work and life domains: an exploratory study on Hong Kong. *Policy Design and Practice*, 4(1), 1–18. <https://doi.org/10.1080/25741292.2020.1863560>
- Xiao, Y., Becerik-Gerber, B., Lucas, G., & Roll, S. C. (2021). Impacts of Working From Home During COVID-19 Pandemic on Physical and Mental Well-Being of Office Workstation Users. *Journal of Occupational & Environmental Medicine*, 63(3), 181–190. <https://doi.org/10.1097/JOM.0000000000002097>