

The Effect of Performance Expectancy, Effort Expectancy, Social Influence and Facilitating Condition on Management of Communities-Based Online Report Management in Padang Pariaman District

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Abstract—This study aims to determine whether there is an influence of performance expectancy, effort expectancy, social influence and facilitating conditions on the management of online based community complaint reports in Padang Pariaman Regency. Data collection is done by survey method with questionnaire. The data analysis technique used in this study is quantitative descriptive analysis. The data collected is primary and secondary data which can be classified as independent variables and dependent variables. performance expectancy, effort expectancy, social influence and facilitating conditions (influence variable), and online-based community complaint management report in Padang Pariaman Regency (affected variable). Testing the hypothesis in this study using a simple linear regression test. Based on the results of the study note that: 1) there is significant influence between performance expectancy on the management of community

based online complaints reported in Padang Pariaman regency obtained T_{count} is greater than T_{table} where $2.863 > 2.015$ with significance $0.007 < 0.05$. 2) There is significant influence between effort expectancy of the management of community-based online complaints reported in Padang Pariaman regency obtained T_{count} is greater than T_{table} where $2.850 > 2.015$ with significance $0.007 < 0.05$. 3) There is a significant effect of social influence on the management of community-based online complaints reported in Padang Pariaman regency obtained T_{count} is greater than T_{table} where $2.469 > 2.015$ with significance $0.018 < 0.05$. 4) There is significant influence between facilitating condition for the management of community-based online complaints reported in Padang Pariaman regency obtained T_{count} is greater than T_{table} where $2.455 > 2.015$ with significance $0.019 < 0.05$.

Keywords—UTAUT, E-Government, Management

I. INTRODUCTION

Public services based on e-Government in Indonesia has not been widely applied, because these services require substantial funding, which requires the readiness of human resources, government officials, and the readiness of society. Innovation in the public service sector at this time is needed, because to respond to complaints that come from the dissatisfaction felt by the public, the government needs to provide a system to resolve or manage any problems or complaints, where these innovations can utilize communication and information technology.

The concept of e-government can theoretically be understood as an effort to build a more effective, efficient and transparent relationship between government, society, and the private sector, where it can be achieved by reforming the bureaucracy both through human resources, institutional reform, and the prevailing system. E-government is an interactive system that can be used in communicating and coordinating between the government and the community, business entities, and other government units by utilizing web-based information technology and others [1].

The provision of public services provided by the government apparatus is an embodiment of the state apparatus functions as civil servants and public servants that aims to direct, guide and support community activities aimed at the welfare of society. The form of information and communication technology utilization can be seen from the presence of government websites and online public services that can be utilized by the public for various purposes, one of which can be a place to convey the aspirations and complaints felt by the community.

This can be realized with the existence of the Online People's Aspirations and Complaints Service program which was originally a complaints program spearheaded by the Presidential Work Unit for Development Supervision and Control and then managed coordinatively together with the Utilization of the State Apparatus and Bureaucratic Reform. In the implementation of Online People's Aspirations and Complaints Services in Padang Pariaman District provided to the community, there are still services that are found that ignore or do not respond to complaints made by the community.

Regarding available human resources such as admin and liaison operators in the device, there has not been any technological guidance in following up complaints that can be followed up in accordance with the existing SOPs, besides that the Public Relations Regional Secretary of Padang Pariaman Regency also has a communication media to prove all incoming complaints have been followed up to completion. With the LAPOR! this of course can facilitate the people of Padang Pariaman Regency in giving and conveying aspirations or complaints felt by the people of Padang Pariaman Regency. The Online People's Aspirations and Complaints Service (LAPOR!) Can facilitate the people of Padang Pariaman Regency in expressing their complaints and aspirations, which will later also become a reference for the evaluation of the Padang Pariaman Regency Government in improving the service system provided to be even better [2].

The solution to the problem is to measure the level of acceptance of the use of the LAPOR! in the people of Padang Pariaman Regency using

the UTAUT (Unified Theory of Acceptance and Use of Technology) model. This model is the most recent model which was first proposed. The reason for using the UTAUT model is because the UTAUT model is a research model based on psychology and sociology. The UTAUT model is also appropriate in the background of existing problems, namely the technology under study is a complex technology and is used by agencies. UTAUT also addresses research on technologies which were introduced from the start. The use of UTAUT with existing problems was appropriate, the technology being researched was a new technology namely the Online People's Aspirations and Complaints Service (LAPOR!) [1].

Theoretical Review

E-Government

The concept of e-government can theoretically be understood as an effort to build a more effective, efficient and transparent relationship between government, society, and the private sector, where it can be achieved by reforming the bureaucracy both through human resources, institutional reform, and the prevailing system. E-government is an interactive system that can be used to communicate and coordinate between the government and the community, business entities, and other government units by utilizing web-based information technology and others [1].

E-government according to the World Bank is an effort to utilize and utilize telematics to continuously improve the efficiency and effectiveness of government performance, in providing a variety of services according to what the public needs better. In addition, it makes it easier for the public to more easily access information so that government administration becomes more transparent and more responsible [3].

According to Presidential Instruction No. 3/2003 it is stated that e-government development is an effort made in the development of governance by using electronics in order to improve the quality of public services provided effectively and efficiently, by utilizing information technology in the management of

management systems and work processes. government environment [4].

From the above understanding it can be interpreted that E-Government is the process of utilizing information technology as a tool to help run government systems effectively and efficiently making it easier for the public to access information so that government administration becomes more transparent and more responsible.

Complaint Management

Every customer-oriented organization needs to provide opportunities and easy and convenient access for its customers to submit their suggestions, criticisms, opinions and complaints [5]. Complaints are one part of negative expressions that result from the incompatibility of reality with one's desires [6]. Consumer complaint behavior is a term that encompasses all different consumer actions if they are dissatisfied with a purchase or service.

Complaints are expressions that come out because of feelings of difficulty due to suffering something heavy, in pain and so on [7]. Community complaints are a form of application of community supervision or response to community dissatisfaction delivered by the public, whether expressed in writing or not in writing on administrative services, goods services, and/or services provided by service providers. So complaints are very important to manage.

From the above opinion it can be concluded that complaint management is an important component for institutions that are oriented to public sector services, especially in every decision they do. For this reason, the institution must be able to respond to complaints effectively and on time.

Model The Unified Theory Of Acceptance And Use Of Technology (UTAUT)

Unified Theory of Acceptance and Use of Technology (UTAUT) is one of the technology acceptance models developed by Venkatesh, et

al. UTAUT is a model of the results of a combination or combining the successful features of eight previous theories, namely Theory of Reasoned Action (TRA), Technology Acceptance Model (TAM), Motivational Model (MM), Theory of Planned Behavior (TPB), combined TAM and TPB, Model of PC Utilization (MPTU), Innovation Diffusion Theory (IDT), and Social Cognitive Theory (SCT). According to Venkatesh there are 4 factors in this UTAUT model including performance expectations, business expectations, business expectations, social influence and facilitating conditions [8].

II. METHOD

This type of research used in this research is correlational quantitative research that is research that aims to determine the relationship of two or more variables and can influence each other [9]. Quantitative research has clarity of elements detailed from the outset, systematic research steps, using samples whose research results are applied to populations, having hypotheses if necessary, having a clear design with research steps and expected results, requiring data collection and data analysis performed after all data is collected [10].

Measurement of variables using a questionnaire instrument with each of the question items using a Likert Scale. Likert scale is used to measure the attitudes, opinions, and perceptions of a person or group of people about social phenomenal [11].

III. RESULTS AND DISCUSSION

Classic Assumption Test

Normality Test

Normality test is performed to determine whether the data comes from populations that are normally distributed or not. The normality test is carried out using the Kolmogorov-Smirnov test. If the Asymp value. Sig (2-tailed) is greater than > 0.05 , it can be concluded that the data is normally distributed. For more details, see the table below:

Table 1. Normality Test

No	Variabel	Nilai Sig.	Keterangan
1	<i>Performance expectancy (X₁)</i>	0,200	Normal
2	<i>Effort expectancy (X₂)</i>	0,200	Normal
3	<i>Sosial influence (X₃)</i>	0,193	Normal
4	<i>Facilitating condition (X₄)</i>	0,186	Normal
5	Pengelolaan Aduan Masyarakat Berbasis Online LAPOR (Y)	0,200	Normal

Source: 2020 Research Results

From the table above it can be seen that the significance value is greater than 0.05. Because the significance is more than 0.05, the values of each of these variables are normally distributed.

Multicollinearity Test

Multicollinearity test aims to test whether the regression model found a correlation between

independent variables. If the independent variables are correlated with each other, then these variables are not orthogonal. Orthogonal variables are independent variables where the value of correlation between fellow independent variables is equal to zero. To detect the presence or absence of multicollinearity in the regression model is as follows:

Table 2. Multicollinearity Test Results

No	Variable	VIF Value	Tolerance	VIF Limit	Category
1	<i>Performance expectancy (X₁)</i>	1,234	0,810	10	No Multicollinearity Occurs
2	<i>Effort expectancy (X₂)</i>	1,050	0,953	10	No Multicollinearity Occurs
3	<i>Sosial influence (X₃)</i>	1,430	0,699	10	No Multicollinearity Occurs
4	<i>Facilitating condition (X₄)</i>	1,546	0,647	10	No Multicollinearity Occurs

Source: 2020 Research Results

The results of the calculation of the tolerance value shows that there are no independent variables that have a tolerance value of less than 10%, which means there is no correlation between the independent variables whose values are more than 90%. The results of the calculation of the value of the variance inflation factor (VIF) also showed the same thing: there is no one independent variable that has a VIF value of more than 10. So it can be concluded that there is no multicollinearity between the independent variables in the regression model.

Heteroscedasticity Test

Heteroscedasticity test is used to test whether there is an unequal variance from the residuals of one observation to another. If heteroscedasticity occurs, this shows that the residual variance is not the same or constant so that the use of regression becomes inefficient. A good regression model is homoscedastic or free from heteroscedastic symptoms. Heteroscedasticity test can be done with the Spearman correlation method. Basically, heteroscedasticity test is done to find out whether the predictors have a significant effect on the residual value. Normal residuals are those that have a significant value > 0.05. For more details can be explained in the following table.

Table 3. Heteroscedasticity Test Results

No	Variabel	Nilai Sig.	Batas Sig.	Keterangan
1	<i>Performance expectancy (X₁)</i>	0,325	0,05	No Heteroscedasticity Occurs
2	<i>Effort expectancy (X₂)</i>	0,624	0,05	No Heteroscedasticity Occurs
3	<i>Sosial influence (X₃)</i>	0,078	0,05	No Heteroscedasticity Occurs
4	<i>Facilitating condition (X₄)</i>	0,659	0,05	No Heteroscedasticity Occurs

Source: 2020 Research Results

Based on the table above for the Performance expectancy (X1) variable of 0,325 with a significance value greater than 0,05 ($0,325 > 0,05$), it is stated that the Performance Expectancy (X1) data is homogeneous, then the Effort expectancy (X2) variable is obtained 0,624 with a significant value greater than 0,05 which means ($0,624 > 0,05$) and this variable means having a homogeneous variance, then for the Social influence variable (X3) obtained by 0,078 with a significant value greater than 0,05 which means ($0,078 > 0,05$) and this variable means having a homogeneous variance, then for the Facilitating condition (X4) variable obtained by 0,659 with a significant value greater than 0,05 which means ($0,659 > 0,05$) and this variable means having homogeneous variance.

Multiple Regression Analysis

The analysis used in this study is multiple linear regression analysis with four predictors, namely Performance expectancy (X1), Effort expectancy (X2), Social influence (X3), Facilitating condition (X4) and Online-Based Public Complaints Management Report (Y). This regression model can be used to determine the effect of Performance Expectancy, Effort Expectancy, Social Influence and Facilitating Conditions on Online-Based Reporting Management in Padang Pariaman District simultaneously and partially. Based on the calculation of SPSS for Windows Release 24,0, the regression analysis table is obtained as follows:

The table above shows that the multiple regression equation obtained from the analysis results, as follows:

Table 4. Multiple Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	<i>t</i>	Sig.
	B	Std. Error			
1 (Constant)	-1,813	5,877		-0,308	0,759
Performance Expectancy	0,388	0,136	0,308	2,863	0,007
Effort Expectancy	0,595	0,209	0,283	2,850	0,007
Social Influence	0,624	0,253	0,286	2,469	0,018
Facilitating Condition	0,666	0,272	0,296	2,455	0,019

a. Dependent Variable: Pengelolaan LAPOR!

Source: 2020 Research Results

$$Y = -1,813 + 0,388X_1 + 0,595X_2 + 0,624X_3 + 0,666X_4$$

The regression model has meaning:

- 1) Constants: -1,813

If the performance expectancy, effort expectancy, social influence and facilitating condition variables are considered constant, then the average Online Report-Based Community Complaint Management Report in Padang Pariaman Regency is -1,813.

- 2) Regression coefficient X1 (Performance Expectancy)

From the calculation of multiple regression obtained coefficients (b1) is 0,388. This means that if the performance expectancy variable increases by 1 (one) point, while the variable effort expectancy, social influence and facilitating conditions are considered to be permanent then it will cause an increase in

Online Based Community Report Management in Padang Pariaman Regency by 0,388.

- 3) Regression coefficient X2 (Effort Expectancy)

From the calculation of multiple regression obtained coefficients (b2) is 0,595. This means that if the effort expectancy variable increases by 1 (one) point, while the variable performance expectancy, social influence and facilitating conditions are considered to be permanent then it will cause an increase in Online Based Community Report Management Report in Padang Pariaman Regency by 0,595.

- 4) Regression coefficient X3 (Social Influence)

From the multiple regression calculation, the coefficients (b2) are 0,624. This means that if the

social influence variable increases by 1 (one) point, while the variable performance expectancy, effort expectancy and facilitating conditions are considered constant then it will cause an increase in Online Based Community Report Management in Padang Pariaman Regency by 0,624.

5) *Regression coefficient X4 (Facilitating Condition)*

From the calculation of multiple regression obtained coefficients (b_2) is 0,666. This means that if the facilitating condition variable has increased by 1 (one) point, while the variable performance expectancy, effort expectancy, and social influence are considered constant then it will lead to an increase in Online Based Community Report Management Report in Padang Pariaman Regency by 0,666.

Hypothesis Testing and Discussion

1) *Significantly Influence Performance Expectancy Of Complaints Management Based Online Community Report In Padang Pariaman*

The results of this study indicate that Performance Expectancy Significantly Against Online-Based Reports Management in Padang Pariaman District. Performance expectations are defined as the level at which an individual believes that using the system will help in improving its performance [12]. States that the construct of performance expectations is a strong predictor of interest in the use of SI in voluntary or mandatory settings [13]. Performance expectations have a significant effect on the utilization of information systems. Performance expectations have a significant positive effect on the interest in using Information Systems, meaning that respondents believe that using the system will help in improving their performance [13].

2) *Effect of Effort Expectancy Significantly Public Complaints Against Based Online Management Report In Padang Pariaman*

The results of this study indicate that Effort Expectancy Significantly Towards Online-Based Reports Management in Padang Pariaman District. Business expectations are the level of ease of use of the system that will reduce the efforts (energy and time) of individuals in doing work. The ease of use of Information Systems

will cause a feeling in a person that the system has a use and therefore creates a sense of comfort when working with using it. Venkatesh, et al., In Handayani states that there is a direct and significant relationship between interest in the use of Information Systems against the use of Information Systems [13].

3) *Significant Influence of Social Influence on Report-Based Online Community Report Management in Padang Pariaman Regency*

The results of this study indicate that Social Influence Significantly Towards Online Complaints Report Based Community Management In Padang Pariaman Regency. Social factors are defined as the degree to which an individual assumes that other people convince themselves that he must use information technology. The amount of confidence from others such as support from colleagues, superiors and organizations will provide a positive influence on social factors in influencing an individual to utilize information technology. Darmini's research results, indicate the use of information technology and trust in technology partially have a positive and significant effect on individual performance [14]. In addition that social factors have a significant influence on the use of information technology.

4) *The Effect of Significant Facilitating Condition on Report-Based Online Community Report Management in Padang Pariaman Regency*

The results of this study indicate that the Facilitating Condition Significantly Towards Online Complaints Report-Based Community Management In Padang Pariaman Regency. In the context of information technology utilization, facilitating conditions can be included as factors that influence the use of information technology. This can be in the form of the availability of sufficiently complete guidelines in carrying out information technology programs and the availability of training that can help individuals when experiencing difficulties in using information technology that will encourage individuals to utilize information technology to the fullest [14]. Based on these tests the influence of conditions variables that facilitate the utilization of information technology shows that the conditions that facilitate significantly

influence the utilization of information technology.

IV. CONCLUSIONS

This research aims to find out the effect of performance expectancy, effort expectancy, social influence and facilitating conditions on the management of online-based community complaint reports in Padang Pariaman Regency. Based on the survey results revealed that 1) There is a positive and significant impact on the management expectancy between performance based online community complaints reported in Padang Pariaman regency obtained T_{count} is greater than T_{table} where $2,863 > 2,015$ with significance $0,007 < 0,05$. 2) There is a positive and significant impact on the management of effort expectancy based online community complaints reported in Padang Pariaman regency obtained T_{count} is greater than T_{table} where $2.850 > 2.015$ with significance $0.007 < 0.05$. 3) There is a positive and significant influence between social influence on the management of community-based online complaints reported in Padang Pariaman regency obtained T_{count} is greater than T_{table} where $2.469 > 2.015$ with significance $0.018 < 0.05$. 4) There is a positive and significant influence between facilitating condition for the management of community-based online complaints reported in Padang Pariaman regency obtained T_{count} is greater than T_{table} where $2.455 > 2.015$ with significance $0.019 < 0.05$.

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