

Application of UTAUT2 for Analysis of Use Behavior Management Information System (SIMBMD) in Regional Government XYZ

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ABSTRACT

Regional government financial reports in Indonesia, especially in district XYZ are currently entering a period of quality improvement. This is indicated by the increase in the number of regional government Financial Reports that obtain Unqualified Opinion from Audit Board BPK RI. This success is certainly a challenge for the XYZ regional government continue to maintain it. One of the efforts made by the XYZ regional government is to improve the regional property management system by procuring a regional property management information system (SIMBMD) which will support the optimization of regional financial management and reporting. The application of SIMBMD in XYZ regional government is quite new, so it is necessary to know the suitability of using the system. This encourages the authors to conduct research to find out what factors can affect the suitability of SIMBMD implementation. Data were obtained from a questionnaire with a total of 421 respondents. The data were analyzed using an integrated evaluation model UTAUT2, where the method was modified. The results showed that there were 8 main variables and 1 moderating variable that had an effect, namely the main variables consisted of performance expectancy, effort expectancy, facilitating conditions, habit, trust, behavioral intention, use behavior, and net benefits, and the moderating variable consists of experience. The most influential variable indicator is facilitating conditions on the availability of supporting facilities so that the XYZ regional government must provide the facilities needed for the use of SIMBMD.

Keywords: UTAUT2, SIMBMD, Warp-PLS, Use Behavior, Government

1. INTRODUCTION

The financial reports of the regional government in Indonesia, especially in XYZ regional government, are currently entering a period of quality improvement. This is indicated by the report on the number of Regional Government Financial Reports (LKPD) that obtained Unqualified Opinions (WTP) from Audit Agency of Republic Indonesia in East Java (BPK). WTP from BPK was also obtained by the LKPD of XYZ regional government for the 2019 Fiscal Year. For the XYZ regional government, obtaining a WTP for the fifth time is a proud achievement to be able to maintain an WTP in a row since 2015[1]. This success is certainly a challenge for the XYZ regional government to continue to maintain it. One of the efforts to be made is to improve the asset management system that will support the optimization of regional financial management and reporting.

In practice, many governments have not integrated information systems for reasons of lack of human resources who understand technology. Therefore, many

governments still use the conventional system which in the process is only supported by individual activities at each government location[2]. This condition causes differences in perceptions in data communication between one government location and two other government locations. The government has scattered locations so it takes more time to coordinate in providing data. Integrated data can simplify the decision-making process by government management and support a better, more efficient and effective government performance process. As mandated in regulation of government or PP in clause 71 at year 2010 concern in Standards Government Accounting (SAP) and Minister Regulation (Permendagri), at year 2013 clause 64 concern in Implementation Accrual-Based (SAP) in local governments, local governments are required to implement accrual-based financial statement presentation full accruals) no later than the 2015 fiscal year. Thus, in 2015 all local governments should have implemented accrual-based accounting which includes restatement in its presentation. This is

also formally strengthened in Clause 9 of Permendagri Number 64 of 2013[3].

Based on this background, the researcher wants to evaluate the suitability of the implementation of the Regional Property Management Information System (SIMBMD) of XYZ regional government by analyzing the behavior of SIMBMD users. The model analyzed uses an integrated evaluation model, namely the acceptance model with UTAUT2, where the model is modified, use PLS SEM method and using of Warp-PLS software. Several questions from these variables will be arranged in the form of a questionnaire with several alternative answers using a Likert scale. This research is highly recommended so that it can be a reference for further development in improving SIMBMD information technology which is used as research so that it can be used as an evaluation of how much conformity of system implementation with users to information technology in realizing quality regional financial statement accruals.

2. LITERATURE

2.1 Previous Study

This research draws on several related studies regarding UTAUT, UTAUT2, PLS SEM, from related sources such as ScienceDirect, IEEE, Emerald, and several other journal sites. The following are some of the studies taken, the first being Ventakesh in 2003 with research results stating that UTAUT provide an assessment of the latest technology or information system that is expected to help them in understanding acceptance to design their management activities such as marketing and so on. UTAUT achieved a 70% conformity rate[4].

The second study was carried out by Ventakesh in 2012 and obtained The results of UTAUT2 which are the development of UTAUT are price values, hedonic motivations and habits. Individual characteristics such as gender, age, and experience were used to moderate the effect of construct variables on technology use and behavioral intentions. UTAUT2 managed to increase the variance to 74% and technology usage to 52%. [5].

Further research was conducted by Manaf with the results obtained from the 8 proposed variables, there are 6 variables, the use intention is significantly positive. The variables that have the strongest influence as predictors are Price Value, Habit, Hedonic Motivation, Trust, Performance Expectancy and Facilitating Condition variables. Social Influence and Business Expectations have a positive influence but the results are rejected or not significant. Meanwhile, the variable of usage behavior is determined by the Facilitating Condition, Habit, and Trust variables[6].

And the last research conducted by Dwindasari in 2020 with the conclusion of the study stating that the 14 hypotheses proposed, there are 12 hypotheses that have a significant positive relationship and 2 hypotheses have an insignificant positive relationship. The two hypotheses are the influence of organizational factors and factors on use. The conclusion is ERP system implemented has proven to be effective and efficient[7].

2.2 Management Information System (SIMBMD)

Management information system is defined as a processing system of a business process that is interrelated and produces information for an organization or individuals in it with the aim of meeting all the needs of a decision making through an information to achieve the goal of the organization. Goods (assets) belonging to the region have the meaning that everything called goods can be in the form of tangible or intangible tools that are obtained or obtained or purchased at state expenditures or the burden of the Revenue Budget or can come from other legitimate acquisitions[8].

SIMBMD is the procurement of software or intangible assets belonging to the XYZ regional government which is directly held by the XYZ regional government Financial and Asset Management Agency (BPKAD) in 2019 and is used by all goods managers and assistant goods managers[9]. SIMBMD has a very important role in securing, managing or administering or inventorying regional property in XYZ regional government because with this management information system it can assist the main tasks and support the performance and function of Regional Apparatus Organizations (OPD) in XYZ regional government.

2.3 UTAUT2

Basically UTAUT 2 is used to conduct research evaluations of final technology acceptance for consumers. Here are some explanations of the variables from the UTAUT2[5][10].

- As a reference to measure a person's belief in the use of a system or technology is called performance expectations so that it can be said that a technology or system can help the work of someone who uses a technology. the system and think they will continue to use the technology for a long time[4].
- A person's level of comfort in using a technology is called effort expectancy[4]. The ease of using an information system can lead to the perception that information technology creates comfort and is very useful for the individual.
- Variables that are considered as technical can support the use of technology or systems and the extent to which a person puts trust in the

infrastructure in the organization is called the facilitating conditions variable.

- Internalization, compliance, and identification are three mechanisms that exert social influence on one's behavior[4]. Concluded that the greater the social influence presented by a circle to new users of a system in using a new system, the greater the interest or intention that arises from the individual potential of users of the technology in using it because of the large influence of the social environment and its surroundings.
- The frequency or intensity of technology users in using information technology is the definition of use behavior. The information system will be used if the direct user of the technology is interested in using the technology because the individual has the belief that in using a system it can be easy to use and can improve its performance[4].
- The user's intention or level of desire to use technology continuously provided that they still have access to the technology is the definition of behavioral intention. If individuals believe that using an technologies can improve their performance, then there will be an intention to use it[4].
- The joy or happiness that is pleasant because of the use of a system, and is proven to have an important place in making decisions to accept a technology is called hedonic motivation. Individual excitement can lead to individual intention to use technology for a very long time[5].
- The price value can also be referred to as a benchmark for profits obtained in terms of the amount of budget spent.. If the value of a technology is in line with the convenience and efficiency of using the technology, it can affect the individual's intention to try the new technology[5].
- Experiences or habits that are carried out in three levels of time, the first, namely after the training process in using the latest technology, the second for more than one month, and the last for more than three months, are called habits [5].

2.4 PLS-SEM

PLS-SEM can be used on data that is not normally distributed because the PLS algorithm transforms abnormal data through the central limit theorem. The stages of analysis in PLS-SEM are not much different from CB-SEM. The difference only lies in the parameter estimation method and the absence of goodness of fit (GOF) testing in PLS-SEM. The stages of PLS-SEM analysis in this study consisted of model specifications, estimations of model parameters, testing of structural models and testing of measurement models [11].

In the analysis using PLS SEM there are two major stages, namely model estimation and model evaluation. There are two models for evaluations, namely outer and inner. Outer or measurement model (validity and reliability evaluations) is a model that shows how an indicator represents the measured latent variable or construct. This indicator can be reflective and formative. A model that forms the basis of a concept or path model theory is called a measurement model or inner. Inner can be used to determine how effective the empirical data is to support the concept/theory[12].

3. METHODOLOGY

3.1 Conceptual Model

From the literature study that has been carried out, the conceptual model that will be used in this study was obtained. The conceptual can be review in Figure 1.

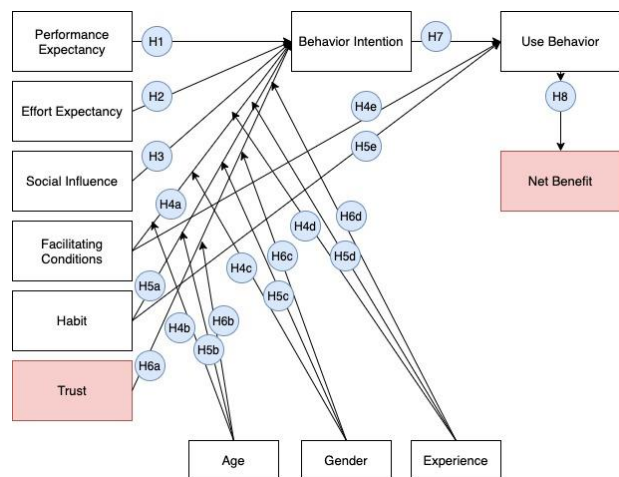


Figure 1. Conceptual

There are 12 variables in the conceptual model, which consists of 9 main variables and 3 moderating variables.

3.2 Hypothesis

In this study, a hypothesis will be determined based on the UTAUT2 developed by Viswanath, et al., in 2003 and 2012 which will be combined with research conducted by Manaf in 2017 and Hanifah Dwindasari's research in 2020 [4][5][6][7]. The research hypothesis is presented in table 1.

Table 1. Hypothesis

Code	Hypothesis
HI1	“Performance Expectancy variable has a significant effect on the Behavioral Intention variable”.
HI2	“Effort Expectancy variable has a significant effect on Behavioral Intention variable”.
HI3	“Social Influence variable has a significant

	effect on Behavioral Intention variable”.
HI4a	“Facilitating Conditions variable has a significant effect on Behavioral Intention variable”.
HI4b	“Age significantly moderates the effect of Facilitating Conditions variable on Behavioral Intention variable”.
HI4c	“Gender significantly moderates the effect of Facilitating Conditions variable on Behavioral Intention variable”.
HI4d	“Experience significantly moderates the effect of Facilitating Conditions variable on Behavioral Intention variable”.
HI4e	“Facilitating Conditions variable has a significant effect on Use Behavior variable”.
HI5a	“Habit variable has a significant effect on Behavioral Intention variable”.
HI5b	“Age significantly moderates the effect of Habit variable on Behavioral Intention variable”.
HI5c	“Gender significantly moderates the effect of Habit variable on Behavioral Intention variable”.
HI5d	“Experience significantly moderates the effect of Habit variable on Behavioral Intention variable”.
HI5e	“Habit variable has a significant effect on Use Behavior variable”.
HI6a	“Trust variable has a significant effect on Behavioral Intention variable”.
HI6b	“Age significantly moderates the effect of Trust variable on Behavioral Intention variable”.
HI6c	“Gender significantly moderates the effect of Trust variable on Behavioral Intention variable”.
HI6d	“Experience significantly moderates the effect of Trust variable on Behavioral Intention variable”.
HI7	“Behavioral Intention variable has a significant effect on Use Behavior variable”.
HI8	“Use Behavior variable will have a significant on Net Benefit variable”.

Viewed from Table 1, there are 19 research hypotheses generated.

3.3 Variable Questionnaire

The questions on the questionnaire form are structured questions for which alternative answers have been provided. The variables and indicators of the

questionnaire about SIMBMD are formed from information on the variables to be studied. All independent variables were using Likert scale 5 points. Variables, indicators, and statement items from the questionnaire will be presented in Table 2.

Table 2. Variable Questionnaire

Code	Item Of Performance Expectancy (PEX)
PEX1	I use SIMBMD to increase my productivity
PEX2	I use SIMBMD to save my time when working
PEX3	SIMBMD is very useful in my daily work
Code	Item Of Effort Expectancy (EEX)
EEX1	For me, learning SIMBMD is easy
EEX2	It didn't take me long to learn how to use SIMBMD
EEX3	SIMBMD is easy to make it
EEX4	very young to be an expert in the use SIMBMD
Code	Item Of Social Influence (SIN)
SIN1	I have to use SIMBMD according to people I consider important
SIN2	I have to use SIMBMD according to people who influence me
SIN3	Most people around me use SIMBMD in their work
Code	Item Of Facilitated Conditions (FCO)
FCO1	To use SIMBMD, have many facility
FCO2	have enough knowledge
FCO3	Have many technologies resource
FCO4	accept input from others
Code	Item Of Habit (HAB)
HAB1	Using SIMBMD has become my work habit
HAB2	Using SIMBMD is something I do without thinking
HAB3	Using SIMBMD has become my daily routine
Code	Item Of Trust (TRU)
TRU1	I believe SIMBMD technology can be trusted
TRU2	I believe in the performance of SIMBMD technology
TRU3	The system on SIMBMD technology feels right
TRU4	The system on SIMBMD technology is considered safe
Code	Item Of Behavioral Intention (BIN)

BIN1	In the future I intend to use SIMBMD continuously
BIN2	In my daily work I will continue to use SIMBMD
BIN3	I will keep using SIMBMD as often as I do now
Code	Item Of Use Behavior (UBE)
UBE1	The intensity of using SIMBMD technology
Code	Item Of Net Benefits (NBE)
NBE1	By using SIMBMD, my performance is better
NBE2	I find it easier to work with SIMBMD
NB3	I become more effective at work by using SIMBMD
NB4	SIMBMD is very useful in completing complex work and reports

4. RESULT AND DISCUSSION

4.1 Data Collection

Sources of data were obtained by distributing online questionnaires via electronic mail and several social media using Google Forms facilities. The data collected is in the form of a questionnaire distributed to users or employees or State Civil Apparatus (ASN) and Non State Civil Apparatus (Non-ASN) who receive direct benefits from SIMBMD implementation. Respondents are goods managers and assistant goods managers. Respondents who have filled out the questionnaire found as many as 424 employees. After deleting the outlier data, only 412 questionnaire data can be used. Then a descriptive analysis of variable indicators is carried out. Furthermore, the questionnaire data will be analyzed using Warp-PLS software and an in-depth analysis will be carried out regarding the results of the analysis using Warp-PLS.

4.2 Analysis Descriptive Variable

Descriptive analysis explains all data from respondents' answers to be classified and translated into tabular form. The table describes which indicators are the highest and which indicators are the lowest. Each indicator has a score and mean value provided that the mean values are as follows very low <1.8, low <2.6, moderate <3.4, high <4.2, and >4.2 very high.

Table 3. Analysis Descriptive Indicator Variable

Code	Indicator	Mean	Status
PEX1	Increased productivity	4.22	Very High
PEX2	Time efficiency	4.11	High

PEX3	Utility	3.98	High
EEX1	Easy to learn	3.96	High
EEX2	Learning speed	3.88	High
EEX3	Ease of use	3.97	High
EEX4	Interaction Clarity	3.76	High
SIN1	Boss influence	4.04	High
SIN2	Appreciated influence	4.09	High
SIN3	Surrounding influence	4.23	Very High
FCO1	Availability of facilities	4.32	Very High
FCO2	Availability of knowledge	3.79	High
FCO3	Technology compatibility	4.02	High
FCO4	Availability of help	4.20	High
HAB1	Habit	4.00	High
HAB2	Addicted	3.45	High
HAB3	Must	4.07	High
TRU1	Can be trusted	4.09	High
TRU2	Performance	3.98	High
TRU3	Truth	3.96	High
TRU4	Security	4.02	High
BIN1	Intention	4.01	High
BIN2	Continuity	3.93	High
BIN3	Interest	3.86	High
UBE1	Intensity	3.70	High
NBE1	Performance	3.99	High
NBE2	Ease of work	4.02	High
NBE3	Work effectiveness	4.03	High
NBE4	Work benefits	4.05	High

The highest mean is the FCO1 indicator, namely the availability of facilities with a mean value of 4.32 and the lowest is the HUB2 indicator, which is addicted with a mean value that is still in the high range of 3.45. It can be concluded that according to respondents, the availability of facilities is the indicator that most influences them in using SIMBMD.

4.3 Analysis Outer Model

The evaluation of the reflective model measurement model carried describe in Table 4 including the validity test using the AVE value, the reliability test on the indicator using the CA and CR.

Table 4. Average Variance Extracted (AVE) Test Value

Variable	AVE	Status
PEX	0.750	Valid
EEX	0.779	Valid
SIN	0.783	Valid
FCO	0.656	Valid
HAB	0.720	Valid
TRU	0.798	Valid
BIN	0.843	Valid
UBE	1.000	Valid
NBE	0.844	Valid

A variable is declared to have good validity if it has an AVE value > 0.5. All variables have AVE <0.5. Each variable has same with criteria so that all variables have been declared valid.

Table 5. Composite Reliability’s (CR) and Cronbach Alpha’s (CA) Test Value

Variable	CA	CR	Status
PEX	0.833	0.900	Reliabel
EEX	0.905	0.934	Reliabel
SIN	0.861	0.915	Reliabel
FCO	0.824	0.884	Reliabel
HAB	0.805	0.885	Reliabel
TRU	0.915	0.940	Reliabel
BIN	0.907	0.941	Reliabel
UBE	1.000	1.000	Reliabel
NBE	0.938	0.956	Reliabel

A variable is declared to have good reliability if it has a CA and CR value > 0.7. All variables have CA and CR value > 0.7, so variable has a good reliability value.

4.4 Analysis Inner Model

The evaluation using calculation from P-Values (P-Val) and T-Statistic (T-Stat) values obtained Table 6.

Table 6. P-Value, T-Statistic Test Value

Code	Correlation	P-Val	T-Stat	Status
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HI1	PEX → BIN	<0.001	5.318	accepted
HI2	EEX → BIN	0.005	2.577	accepted
HI3	SIN → BIN	0.168	0.961	rejected
HI4a	FCO → BIN	0.276	0.594	rejected
HI4e	FCO → UBE	0.004	2.637	accepted
HI5a	HAB → BIN	<0.001	5.873	accepted
HI5e	HAB → UBE	0.024	1.980	accepted
HI6a	TRU → BIN	<0.001	6.156	accepted
HI7	BIN → UBE	<0.001	5.051	accepted
HI8	UBE → NBE	<0.001	21.770	accepted

The bootstrapping method is based on standard error values as the basis for calculating T-Stat and P-Val. In this study, a two-tailed test was carried out with an alpha value equal to 5% or a P-Val not greater than 0.05 and a T-Stat greater than 1.96. If these criteria are met, then the status relationship between variables are accepted or has a positive significant value. In the Table 6, describe that variable FCO and SIN have no significant effect on BIN. This is because P-Val is > 0.05 and T-Stat is < 1.96.

Furthermore, the analysis of the inner model on the moderating effects is carried out. The test values obtained were obtained from the P-Val and T-Stat values generated from the analysis using the Warp software.

Table 7. P-Value, T-Statistic Test Value Moderating Effects

Moderating Effects Age (AGE)				
Code	Correlation	P-Val	T-Stat	Status
H4b	FCO → BIN	1.159	0.123	rejected
H5b	HAB → BIN	1.104	0.135	rejected
H6b	TRU → NBE	0.709	0.239	rejected
Moderating Effects Gender (GND)				
Code	Correlation	P-Val	T-Stat	Status
H4c	FCO → BIN	0.390	0.348	rejected
H5c	HAB → BIN	0.058	0.477	rejected
H6c	TRU → NBE	0.059	0.492	rejected
Moderating Effects Experience (EPC)				
Code	Correlation	P-Val	T-Stat	Status
H4d	FCO → BIN	0.008	2.388	accepted
H5d	HAB → BIN	0.013	2.212	accepted
H6d	TRU → NBE	0.028	2.056	accepted

The moderating effects Age (AGE) and Gender (GND), the P-Val and T-Stat is not accordance with the research criteria, which means that variables AGE and GND, not significantly on the use of SIMBMD, so the hypothesis is rejected. Meanwhile, user experience, is significant because the value are in accordance with the model criteria, so the hypothesis is accepted.

The significance test of the Performance Expectancy (PEX) variable with Behavioral Intention (BIN), in a T-Stat 5.318 and P-Val <0.001, indicate PEX has a positive significant on BIN. PEX explains that an individual's belief is judged when the technology can help him improve his level of performance. SIMBMD users believe that SIMBMD can help them improve their performance in reporting regional property.

The significance test between the Effort Expectancy (EEX) and Behavioral Intention (BIN), T-Stat is 2.577 and P-Val of 0.005, EEX has a positively significant influence on BIN. EEX indicates that the easier a technology can be used, it can affect a person's attitude in using the technology.

The significance test between the Social Influence (SIN) and Behavioral Intention (BIN), T-Stat value of 0.961 and a P-Val is 0.168, SIN has no effect which is significant to BIN. Using SIMBMD is indeed a necessity that is also an obligation for SIMBMD users themselves. Only the goods manager and assistant goods manager have received training on the use of SIMBMD.

The significance test between the Facilitating Conditions (FCO) and Behavioral Intention (BIN), T-Stat value is 1.980 and P-Val of 0.0241. So FCO hasn't significant on BIN to use SIMBMD. The available facilities do not affect a person's attitude in using technology. This is thought to be because users prioritize functions and benefits derived from using SIMBMD. The significance test between the Facilitating Conditions (FCO) and Use Behavior (UBE), T-Stat is 2.637 and P-Val is 0.004, FCO have a positively significant effect on UBE in the use of SIMBMD. The available facilities affect a person's attitude in the intensity of using technology. This is thought to be because SIMBMD facilities are already good, thus influencing users to continue using SIMBMD.

The significance test between the Habit variable (HAB) and Behavioral Intention (BIN) resulted in a T-Stat value is 5.873 and a P-Val is <0.001, indicate that HAB has a significant influence BIN to use SIMBMD. HAB is related to a person's behavior in doing something automatically and repeatedly so that the habits of SIMBMD users can become dependent. The significance test between the Habit (HAB) variable and Use Behavior (UBE), T-Stat value is 2.212 and P-Val is 0.013, HAB has a positive significantly influence on

UBE. The habit of using SIMBMD also affects the intensity of SIMBMD use.

The significance test between the Trust variable (TRU) and Behavioral Intention (BIN), in a T-Stat value is 6.156 and a P-Val value is <0.001, TRU has significant level on BIN. This is in line with previous research, the study [6] stated that a belief centrally involves a person's affective attitude. The existence of trust and distrust in something makes it possible that there is an attitude of expecting the advantages and disadvantages of one's interests.

The significance test between the Behavioral Intention (BIN) and Use Behavior (UBE) variables produce a T-Stat value of 5.501 and a P-Val of less than 0.001, indicate that BIN has a positively significant effects on UBE to using SIMBMD. The individual's intention or desire to use the latest technology is described by BIN to influence the behavior or attitude of using SIMBMD.

The significance test between the Use Behavior (UBE) and Net Benefits (NBE), T-Stat value 21.770 and P-Val value less than 0.001, indicating that UB has a significant effect on NBE in using SIMBMD. This is also in line with previous research [7] where UBE describes a person to continue to use a particular technology intensively. Where when users use technology continuously, it means that users are very satisfied with the technology and receive benefits from a technology in this case, namely SIMBMD. In this case, the benefits that will be received by SIMBMD are in the form of ease and effectiveness of performance compared to before SIMBMD was introduced. In addition, the results of a good report are also benefits that will be received by users and organizations. Where if the results of the report produced by SIMBMD are good enough, they will be able to get a good assessment from the relevant agencies, and the XYZ regional government can get the title of good government.

From the various tests the results of the final model are presented in Figure 2.

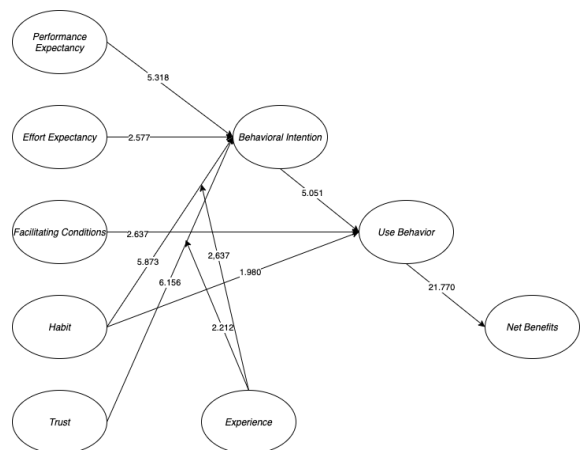


Figure 2. Final Research Model

Based on the model produced in this study, it can be seen that the variables of PEX, EEX, HAB, TRU have a positively significant influence on BIN. FCO and HAB have a positively significant effect on UBE. BIN to UBE, and UBE to NBE, and also Experience (EPC) has a positively significant effects to moderate HAB and TRU on BIN. Meanwhile, the SIN and FCO in this model did not have a positively significant effects on the endogenous variable BIN. Likewise, the moderating variables AGE, GND in using SIMBMD have an insignificant effect on the relationship between moderated endogenous variables (FCO, HAB, TRU on BIN), so that the variables this moderation was not included in the final model of the study.

5. CONCLUSION

This research or study examines 9 main factors or variables, namely Performance Expectancy (PEX), Effort Expectancy (EEX), Social Influence (SIN), Facilitating conditions (FCO), Habit (HAB), Trust (TRU), Behavioral Intention (BIN), Use Behavior (UBE), and Net Benefits (NBE). And 3 moderating factors or variables, namely Age (AGE), Gender (GND), and Experience (EPC). Where of the 9 main factors, only 8 factors that influence the PEX, EEX, FCO, HABM TRU, BIN, UBE and NBE. The 3 moderating factors, only 1 influential factor is EPC. SIN, AGE, GND do not affect the behavior of using SIMBMD. From 19 hypotheses, there are 8 hypotheses that do not have positive significance. From this research, it is found that the most influential factor or variable is the facilitating conditions variable with the indicator that has the highest value on PEX1 namely the availability of supporting facilities. From the results of interviews conducted with SIMBMD users who stated that users needed facilities such as hardware (laptop/PC), servers, internet connections, and protection from hacker attacks. The XYZ district government needs to focus on completing existing facilities in order to maintain the intention to use SIMBMD which will affect the benefits of using SIMBMD to achieve the goal of good government.

AUTHORS' CONTRIBUTIONS

The author conducted experiments, analyzed the data, and designed a paper about this research. The author contributes directly to the revision of the manuscript and approves the final version of the manuscript and agrees to be responsible for its content.

ACKNOWLEDGMENTS

The author appreciates the support from various parties, one of which is the Department of Technology

Management, ITS, which facilitated the completion of this research..

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