ABSTRACT

ANALYSIS OF SUCCESS FOR IMPLEMENTATION E-PUSTAKA USING UTAUT IN DINAS PERPUSTAKAAN DAN KEARSIPAN KOTA BANDUNG

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Public service systems improve digital transformation. One of the ways the Bandung City government develops Bandung Smart City is by providing a digital library of the Kite e-Library. Bandung's E-Library is a service of the Bandung City Library and Archives Service to facilitate library users accessing books in the library. By developing a conceptual model related to the community to use digital library applications, this study uses the UTAUT (Theory of Acceptance and Use of Technology Theory) consisting of 6 variables and processed with the SmartPLS application for payment methods. This study discusses to explain the factors that support the positive and significant impact on the application of e-Library application at the Bandung Library and Archives Service. Data was collected through a survey of 143 e-Library application users using the simple random sampling method. Based on the results of the study using the UTAUT model the following results were obtained: (1) Positive Performance Expectations (PE) on Behavioral Intention (BI) (2) Business Efforts (EE) that were positive towards Behavioral Intention (BI); (3) Social Influence (SI) has a positive effect on Behavioral Intention (BI); (4) Facilitation Conditions (FC) have a positive effect on Use Behavioral (UB); (5) Behavioral Intentions (BI) are positive towards Use Behavioral (UB).

Keyword: Dinas Perpustakaan dan Kearsipan, Digital library, e-Pustaka, UTAUT (Unified Theory of Acceptance and Use of Technology).