

ABSTRACT

ANALYSIS OF GOVERNMENT RESOURCE PLANNING SYSTEM ACCEPTANCE IN DEPARTMENT OF CAPITAL INVESTMENT AND INTEGRATED SERVICES OF WEST JAVA PROVINCE USING TECHNOLOGY READINESS ACCEPTANCE MODEL

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The development of information technology provides benefits in the form of ease in doing work and access to information that is very open. Government Resource Planning (GRP) is a technological concept that facilitates government agencies in managing resources and public service activities. The Government of Indonesia developed the Electronic Based Government System (SPBE) to support good public services. In the 2018 SPBE evaluation, West Java Province got the 3rd best province category. The West Java Province Investment and One Door Integrated Service Office (DPMPTSP) won the award for the public service delivery unit for the excellent service category. DPMPTSP of West Java Province uses a system called the Integrated Public Licensing Services Information System (SIMPATIK).

Based on this assessment, an analysis of acceptance of the GRP (SIMPATIK) system in DPMPTSP of West Java Province was carried out using the Technology Readiness Acceptance Model (TRAM). The analysis was carried out through distributing questionnaires to 42 DPMPTSP West Java Province employees who used SIMPATIK. The results of this study found that optimism has a positive and significant impact on perceived usefulness, but not significantly on perceived ease of use. Innovativeness has a positive and significant impact on perceived ease of use, but not significantly on perceived usefulness. Insecurity has a positive and significant impact on perceived ease of use, but a negative and insignificant impact on perceived usefulness. Discomfort has a positive and significant impact on perceived ease of use, but does not affect perceived usefulness. Perceived ease of use has a negative and insignificant impact on perceived usefulness.

Keywords: System Acceptance, Enterprise Resource Planning, Government Resource Planning, Technology Readiness Acceptance Model, Electronic Based Government System