

ABSTRACT

The fast paced growth of Information and Communication Technology (ICT) nowadays has an impact to our daily life. This brought changes on various ICT based daily routines, including public services that is run by the Government. The changes were marked by the development of electric-government (e-Government). At Klaten, e-Government has been implemented by the creation of website that provides general information and interactive features about governmental activities. Despite the advancement of public service, the people who used it are still scarce which is shown by the lack of feedback or comments from the people of Klaten city. One of the most important factor to mark the success of e-Government is the willingness and acceptance to adopt this new kind of public service. Based on this fact, it can be seen that people are an important factor to the successful and fully functional e-Government. This is especially true since e-Government were made by the government to better maximize public services while the public itself must participate so the system can work like it was intended to.

This research is intended to measure public acceptance toward e-Government services using the UTAUT model which is consist of six primary variables that influence behavioral intention and behavioral use, these variables are privacy, trust, performance expectancy, effort expectancy, social influence, and facilitating condition. In this kind of research the connection between variables are moderated by factor of age and gender. To understand the relation between each variables in UTAUT model, Structural Equation Model (SEM) were used and the data were processed using SPSS 17 and AMOS 22. UTAUT model of research must be determined that it would fit in the model in order to test the influence of each variables. The Fit Model indicator can be seen from the values of chi-square, probability, FGI, AFGI, TLI, NFI, and RMSEA. After the model research has become a fit model then we continue to test the significance of each variable.

The result of this significance test is factors that influence the usage of e-Government in Klaten are privacy, trust, facilitating condition, and age moderation.

Keyword: e-Government, UTAUT, SEM.