

ABSTRACT

Bandung is a myriad city of inspiration, innovation that continues to develop. These conditions encourage Bandung to strengthen its growth reputation as a city that applies technology in Indonesia by making technological innovation called smart city. Bandung Smart City is a concept of city development through the use of information and communication technology (ICT) to connect and control various resources in Bandung. Currently, it has development architecture design consisting of 10 priority areas. One of them, Bandung Command Center Development which is intended to improve public services to the society. There are three excellent public service facilities of Bandung Command Center, and one of them is being studied the author is LAPOR! (Layanan Aplikasi dan Pengaduan Online Rakyat) or online application and complaint service). The purpose of this study is to analyze the influence of Performance Expectancy, Effort Expectancy social influence and facilitating condition on Behavioral intention in the adoption of the use of LAPOR system in Bandung.

This research used quantitative research method, with a sample of 400 respondents. The data collection technique used the distribution of questionnaire, observation and document analysis. Furthermore, this research used probability sampling technique with random sampling type and descriptive analysis method, and the hypothesis test used multiple linear regression analysis. Data processing is conducted by using SPSS 23 for Windows software.

Based on the descriptive analysis, it showed that the user of LAPOR Application gave high score to Performance Expectancy, Effort Expectancy, Social Influence, Facilitating condition, and behavioral intention variable. The high score of those variables reflect that Bandung society have good perception toward the use of LAPOR Application. Hypothesis test results show that partially Performance Expectancy, Effort Expectancy, Social Influence, Facilitating condition, have a positive and significant impact on behavioral intention of the use of LAPOR Application. Of all variables, Effort Expectancy variables have the biggest influence compared to other variables. Futhermore, F test results show that all X variables includes Performance Expectancy, Effort Expectancy, Social Influence, Facilitating condition simultaneously have a significant effect on the behavioral intention of the LAPOR Application. Determination test showed that the value of R² is 0.524, so it can be concluded that the influence of performance expectancy, effort expectancy, social influence, and facilitating condition on the behavioral intention of the use of LAPOR application is 0.524% or 52%, while the rest of 48% influenced other variables which are not examined in this study.

Keywords: Performance Expectancy, Effort Expectancy, Social Influence and Facilitating Condition.