

ABSTRACT

ANALYSIS OF E-PUSTAKA APPLICATION SUCCESS USING EXTENDED TECHNOLOGY ACCEPTANCE MODEL 2 (TAM 2)

**(CASE STUDY: DINAS PERPUSTAKAAN DAN KEARSIPAN KOTA
BANDUNG)**

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Dinas Perpustakaan dan Kearsipan (DISPUSIP) Bandung City is a government agency responsible for managing public information services which include the process of storing, documenting, providing services and announcing information that can be accessed by the public in accordance with statutory provisions. The DISPUSIP Bandung City is also the center for all libraries in Bandung. With the era of increasingly sophisticated technology, the DISPUSIP Bandung City is also trying to keep people to have interest to read in an easy way. This made Dinas Perpustakaan dan Kearsipan Bandung City launch the E-Pustaka application. The E-Pustaka application was created so that people can access books from the library online. This application is relatively new because it was launched at the end of 2019. With the situation from the beginning of 2020 which is all done online, including teaching and learning activities, many students need books in the process of independent learning. E-Pustaka is one of the solution because it can be accessed by anyone and it is also easy to use.

To develop applications for the better, feedback that came from the user is the main thing. The author will analyze the success of the E-Pustaka application based on feedback from questionnaire data that has been collected. The analytical model used in this study is Extended Technology Acceptance Model 2 (TAM 2). TAM is one of the models that was built to analyze and understand the factors that influence the acceptance of the use of computer technology. In TAM 2 there are additional processes in the old TAM model, namely social influence processes (subjective norm, voluntariness, and image) and cognitive instrumental processes (job relevance, output quality, result demonstrability, and perceived usefulness).

Keywords: DISPUSIP Bandung City, E-Pustaka, TAM 2