

Factors that Influence E-Government Utilizing Towards E-Report Application (Case Study: Comparasion between Lapor Sleman and Jogja Smart Service (JSS) In 2018)

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Abstract

E-Government was created as an attribute to serve and communicate with the citizen. In 2005 the Digital Government Services (DGS) program was initiated which was followed up with the issuance of DIY Governor Regulation number 42, year 2006 regarding Jogja Cyber Province Blue print. The development of E-Government is an effort to develop the implementation of electronic-based DIY Government in order to effectively and efficiently improve the quality of public service. That is why the local government created a report portal as a media for the citizen to report anything related to the public services. Yogyakarta city have Jogja Smart Service as a public service application. Meanwhile, Sleman Regency have Lapor Sleman as a public service application. This study will discuss about how much is the e-government influencing the utilization of e-report (case study: *Lapor Sleman* and Jogja Smart Service (JSS) in 2018) and what are the factors that influence

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the utilization of *Lapor Sleman* and *Jogja Smart Service* These questions were answered in this research by using the Unified Theory of Acceptance and Use of Technology (UTAUT). This study uses a mixed research method (mix-method), In which questionnaire data were analyzed using Partial Least Squares (PLS) Analysis with a tool in the form of a SmartPLS 3.0 program. Data on the population of Sleman is 1,050, and the population of the city of Yogyakarta is 5,124 obtained from the Google Play Store on October 2018. According the Slovin formula, the sample in this study were 98 users of the *Jogja Smart Service* Application and 91 users of the *Sleman Report* Application. The results of this research showed that there is a positive and significant influence from performance expectancy, effort expectancy, social influence, towards behavior intention and facilitating condition, and behavior intention towards the E-Government utilizing towards *Lapor Sleman* and *Jogja Smart Service*. Furthermore, performance expectancy, effort expectancy, and behavioral intention should be enhanced to make the citizen use both applications *Lapor Sleman* and *Jogja Smart Service* even more. Managing the effectivity of facilitating condition will influence the use of both applications. Lastly, social influence should be more affecting the number of users of both applications.

Keywords: E-Government, Public Service, *Jogja Smart Service*, *LAPOR Sleman* Application

1. Background

Stepping on the era of the local government develop the report portal from website, SMS and telephone to an application called *Lapor Sleman*. This application started to operate in May 2016, until 2017, the

report that come in through Lapor Sleman Application is reaching number 1140 cases in total, and has been responded 662 case, and 478 cases still responded, (Department of Communication and Information, Sleman Regency, DIY). By the existence of the applications, the citizen of Sleman Regency is expected to support the realization of smart regency by using the application.

The similar reason also effected the local government of Yogyakarta city. The department of communication and informatics of Yogyakarta city also did the same thing in developing the report portal. Started with website, SMS telephone and meet in face with the state civil apparatus whose working in the public service department. The previous innovation is a website-base report portal called UPIK or Information and Complaints Service Unit. The flow of service starts from the handling of public complaints. The community sends messages in the form of information, complaints, suggestions, and questions to UPIK Yogyakarta through various electronic media provided. The message is entered, grouped, distributed, and followed up by the relevant Government unit (SKPD). Globalization means humans has witnessed the development of technology and information rapidly. Advances in information and communication technology can be use as supporters of daily activities of an individuals and groups. Indonesia has been struggled to realize the electronic based activity in daily life. However, the government tried to make this ICT development work along with the government process. Especially in serving and communicating with the citizen. That is why an innovation was invented. Namely, E-Government or electronic government was born as an attribute to serve and communicate with the citizen.

According to Ministry of communication and Informatics, in 2017, the number of Internet users have reached 143.26 million people, equivalent to 54.68 percent of the total population of Indonesia. This amount shows

an increase of 10.56 million people from the survey results in 2016 (Asosiasi Penyelenggara Jasa Internet, 2017). This number of internet users in Indonesia also becomes one of the consideration aspects for the government to create an innovation by utilizing e-government.

The Special Region of Yogyakarta also applies the use of e-government in order to realize good governance. As a realization of President instruction Number 3, year 2003 to improve efficiency, effectiveness, transparency and accountability in the field of telematics (telematics, media and informatics), the DIY Government establishes the policy of developing Jogja Cyber Province. In 2005 the Digital Government Services (DGS) program was initiated which was followed up with the issuance of DIY Governor Regulation number 42 of 2006 regarding Blueprint Jogja Cyber Province. The development of e-Government is an effort to develop the implementation of electronic-based DIY Government in order to improve the quality of public services effectively and efficiently. That is why the local government create a report portal as a media for the citizen to report anything related to the public service on the portal.

As an upgrade of this website-base report portal, this year the local government of Yogyakarta city created an application to accommodate reports and to communicate with the citizen, called Jogja Smart Services (JSS). Different from *Lapor Sleman*, JSS has already gain 5000 more downloaders in only 4 months. JSS was made to meet both government and citizen's expectations to do the report easier and receive a fast respond to their report.

There is a significant difference between two report applications of regency in Special Region of Yogyakarta. *Lapor Sleman* needs 2 years after launching, to gain 1000 more downloaders and 93 reviewers on Google Play (September 2018). For JSS, it only needs 4 months to gain 5000 downloaders

and has 175 reviewers on Google Play (September 2018), but both also have the similarities. Some users have found a crash server during using the applications. Also, not all citizen knows about these applications. From these data, we can conclude that *Lapor Sleman* still struggle in getting more attention from the citizen, so that the number of downloaders is away too much behind the JSS. The local government still need to socialize the applications so that it can be one of the aspects that support the smart city development.

From these explanations, the research objective will be about what are the factors that influence the utilization of *Lapor Sleman* and Jogja Smart Service? These questions will be answer in this research by using the Unified Theory of Acceptance and Use of Technology (UTAUT).

2. Research Hypothesis

UTAUT model as a comprehensive synthesis before technology acceptance research. The UTAUT model has developed from the previous four key constructs, namely: performance expectancy, effort expectancy, social influence and facilitating conditions for behavior intention to use technology. The Unified Theory of Acceptance and Use of Technology (UTAUT) was developed by (Venkatesh et al. 2003). This model synthesizes eight technology acceptance models that have been developed previously (Venkatesh et al. 2003). The eight models are Theory Reasoned Action (TRA), Theory of Planned Behavior (TPB), Technology Acceptance Model (TAM), Motivational Model, combined TAM-TPB (CTAMTPB), Model of PC Utilization (MPCU), Innovation Diffusion Theory (IDT)), and Social Cognitive Theory (SCT).

2.1 Performance expectancy

Performance expectancy (PE) is a UTAUT construct that is intended to measure a person's level of trust that by using a system can help someone in achieving work performance (Venkatesh et al., 2003). Performance expectancy is a variable that can be referred to as the ability to obtain significant benefits after using a system (Adenan, Mohmod, & Krishnasamy, 2015). In addition, performance expectancy is representation of five construct namely, perceived usefulness (technology acceptance model), external motivation (motivational model), work correlation (model of personal computer utilization), relative advantage (innovation diffusion theory) and expectancy to the achievement (social cognitive theory) (Adenan et al., 2015).

H1: Performance expectancy (X1) have a positive and significant influence towards the behavior intention (Z)

2.2 Effort expectancy

Effort expectancy (EE) is the level of effort of each individual in the use of a system to support doing their work (Venkatesh et al., 2003). According to (Adenan et al., 2015), effort expectancy refers to how easily someone thinks in using a system. Effort expectancy is a representative from three construct namely, consciousness of easy to use (Technology Acceptance Model), systematic complexity (Model of Personal Computer Utilization) dan operating simplicity (Innovation Diffusion Theory) (Adenan, 2015; Venkatesh et al. 2003). In the success of accepting a technology, (Adenan et al., 2015) mentions that the design of a system like a virtual platform can allow users to easily navigate it or not. Davis (1989) in Chang (2012) found that an application is acceptable to users when an application is easy to use.

H2: Effort expectancy (X2) have a positive and significant influence towards behavior intention (Z)

2.3 Social Influence

Social influence (SI) is the level where someone considers it is important for others to convince themselves to use the new system (Venkatesh et al., 2003). Social influence refers to a person's feeling to feel that he must use an application (Venkatesh & Davis, 1996; Adenan, 2015). Social influence according to Venkatesh et al. (2003) is a representative of three constructs. Namely, subjective norm (theory of reasoned action, technology acceptance model and theory of planned behavior), public image (innovation diffusion theory) dan social factor (model of personal computer utilization). Social influence depends on the influence of the environment which includes volunteerism, and other contexts between individuals or influence on the organization (Hartwick & Barki, 1994; Karahanna & Straub, 1999; Adenan, 2015). Moore & Benbasat (1991) in Chang (2012) said that the use of a new technology is able to elevate the status of an individual in a social environment. In addition, individual behavior is also influenced by ways in which they believe that others will see them as a result of using a technology.

H3: Social Influence (X3) have a positive and significant influence towards behavior intention (Z)

2.4 Facilitating conditions

Facilitating condition (FC) is the level of someone's belief that company, and technical infrastructure is available to support the use of the system (Venkatesh et al., 2003). In addition, facilitating conditions are also included in one's belief in facilities in their environment including coverage, network and availability of devices to make one's beliefs accept a technology (Thompson et al., 1991; Venkatesh et al., 2003; Ayu, 2014). Facilitating conditions are able to describe the level of an individual in receiving a

technology based on the support of facilities provided by the organization and technical devices that support the use of a system. The device can be a system that is used, training, manual or others. (Venkatesh & Davis, 1996; Adenan, 2015). Facilitating conditions is a representation of three constructs. Namely, control of conscious behavior (technology acceptance model and theory of planned behavior), promoting condition (model of personal computer utilization) and compatibility (innovation diffusion theory).

H4: Facilitating Condition (X4) have a positive and significant influence towards the utilization of e-government towards e-report application (Y)

2.5 Behavior intention

Behavior intention (BI) is the interest in using a system is the intention of users to use the system continuously with the assumption that they have access to the system (Venkatesh et al., 2003). Behavioral intention is defined as a measure of the strength of people's intention to carry out certain behaviors. In the basic concepts of user acceptance models that have been developed, behavioral intention becomes an intermediate construct of perceptions of the use of information technology and actual use (use behavior). The role of behavioral intention as a predictor of use behavior has been widely accepted in various models of user acceptance (Venkatesh et al., 2003).

H5: Behavior Intention (Z) have a positive and significant influence towards the utilization of e-government towards e-report application (Y)

3. Variable and Measurement

Base on the hypothesis, the indicators to measure that variables are

Variables	Indicators
Utilization of e-government towards e-report Application (E-Gov)	E-Gov 1: Report resource
	E-Gov 2: Report content
	E-Gov 3: Complaints handling unit and report
	E-Gov 4: Report respond
	E-Gov 5: Feedback
Performance Expectancy (PE)	PE 1: Using e-report applications can solve problems
	PE 2: The function of the e-report application is to help reporting a problem
	PE 3: E-Report Application are useful for users
	PE 4: E-Report applications can increase productivity
	PE 5: Services from e-report applications are real time
Effort Expectancy (EE)	EE 1: Consciousness of easy to use
	EE 2: Users understand using service applications
	EE 3: Operating Simplicity
	EE 4: The use of complaint services is the right and effective idea
	EE 5: The use of complaint services can reduce effort and time
Social influence	SI 1: Social Media
	SI 2: Environment influence
	SI 3. Government influence
	SI 4: Public image
	SI 5: Following Trend

Variables	Indicators
Facilitating Condition	FC 1: Have a gadget to use the service application
	FC 2: Have the knowledge to use service applications
	FC 3: Compatibility of application
	FC 4: Application maintenance
Behavior Intention	BI 1: There is initiative to use the application
	BI 2: Worth to use continuously

4. Research Method

This study uses a mixed research method (mix-method), which is in conducting research, researcher uses a combination of quantitative methods and qualitative methods. Mixed research method is used because this study will produce two types of data, namely quantitative data and qualitative data. Mixed Methods Research is a research design based on philosophical assumptions as well as inquiry methods. Mixed methods research is also referred to as a methodology that provides philosophical assumptions in showing directions or giving instructions on how to collect data and analyze data and the combination of quantitative and qualitative approaches through several phases of the research process (Creswell, 2014). This study uses a Sequential Mixed Method. According to (Creswell, 2010). Sequential explanatory strategy. In this strategy the first stage is collecting and analyzing quantitative data followed by collection and analysis which is built on the initial qualitative results. This weight or priority is given to quantitative data.

4.1 Quantitative Method

Data gathering technique in quantitative method is by questionnaire which distributed according to the number of sample from the population.

Data on the population of Sleman is 1,050, and the population of the city of Yogyakarta is 5,124 obtained from the Google Play Store on October 2018. This result is the accumulation of all *Lapor Sleman* and Jogja Smart Service application users since it was downloaded until 10th November 2018. The sample in this study were 98 users of the Jogja Smart Service Application and 91 users of the Sleman Report Application.

Questionnaire was data were analyzed using Partial Least Squares (PLS) Analysis with a tool in the form of a SmartPLS 3.0 program. According to Hartono and Abdillah (2015: 161) PLS is one of the alternative statistical methods of Structural Equation Modeling (SEM) that is designed to complete multiple regression when specific problems occur in the data, such as the sample size of small studies and the presence of missing values and multicollinearity.

The measurement model is used to test validity and reliability, meanwhile the structural model is used to test causality. PLS can measure data at different scales simultaneously.

4.2 Qualitative Method

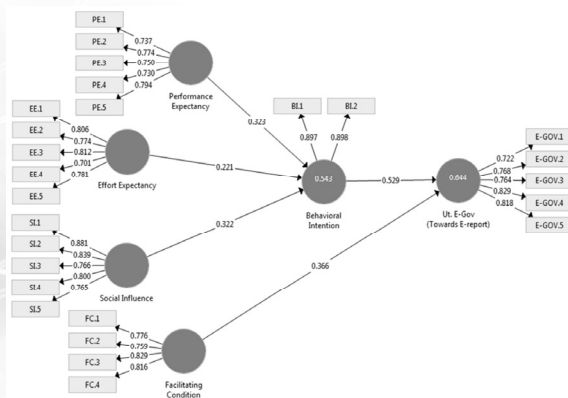
Data gathering technique in qualitative method is by interview, documentation. The interview is from head or staff of public communication and complaints service section Information and public communication services at the Department of Communication and Informatics of Sleman Regency, Head or staff of The Smart City Development Section of the Technology and Information Sector of the Department of Communication, Informatics, and Coding of the Yogyakarta City, 4 users of Lapor Sleman and 6 users of Jogja Smart Service. Documentation method to find data about the number and details of reports from the *Lapor Sleman* and Jogja Smart Service applications.

5. Result and Discussion

This part will explain about the results and discussion of data collected from the study sample, consisting 91 samples population from Sleman for Lapor Sleman application, 98 samples population from Yogyakarta city for Jogja Smart Service, government staff from Department of Communication and Informatic of Sleman Regency and government staff of Department of Communication, Informatic, and Coddng of Yogyakarta city. The quantitative data analyzed by of SmartPLS 3.0 program.

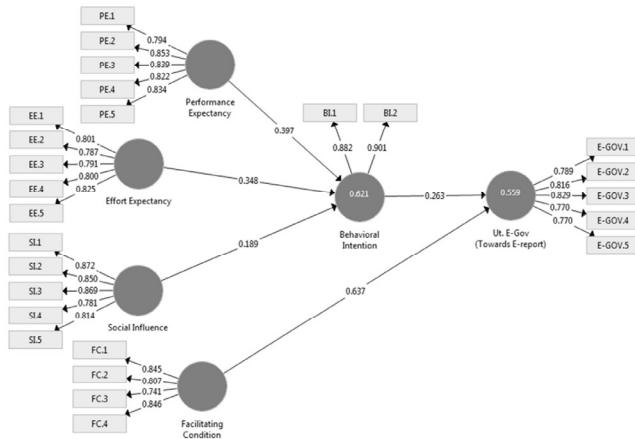
The explanation was following the three stages of PLS analysis which is the convergent validity test, discriminant validity test results, reliability test and hypothesis testing, that are summarized in the loading factors figure and path coefficients table presented below.

Loading Factors is born after forming an outer model design. The estimation method or estimation model in this study uses PLS Algorithm whose function is to test the Unidimensional of each variable by looking at validity convergent. The reflexive measure of each variable can be said to be high if the correlation value is > 0.50 with the measured variable. (Ringle and Sarstedt, 2015)



Source: The data is compiled by the primary data, 2019

Figure 1. Loading Factors of Yogyakarta City



Source: The data is compiled by the primary data, 2019

Figure 2. Loading Factors of Sleman Regency

Figure 1 and 2 above show that each value on the indicator does not have a value of less than 0.50, so the next that can be done is by evaluating the model.

There are 3 criteria of indicators of reflection, namely convergent validity, discriminant validity and composite reliability. The first criteria are convergent validity, Convergent validity with reflexive indicators can be seen from the results of the correlation between the score indicator and the construct (loading factor) which is > 0.50 . Variables can be said to be reliable if the score of composite reliability and Cronbach's alpha is > 0.07 . (Hair, 2017)

Table 1 Convergent Validity

Measurement Model	Result		Critical Value	Model Evaluation	
Outer Model					
Convergent Validity	Variable	AVE		> 0.50	
		Y	S		
	PE	0.574	0.687		Valid
	EE	0.602	0.642		Valid
	SI	0.659	0.702		Valid
	FC	0.633	0.658		Valid
	BI	0.805	0.795		Valid
	Ut. E-Gov	0.610	0.632		Valid

Source: The data is compiled by the primary data, 2019.

Validity test results in table 1 show that all the questions in each research variable consisting of Performance Expectancy, Effort Expectancy, Social Influence, Facilitating Condition, Behavior Intention, and Utilization of E-Government have a value of loading factor bigger than 0.500 and most variables research have AVE value bigger than 0.500. Thus, it can be concluded that all questions in all research variables are declared valid or have fulfilled the convergent and discriminant validity.

Table 2 Composite Reliability Result

Measurement Model	Result					Critical Value	Model Evaluation
Outer Model							
Composite Reliability	Variable	Cronbach's Alpha		Composite Reliability		>0.7	
		Y	S	Y	S		
	PE	0.758	0.743	0.758	0.758		
	EE	0.834	0.860	0.834	0.834		Reliable
	SI	0.806	0.828	0.808	0.808		Reliable
	FC	0.815	0.886	0.819	0.819		Reliable
	BI	0.870	0.893	0.885	0.885		Reliable
	E-GOV	0.840	0.855	0.845	0.845		Reliable

Source: The data is compiled by the primary data, 2019.

The reliability test results in Table 3.1 show that all research variables have a Composite Reliability value greater than 0.70, and Cronbach's alpha more than 0.06. Therefore, it can be concluded that all the questions contained in each research variable in the questionnaire are declared reliable, then the questionnaire can be used to retrieve research data.

After the design of the model is estimated to have fulfilled the discriminant validity criteria, then the structural model (Inner model) is carried out by looking at the R-Square (R^2) value in the variable. The structural model that has R-Square (R^2) of 0.67 indicates the "good" model, R-Square (R^2) of 0.33 indicates that the model is "moderate", and R-Square (R^2) of 0.19 indicates that the model is "weak" (Ghozali, 2006). The value of R-Square (R^2) for research in the city of Yogyakarta and Sleman Regency has the following results

Table 3 output R Square

Variable	R Square		R Square Adjusted	
	Y	S	Y	S
Behavioral Intention	0.543	0.621	0.528	0.608
Ut. E-Gov (Towards E-report)	0.644	0.559	0.637	0.549

Source: The data is compiled by the primary data, 2019.

The data above explains that for the Yogyakarta City behavior intention is influenced by performance expectancy, efficiency expectancy, social influenced for 0.543, it can be categorized as moderate data and Utilization of E-Government (Towards E-Report) influenced by facilitating condition Behavior Intention of 0.644. it can be categorized as *good* model Meanwhile for the Sleman Regency, behavioral intention is influenced by performance expectancy, efficiency expectancy, social influenced for 0.621, and Utilization of E-Government (Towards E-Report) influenced by facilitating condition Behavior Intention for 0.559. It can be categorized as *good* model.

Table 4 Lateen Variables Correlation

	BI		EE		FC		PE		SI		Ut. E-Gov	
	Y	S	Y	S	Y	S	Y	S	Y	S	Y	S
BI	1.000	1.000	0.618	0.697	0.593	0.252	0.644	0.713	0.615	0.513	0.746	0.423
EE	0.618	0.697	1.000	1.000	0.412	0.456	0.680	0.673	0.551	0.436	0.573	0.458
FC	0.593	0.252	0.412	0.456	1.000	1.000	0.439	0.314	0.464	0.131	0.680	0.703
PE	0.644	0.713	0.680	0.673	0.439	0.314	1.000	1.000	0.530	0.436	0.620	0.420
SI	0.615	0.513	0.551	0.436	0.464	0.131	0.530	0.436	1.000	1.000	0.563	0.219
Ut. E-Gov	0.746	0.423	0.573	0.458	0.680	0.703	0.620	0.420	0.563	0.219	1.000	1.000

Source: The data is compiled by the primary data, 2019.

Hypothesis testing between variables namely exogenous variables towards endogenous variables (γ) and endogenous variables towards endogenous variables (β) is done by bootstrap resampling method. The test statistics used is t statistics or t tests. The comparison t value in this study was obtained from table t. The test is significant if the T-statistic is >1.96 and the value of P values is <0.050 . (Ghozali:2008)

H1 Performance expectancy (X1) have a positive and significant influence towards the behavior intention (Z). Table 4 shows both Jogja Smart Service and Lapor Sleman have the positive influence between the Performance Expectancy variable on Behavior Intention with P Values less than 0.050. Therefore, H1 in this research is supported.

The use of Jogja Smart Service is useful for solving problems that exist in the community. Moreover, the problems reported are real time so they can be justified and cannot be manipulated. Meanwhile the use of Lapor Sleman is useful for solving problems that exist in the community, as well as making the community more productive in reporting problems that occur in the society life. Besides, with supporting features such as locations that are detected directly through GPS and direct photo features, the reporter can provide evidence that the services that will be received by the community are real time. From the above explanations, it can be concluded that both applications are useful and have a real time service that makes the users become more productive and aware to the problem that occur around them. Therefore, they intend to use the application more often.

The previous research found that Performance Expectancy have a significant influence towards use behavior, Performance expectancy has a positive and significant effect on user's behavior which is in accordance with the results of research from (Venkatesh, Morris, Davis, & Davis, 2003) which revealed that performance expectancy is one of the constructs of UTAUT

which has a significant positive effect on user behavior. This means that the better the performance of the technology according to the expectations of the user, the more likely the interest in using the technology. This finding is in accordance with the finding that researcher has found in the field. Both users of Lapor Sleman and Jogja Smart Service found the applications are useful. That means the performance of the Application already meet the user expectation. Therefore, the users intend to use the application voluntarily.

H2: Effort expectancy (X2) have a positive and significant influence towards behavior intention (Z). Table 4 shows both Jogja Smart Service and Lapor Sleman have the positive influence between the Effort Expectancy variable on Behavior Intention with P Values less than 0.050. Therefore, H2 in this research is supported.

The previous research by (Fridayani & Nurmandi, 2016) found that Effort Expectancy had a positive and insignificant influence towards use behavior, because the findings on the research showed an ups and downs or a high or low effort expectancy of the government which cannot affect user's behavior. This finding is not in line with the finding that researcher found in the field. Both users of Lapor Sleman and Jogja Smart Service agreed that the applications are easy to use and have a simple operating system. The application is a good idea because it can reduce time and effort. That means the efforts of the application already meet the user expectation. Therefore, the users intend to use the application continuously. Later, this behavior intention will become user behavior. This finding is in accordance with the finding from (Venkatesh et al., 2003) that stated Effort Expectancy have a positive and significant Influence towards Behavior Intention. This means that the better the Effort of the technology according to the expectations of the user, the higher the interest in using the technology.

H3: Social Influence (X3) have a positive and significant influence towards behavior intention (Z). Table 3.45 shows that there is a positive effect between the Social Expectancy variable on Behavior Intention P Value less than 0.05 that H3 is acceptable.

The previous research by (Fridayani & Nurmandi, 2016) found that Social Influence are having a positive and significant influence towards use behavior, because the findings on the research shows a high and low social influence from other parties and causes significant changes in one's user's behavior. This finding is in line with the finding that researcher found in the field. Both users of Lapor Sleman and Jogja Smart Service agreed that they use the applications because they get an influence or suggestion from the social, and surrounding environment. Governments also take a role in suggesting the citizen to use this application. That means the socialization of the application already meets the user expectation. Therefore, the users intend to use the application. This finding is in accordance with the finding from (Venkatesh et al., 2003) that stated Social Influence have a positive and significant Influence towards Behavior Intention. This means that the better the socialization of the technology according to the expectations of the user, the higher the interest in using the technology.

H4: Facilitating Condition (X4) have a positive and significant influence towards the utilization of e-government towards e-report application (Y). Table 3.48 shows that there is a positive effect between the Facilitating Condition variable on Utilization of E-Government towards Lapor Sleman and Jogja Smart Service P Value less than 0.05 that H4 is acceptable.

People have gadgets and have the knowledge to use applications so that the use of the Jogja Smart Service application is increasing. From the Government itself, the effort to facilitate the community in using this

application is for example by having special technicians to maintain and develop this application in order to become better in the future. Even though this application is currently only available on the Google Play Store, the government is working to develop this application in the iOS server.

The previous research by (Venkatesh et al., 2003) stated that Facilitating Condition have a positive and significant Influence towards the Utilization of E-Government towards E-Report Application. This means that the better the facilitation of the technology according to the expectations of the user, the higher the interest in using the technology. This finding is in line with the finding that researcher has found in the field. Both users Lapor Sleman and Jogja Smart Service agreed that a facilitation provided by the government in the application is good condition. However, Lapor Sleman still needs a little improvement in the server so the server bugs will not develop. Moreover, the users found that the facilitation provided by the government in the application will affect the use of the application. That means the facilitations of the application already meet the user expectation. Therefore, the users intend to use the application.

H5: Behavior Intention (Z) have a positive and significant influence towards the utilization of e-government towards e-report application (Y). Table 4 shows that there is a positive effect between the Behavior Intention variable on Utilization of E-Government towards Lapor Sleman and Jogja Smart Service P Value less than 0.05 that H5 is acceptable.

The initiative of application users to use the Jogja Smart Service application influences the use of E-Government on the E-Report Application. Thus, later this application will become a mainstay of the Community in reporting problems and seeking information that will be used continuously.

The previous research by (Venkatesh et al., 2003) stated that Behavior Intention have a positive and significant Influence towards Utilization of E-Government towards E-Report Application. This means that the better the socialization of the technology according to the expectations of the user, the higher the initiative to use the application continuously. This statement is in line with the finding that researcher has found in the field. Both users of Lapor Sleman and Jogja Smart Service agreed that an initiative to use the application voluntarily and continuously will affect the use of the application. That means the facilitation of the application is already meet the user expectation. Therefore, the users intend to use the application.

6. Conclusion and Recommendation

The result of this research shows that there is an influence from performance expectancy, effort expectancy, social influence, facilitating condition, and behavior intention towards the E-Government utilizing towards Lapor Sleman and Jogja Smart Service. The utilization of E-Government towards e-report application has Well utilized because there is a positive and significant influence from performance expectancy, effort expectancy, social influence, towards behavior intention. And facilitating condition, and behavior intention towards the E-Government utilizing towards Lapor Sleman and Jogja Smart Service. The factors that influence the utilization of e-government towards e-report application, are performance expectancy, effort expectancy, social influence, facilitating condition, and behavior intention because all of the variable. This finding supports the theory of Unified Theory of Acceptance and Use of Technology (UTAUT).

As for the recommendation, author suggest several points that will be explain as follow; Firstly, the Lapor Sleman application must be updated with a more efficient system, which provides easy access for users. Meanwhile

for Jogja Smart Service, the features and menu on this application are already good but not yet diffable friendly. Therefore, the development to make both application diffable friendly is needed. Secondly, performance expectancy, effort expectancy, and behavioral intention should be enhanced to make the citizen use both applications of Lapor Sleman and Jogja Smart Service even more. Since Lapor Sleman still have a server error meanwhile Jogja Smart Service already run well and the system is knit enough, the government should fix this problem as soon as possible. Thus, the users can utilize the application comfortably. Lastly, social influence should be more affecting the number of users of both applications. For Jogja Smart Service, the number of downloaders is already great and the enthusiasm from the citizen is good. However, Lapor Sleman still need an improvement in socializing the application because the number of downloaders is increasing very slow.

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