Evaluation Of E-Government Use Among Civil Servants Using Unified Theory Of Acceptance And Use Of Technology Model – A Case Of Central Mamberamo Regency

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Abstract:The presence of information technology (IT) has greatly improved the performance of civil servants in the bureaucracy of the Indonesian government. However, its presence has not been evenly distributed for the central and regional governments. This is because civil servants in parts of Indonesia have not had any insight into the functions and roles of information technology. This research aimed at empirically provides comprehension to the civil servants in Central Mamberamo Regency, one of the remote areas in Indonesia, through a theoretical framework on the use of e-government. The unified theory of acceptance and use of technology (UTAUT) was modified to determine the factors that influence the behavior of civil servants to use e-government technology. Surveys were conducted to collect research data by distributing a set of questionnaires to civil servants. Respondents' answers were collected and statistically analyzed using the multiple linear regression method. The results of the analysis showed that factors of performance expectancy, usage effort expectancy, the influence of heads and coworkers, regional government facilities conditions, and the job-fit were to have a powerful influence on the behavior of civil servants to use e-government technology at 72.2%.

Index Terms: E-Government, Regional Government, Civil Servants, UTAUT Model, Statistical Analysis.

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1. INTRODUCTION
Therevolution in information and communication technology affects the work and styles regarding the interactions of government among countries in the world. The Government of the Republic of Indonesia has sought the adoption of e-government in accordance with the characteristics, organizational resources, and working mechanisms of civil servants [1],[2],[3]. Because e-government technology makes it possible to improve the performance of civil servants in their job [4],[5],[6],[7].Unfortunately, e-government has not been used effectively by civil servants at the local government level because of the lack of knowledge about the use and benefits of e-government. This results in a slow correspondence administration process, while the infrastructure costs and personal expenses are quite high. In addition, coordination and work communication between organizational units are not carried out on time. These problems aroused the interest of researchers to conduct this research. This study focuses on the use of e-government by civil servants in Central Mamberamo Regency. Because this regency is a new expansion of remote areas in the Papua Province. This research was conducted to provide empirical knowledge to civil servants related to the use of e-government. Therefore, the concept of e-government can be applied in the early stages of development, strengthening its impact on budget efficiency that will be used for the development of other sectors [8].In this study, the unified theory of acceptance and use of technology (UTAUT) model was chosen to evaluate the factors that influence the behavior of civil servants to use e-government. Venkatesh [9] built this model to predict the acceptance and use of technology for

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new users. In this research, the UTAUT model is modified. Since the original modelwas proposed for the reception and use of technology for the general public. While the model built in this study ismeant only for civil servants [10]. Therefore, the UTAUT model is modified by adding Job-Fit variable to the four original UTAUT model variables andremoving the gender, age, internet experience, and voluntary usemoderation variables.The change in this model is done with the intention that e-government is applied specifically according to their characteristics and framework. E-governmentmust be accepted and used by civil servants without being influenced by any element. Because e-government exists to improve their performance individually in their workplaces. Many researchers adopting e-government have previously referred more to the acceptance and use of e-government services of public perception [11] and discussed research on the technological knowledge and facilities needed by civil servants to provide e-government services [12],[13],[14]. They overlooked research on e-government acceptance and use from civil servants'perception.The model of using e-government proposed in this study empirically provides information related to e-government for civil servants. At the same time encourage everyone to implement e-government in their workplace. The success of e-government lies in the level of understanding of information technology by civil servants [15]. Knowledge of e-government owned by civil servants will help to complete their work quickly. Working using the e-government infrastructure would reduce efforts to resolve their work [16]. Furthermore, the proposed model will make a positive contribution to decision makers to encourage them to develop the implementation of e-government.

2. RESEARCH MODEL AND HYPOTHESIS DEVELOPMENT
The UTAUT is a model built to find out the factors that influence users to receive and use new information

1624

technology [19]. Because the ability of information technology makes it possible to improve user performancein carrying out their jobs. Therefore, researchers need to have a view on how to identify user perceptions in acceptance and use as a decisive attitude for users to use e-government [20]. Many studies show that whether civil servants intend to implement information and communication technology in their workplaces, most of them rely on consulting services so that there is a high probability of not realizing e-government [21],[22]. There is a positive influence between user perceptions and the successful use of technology [23]. The successful implementation of e-government lies in the level of understanding and impact of the technology felt by civil servants [24]. The UTAUT model from several theories of the acceptance and use of technology information models are summarized in Table 1. The main idea to build the UTAUT model is to identify and look at the factors that influence information technology use for them. Therefore, the UTAUT model empirically makes it easier for information technology is developed to formulate user needs.The research hypothesis based on the original UTAUT model has been modified according to the research context. Since the original hypothesis applies to general users. Whereas the hypothesis changed in this study, only for civil servants [36]. So that all variables have a direct effect on the behavior of use e-government. Because e-government is a special technology for civil servants to use in carrying out their work. The hypothesis in this study is shown in Figure 1.
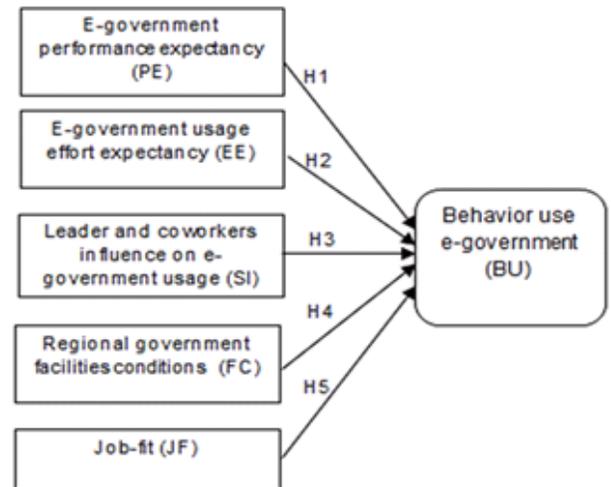

*Fig. 1.*Research Model

2.1 E-government performance expectancy (PE)

Expectancy to e-government performance means how much civil servantstrust e-government use will help them to success in carrying out their work [37]. They should feel that using e-government improves performance in carrying out their tasks. Users accept and use e-government because the presence of these technologies innovates in working on their workDavis, et al [38]. Civil servants look forward to the performance of e-government. Because working with e-government equipment produces different results [39].E-government uses technology to enable all users to make effective payments in online transactions [40]. E-Bureaucracy can enable alternative organizational solutions that make public sector organizations more efficient and effective by supporting bureaucratic coordination [41], [42]. Researchers believe that e-

TABLE 1
UTAUT CONSTRUCTSAND EXPLANATIONS OF PERCEPTIONS OFTHE ORIGINAL THEORY MODEL

Construct	Description of perception	Similar models and explanations
Performance Expectancy	How much the user believes that using information technology will improve performance while doing his job.	Extrinsic motivation (MM). Davis [25] to say working with information technology gets better results. Relative advantage (IDT). Moore and Benbansat [26] to say working with information technology tools is easier than working with previous equipment. Job-Fit (MPCU). Compeau and Higgins [27] show the use of information technology is compatible with the Job of civil servants. Outcome expectations (SCT). Higgins [28] to say working using information technology provides satisfactory results.
Effort Expectancy	Information technology is easy to use, so very little effort to understand	Perceived ease of use (TAM). Davis [29] show users feel that working with information technology makes less effort to use it. Ease of use (IDT). Benbansat [30] to say using new information technology is easier to use and also more difficult to use.
Social Influence	Work using information technology to get organizational goals and competitive pressures.	Subjective norms (TRA, TPB). Ajzen [31] to say work with information technology to get awards. Social factors (MPCU). Thompson [32] To say using information technology because other coworkers already use it. Image (IDT). Moore and Benbasat [33] to say use information technology because the results will be real to another person.
Facilitating Conditions	Users believe the conditions of organizational facilities support the use of information technology.	Facilitating conditions (MPCU). Thompson [34] to say the conditions of organizational facilities support the use of information technology. Compatibility (IDT) Moore and Benbasat [35] to say the experience of users can innovate with information technology.

government makes bureaucratic management work more transparent. Thus, government transparency enables the public to understand what the government is doing, and how to implement regulations in accordance with public needs. Therefore, H1 is proposed to examine the influence of the expectancy of civil servants about the performance of e-government.H1:E-government expectancy performance has a positive influence on behavior use ofe-government.

2.2   E-government Usage Effort Expectancy (EE)
Effort expectancy to use e-government is intended to be a level of convenience felt by civil servants when working using e-government technology tools. If e-government is easy to use, the efforts made will not be high and otherwise, if e-government is not yet understood to be used, then higher efforts are needed. Davis et al [43] which defines the extent to which individuals trust the use of e-government do not require high effort in doing what is expected. Various factors can influence efforts to realize e-government, for example, processes, regulations, procedures, and advances in technology allow regional governments to provide transparent e-government [44]. Hoffman et al [45] in addition, e-government services depend on several factors including utility and rather a subjective perception of ease of use. Therefore, the H2 hypothesis is proposed to determine whether or not there is an influence of ease felt by civil servants when using e-government. H2: E-government usage effort expectancy has a positive influence on behavior use e-government

2.3   Influence of Leader and Coworkers (SI)
The influence of civil servants and coworkers is interpreted as how civil servants work using e-government technological tools as a form of loyalty to the leader's instructions. And work using e-government technology tools because of coworkers have used it [46]. Venkatesh [47] to say the desire to work with new technological tools to produce different results. Ones perceive that common interest will influence people to use a new system. Therefore, organizational leaders determine the final decision to determine the right strategy in the implementation of e-government in the regional government circles [48], [49]. Thus, H3 is proposed to examine the influence of leaders and coworkers on the interests of civil servants to use e-government technology in their work.H3: Leaders and coworkers' influences have a positive influence on behavior use e-government

2.4   Regional Government Facilities Conditions (FC)
The regional government condition facilities can be defined as where there are e-government technology tools in the regional government work units and how much experience civil servants make possible to use e-government [50]. Previous research also said that e-government network technology owned by local governments makes it easier for governments to interact with citizens [51].The researcher hopes that the condition of regional government facilities in the Central Mamberamo Regency will encourage the attitude of civil servants to realize e-government in their workplaces [52], [53], [54].The relationship between the conditions of regional government facilities and user experience has considerable opportunities to support the application of e-government. Because knowledge of

information technology possessed by civil servants is more practical than a theory [55], [56], [57]. The ease of use and accessibility of public services can be improved through the application of user-friendly e-government [58]. Regarding this view, H4 is proposed to examine the effects of facilities available in regional governments on personal experience. H4: Regional government facilities condition has a positive influence on behavior use e-government.

2.5   Job-Fit (JF)
Job-fit is defined as the technological capabilities of e-government that are applied in accordance with the work of civil servants [58]. Civil servants in Central Mamberamo Regency use e-government because e-government is implemented in accordance with the characteristics and mechanism of work [59], [60], [61]. So that e-government will improve the performance of individual civil servants. E-government has certain features that will support civil servants to have high compatibility that will enable them to use e-government for better performance [62].Because of the stronger compatibility, the higher the opportunity to get the most out of the implementation of e-government. Technology adoption researchers previously said that one model of appropriate technology acceptance is the ability of researchers to examine the perceptions of civil servants to use e-government[63]. And analyzing the compatibility between government frameworks and the characteristics of e-government easily influences the attitude of civil servants to adopt e-government. So hypothesis H5 is proposed to see the compatibility of the working mechanism of civil servants with e-government.H5: Job-fit has a significant influence on behavior use e-government

3.   METHODOLOGY
Central Mamberamo Regency was chosen as the background of this case study because the civil servants there had not implemented e-government in carrying out their daily work. Of the total population of civil servants in this regency, 100 civil servants were selected as samples for this assessment. However, the researcher only received 50 answers in the questionnaire consisting of 20 answers from the leader and 30 answers from the staff. This research was conducted to evaluate the behavior of the factors that influence civil servants in using e-government.

3.1.   Method of Collecting Data
Questionnaire questions were prepared according to the questionnaire questions in the UTAUT construction model [64], [65]. To understand and assess the factors that influence the behavior of Central Mamberamo Regency civil servants in using e-government, questions are distributed about the impact felt when e-government is implemented in their work environment. Questionnaire questions were distributed in January and Mei 2019. In the questionnaire, respondents were asked to select each instrument item using the Likert scale category from strongly agreeing to strongly disagree.

3.2.   Data Analysis Techniques
The data collected in this study were analyzed by multiple linear regression methods and data analysis with statistical product and service solutions (SPSS 20.0). Data were analyzed by respondents. In testing multiple linear

1626

regression analysis, the validity and reliability of questions have good validity and consistency of reliability. The classic assumption test is done to ensure that the residual variables are normally distributed and the regression model hasheterocyclic multicollinearity in the data. Partial hypothesis testing to find out how much influence each construct influences behavior use e-government. And the simultaneous hypothesis testing and regression coefficient are done to find out how much the significance level of all constructs jointly influences the behavior of the use of e-government by the Central Mamberamo Regency civil servants.

Data Analysis
After collecting data, the data is analyzed for validity and reliability to confirm consistency and build reliability in the modified UTAUT model. Four main moderators in the UTAUT model will be issued. Because the acceptance and use of e-government for the realm of civil servants do not require a moderator variable to influence the correlation between the independent variable and the dependent variable. This is because the distribution of data in this study is homogeneous and the acceptance and use of e-government is mandatory for them. Because the constructs built by researchers were previously common to public perceptions. So it is necessary to involve the moderator as a mediator between the independent variable and the dependent variable. Multiple linear regression analysis is used to test whether there is an influence on e-government variable performance expectations. Expectations for efforts to use e-government. Leaders and coworkers influence the use of e-government. The local government facilitates the conditions and the Job Conformity variable with the variables affected. In multiple linear regression tests, the t-test is conducted to determine the effect of each variable that affects the variables affected. While the f-test is done to see whether or not the influence of all variables that affect the variables affected. Besides that, the determination coefficient test was carried out to find out how much the percentage of influence given by all independent variables simultaneously to the dependent variable.After collecting data.

4   FINDINGS
The data analyzed in this study are sourced from the E-government tools are mandatory for them so the findings of this study are very limited. The general background and characteristics are explained in section 4.1. Meanwhile, the findings in model testing are explained in detail in section 4.2.

Descriptive
Information on the background was very limited in this study. Because the population studied is a heterogeneous community. So that randomly distributed 100 questionnaires to civil servants, both leaders, and staff. The questionnaire for the questionnaire. Question identity consists of the respondent's name to find out the identity of the respondent and the position question to find out the role in his position.Questionnaire questions are arranged based on the UTAUT model construct. Each variable determines as many questions as possible from the Regional Civil Servants of Central Mamberamo Regency. In contrast to

previous research from public perceptions. So the questions compiled using gender, age, and occupational information from measure respondents' response rates. This research was conducted by using behavior in carrying out their work. The main goal for the Regional Civil Servants of the Central Mamberamo Regency is to empirically enhance the insight into the use of e-government.To get a description of the respondent's response data, the researcher categorized the responses of respondents based on the range of maximum and minimum scores on each item question questionnaire. Each item is categorized as very agree until it strongly disagrees. The maximum index value as the highest scale is 5, and the lowest scale is 1. Therefore, the maximum range of interval values is reduced by the minimum value and divided by 5. After calculating the score on the respondent's response, the results of the respondents' assessment for each question item are obtained. All independent and dependent variables received very good categories with an average score of 4.9 as shown in Table 8 - 13 of the Appendix 1. And the data obtained were analyzed by SPSS 20.0 software which showed that respondents were based on job positions in civil servants, staff 60% while the leader element was 40% of the 50 questionnaires received.Characteristics and background information of the respondent are shown in Table 2.

TABLE 2
RESPONDENTS' DATA BASED ON CIVIL SERVANTS' POSITIONS

Civil Servants	Frequency	Percent (%)	Valid Percent	Cumulative Percent
Staff	30	60.0	60.0	60.0
Leaders	20	40.0	40.0	40.0
Total	50	100.0	100.0	

Model analysis
The modified UTAUT model will be analyzed by a linear regression statistical method for whether the model is reliable and valid. After that, the results of the analysis of the research model will be presented.

4.2.1 Validity and Reliability Testing
The correlation technique of Corrected item-total Correlation was according to the ordinal data measurement scale. The number 0.3 became the comparison to see the validity of all constructs based on output IBM SPSS 20.0 in Table 3.

TABLE 3
RELIABILITY STATISTICS

Constructs	N of items	Cronbach's Alpha
E-Governmentperformance expectancy	3	728
E-government usage effort expectancy	3	738
Leader and coworkers influence on e-government	3	727
Regional government facilities conditions	3	763
Job-fit	3	702
Behavior use e-government	3	808

TABLE 4
MULTICOLLINEARITY TEST OF COEFFICIENTS

Model		Unstandardized Coefficients		Standardized Coefficients	Collinearity Statistics	
		B	Std. Error	Beta	Tolerance	VIF
1	(Const)	-2.688	.737			
	PE	.305	.110	.242	.836	1.197
	EE	.341	.123	.296	.552	1.812
	SI	.238	.111	.206	.688	1.454
	FC	.368	.136	.284	.576	1.736
	JF	.291	.132	.224	.614	1.628

a. Dependent variable: BU

Based on the calculation of reliability testing. It was obtained that the e-government performance expectancy technology variable. E-government usage effort expectancy. Leader and coworkers' Influence on the use of e-government. Regional government facilities conditions. Job-fit and behavior to use e-government technology have Cronbach alpha values above 0.6, which is equal to 727 - 808. So the instrument has reliable and consistent results.

4.2.2 Respondent's Response
The results calculation respondents' response data of E-government performance expectancy variable show that the total score of 7,728 (average 4.9) respondents strongly agreed on the statement of e-government performance in increasing productivity in performing my work (PE1). E-government performance makes my work easier (PE2) and using e-government enables me to complete my work faster (PE3).Then, it is concluded that the civil servants felt that using e-government made them complete their work in a short time with a maximum result. The following predictors are theexpectation that the use of e-government positivelyinfluencesthe behaviorfor using it.The calculation results of E-government Usage Effort Expectancy variable show that the total score of 720 (average 4.8) of respondents stated that they strongly agree that e-government is easy to understand (EE1).E-government is easy to use (EE2) and e-government has a lotto learn

(EE3). This shows that the easier it is to understand the use of e-government, the less effort is being made to learnhow to use it. The result of the calculation of Influence of Leader and Coworkers variable statesthat the total score is 719 (average 4.8).The respondents stated that they strongly agreed to use e-governmentbecause it wasrequired (SI1). The respondents use e-government in doing their work because of the leader order (SI2) and because their coworkers have used e-government (SI3). It means that the higher the loyalty to superiors and the pressure of competition, the higher the behavior use e-government.The results calculation respondents' response data of Regional Government Facilities Conditions variableshow 729 (average 4.9) respondentsstrongly agree to the statement of network equipment and internet channels in the informatics communication service supporting the use of e-government(FC1); there is special instruction for them to use e-government (FC2); they have the experience and knowledge needed to use e-government (FC3). This shows that the conditions of organizational facilities and guidelines for using e-government and the experience of civil servants make it possible to support the use of e-government. The final predictor shows that facilities conditions of regional government positively influences the behavior use e-government.The results calculation respondents' response data of Job-Fit variable show 730 (average 4.9) respondents strongly agree with the statement that the use of e-government can reduce the time needed to do their important work (JF1). I use e-government significantly can increase the output quality of my work (JF2), and I use e-government that will influence my working performance (JF3). This signifies that civil servant felt that the e-government that they use have matching characteristics with their job. Therefore, no force was performed, but behavior emerged to use e-government. The results calculation respondents' response data of Behavior Use of E-government variable shows that as many as 716 (on average 4.8) respondents strongly agreed on the statement on I have fun using e-government(BU1). I work with e-government technology, and it is fun (BU2). Moreover, e-government makes the work more interesting (BU3). This shows that civil servants had fun using e-government due to the ability of e-government increasing their work performance to be easier.

4.2.3 Multiple Linear Regression Testing
Normal testing is done through the Kolmogorov-Smirnov test with the help of SPSS 20.0 software.Kolmogorov-Smirnov's One-Sample test results in Asymp. sig. values 0.059> 0.05 indicate that the residual distributed variables are normal because the Asymp. value sig is higher than the maximum limit. To detect multicollinearity, it was tested using Variance Inflation Factors (VIF) in Table 4.The results in Table 4 show that the VIF value is less than 10, so it does not have multicollinearity in the data. Then, to test whether the regression model occurs inequality between variances in Figure 2.
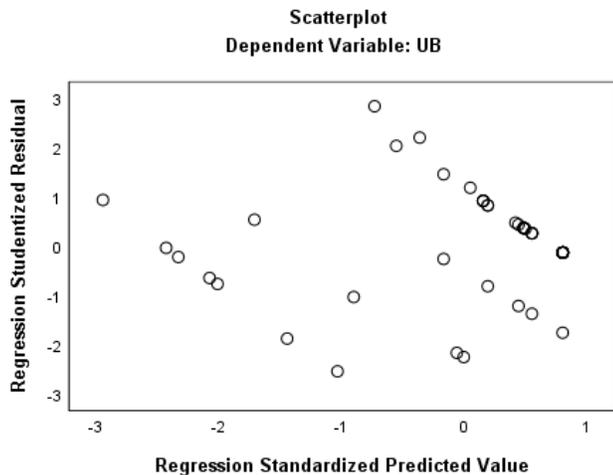
1628

Fig.2. *Heteroskedasticity testing*

The results of heteroscedasticity based on the scattered plot graph above indicate that there are points that do not form a particular pattern, or that the points that are scattered above and below zero. This shows that in this study, the method of analysis did not occur heteroscedasticity. The multiple linear regression models in this study are suitable to be used because multiple linear regression models are free from data normality problems, there is no multicollinearity and heteroscedasticity occurs.

4.2.4 Partial Hypothesis Testing (t-Test)
TABLE 7
THE RESULTS OF THE COEFFICIENT OF DETERMINATION ANALYSIS OF A SUMMARY MODEL

Model	R	R Square	Adjusted R Square	Std. The error of the Estimate
1	.850	.722	.690	.20693

Predictors: (Constant), JF, EE, PE, SI, FC

The amount of partial independent variable on the dependent variable was processed with the equation: α = 5% The results of the t-test using IBM SPSS 20 application in Table 5.

After partial hypothesis testing. The value of t count for e-government performance expectancy variable (PE) is 2,784> ttable of 2,015 and a significant probability of 0,008 <0,05 shows the influence of the performance expectancy of e-government on the behavior of civil servants use technology e-government. The value of t for the e-government usage effort expectancy (EE) variable is 2,150> t table of 2,015 and a significant probability of 0,008 <0,05 shows the influence of effort expectancy to e-government usage towards the behavior of civil servants use technologye-government. The value of t calculated for variable leader and coworkers influence on the use of e-government (SI) is 2.766> t table is 2.015 and significance probability 0.037 <0.05 shows the influence of leader and coworkers' influence on the use of e-government towards

the behavior of civil servants use e-government. While the value of t is calculated for the regional government facilities conditions of (FC) variable at 2.711> t table of 2.015 and a significant probability of 0.010 <0.05 indicates the influence of facilities conditions of regional government on the

TABLE 6
SIMULTANEOUS HYPOTHESIS TESTING (F-TEST)

F count	df	F table	Sig	Description	Conclusion
22.835	df1 = 5	2.427	0.000	Ho rejected	There is an influence
	df2 = 44				(Significant)

behavior of civil servants use e-government. Then the value of t count for the Job-fit variable (JF) of 2.206> t table is 2.015 and the significance probability of 0.033 <0.05 indicates the influence of job-fit on the behavior of civil servants use e-government.

4.2.5 Simultaneous Hypothesis Testing (f-Testing)
The amount of influence of a simultaneous independent variable on the dependent variable was processed using Equation α = 5%. The results of hypothesis testing using IBM SPSS 20 application in Table 6.
The results of simultaneous hypothesis testing show that there is a significant effect of expectation variables on e-government performance expectations, expectations of efforts to use e-government, the influence of leaders and coworkers on the use of e-government, conditions of local government facilities and suitability of work with behavior using technological variables e-government. Because the calculated F value is 22,835> F table value 2,427.

4.2.6 The Coefficient of Determination Analysis (R^2)

TABLE 5
TESTING OF PARTIAL HYPOTHESES (T-TEST)

Coefficients						
Model		Not the Standard Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Const)	-2.688	.737		-3.647	.001
	PE	.305	.110	.242	2.784	.008
	EE	.341	.123	.296	2.766	.008
	SI	.238	.111	.206	2.150	.037
	FC	.368	.136	.284	2.711	.010
	JF	.291	.132	.224	2.206	.03

The influence of e-government performanceexpectancy. E-government usage effort expectancy. Leader and coworker's influence on e-government usage. The regional government was analyzed in the coefficient of determination in Table 7.

The results of the coefficient of determination, the r-squared value is 0.722 (72.2%) for the five free variables of the

variables bound in Table 7, while the remaining 27.8% is influenced byother factors.

5 CONCLUSION AND SUGGESTION

Conclusion

This research was conducted at the Regional Government of Central Mamberamo Regency. Because this regency is a new regency in Papua Province and e-government have not been implemented. This study aims to focus more on evaluating the behavior of e-government use among civil servants from Central Mamberamo Regency. Accorded the context of this study, the researcher compiled questionnaire questions based on the construct of the UTAUT model and data collection was carried out through observation and distribution of questionnaire questions to 100 civil servants consisting of staff and leaders. Data collected and analyzed using multiple linear regression methods with the help of SPSS 20.0 software show variable e-government performance Expectancy. E-government usage expectancy. Leaders and coworkers influence e-government usage. Regional government facilities condition and job fit significantly influence the behavior of civil servants of Central Mamberamo Regency to use e-government.The results of this study empirically provide new knowledge about the function and use of e-government technology for them. With the knowledge they have gained, they can use e-government in their workplaces. Because the successful implementation of e-government lies in the level of understanding of civil servants about the use of e-government technology. So that the process of providing public services is easy. Infrastructure and human resources of local governments have become more efficient. Communication and coordination went smoothly. The administrative process is done digitally.

Suggestion

The findings of this study show that as many as 27.8% of the factors that have not been found to influence the behavior of e-government use for civil servants in Central Mamberamo Regency. Therefore, organizational leaders need to make efforts through continuous education and training for staff. And future research will carry out more complete research in line with the level of understanding of civil servants about e-government technology.

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TABLE 11
RESPONDENTS' RESPONSE TO REGIONAL GOVERNMENT FACILITIES CONDITIONS (FC) VARIABLE

Statements		Strongly disagree 1	Disagree 2	Slightly disagree 3	Agree 4	Strongly agree 5	Total Score	Mean	Category
PC1	n	0	0	0	9	41	241	4.8	Strongly agree
	%	0.0%	0.0%	0.0%	18.0%	82.0%	100.0%		
PC2	n	0	0	0	8	42	242	4.8	Strongly agree
	%	0.0%	0.0%	0.0%	16.0%	84.0%	100.0%		
PC3	n	0	0	0	4	46	246	4.9	Strongly agree
	%	0.0%	0.0%	0.0%	8.0%	92.0%	100.0%		
Regional government facilities conditions							729	4.9	Strongly agree

TABLE 12
RESPONDENTS' RESPONSE TO JOB-FIT (JF) VARIABLE

Statements		Strongly disagree 1	Disagree 2	Slightly disagree 3	Agree 4	Strongly agree 5	Total Score	Mean	Category
JF1	n	0	0	1	7	42	241	4.8	Strongly agree
	%	0.0%	0.0%	2.0%	14.0%	84.0%	100.0%		
JF2	n	0	0	0	6	44	244	4.9	Strongly agree
	%	0.0%	0.0%	0.0%	12.0%	88.0%	100.0%		
JF3	n	0	0	0	5	45	245	4.9	Strongly agree
	%	0.0%	0.0%	0.0%	10.0%	90.0%	100.0%		
Job-Fit							730	4.9	Strongly agree

TABLE 13
RESPONDENTS' RESPONSE TO BEHAVIOR USE E-GOVERNMENT (BU) VARIABLE

Statements		Strongly disagree 1	Disagree 2	Slightly disagree 3	Agree 4	Strongly agree 5	Total Score	Mean	Category
BU1	n	0	0	0	10	40	240	4.8	Strongly agree
	%	0.0%	0.0%	0.0%	20.0%	80.0%	100.0%		
BU2	n	0	0	1	12	37	236	4.7	Strongly agree
	%	0.0%	0.0%	2.0%	24.0%	74.0%	100.0%		
BU3	n	0	0	0	10	40	240	4.8	Strongly agree
	%	0.0%	0.0%	0.0%	20.0%	80.0%	100.0%		
Behavior Use E-government							716	4.8	Strongly agree

TABLE 8
RESPONDENTS' RESPONSE TO E-GOVERNMENT PERFORMANCE EXPECTANCY (PE) VARIABLE

Statements		Strongly disagree 1	Disagree 2	Slightly disagree 3	Agree 4	Strongly agree 5	Total Score	Mean	Category
PE1	n	0	0	0	6	44	244	4.9	Strongly agree
	%	0.0%	0.0%	0.0%	12.0%	88.0%	100.0%		
PE2	n	0	0	0	3	47	247	4.9	Strongly agree
	%	0.0%	0.0%	0.0%	6.0%	94.0%	100.0%		
PE3	n	0	0	1	11	38	237	4.7	Strongly agree
	%	0.0%	0.0%	2.0%	22.0%	76.0%	100.0%		
E-government performance expectancy							728	4.9	Strongly agree

TABLE 9
RESPONDENTS' RESPONSE TO E-GOVERNMENT USAGE EFFORTS EXPECTANCY (EE) VARIABLE

Statements		Strongly disagree 1	Disagree 2	Slightly disagree 3	Agree 4	Strongly agree 5	Total Score	Mean	Category
EE1	n	0	0	0	10	40	240	4.8	Strongly agree
	%	0.0%	0.0%	0.0%	20.0%	80.0%	100.0%		
EE2	n	0	0	0	6	44	244	4.9	Strongly agree
	%	0.0%	0.0%	0.0%	12.0%	88.0%	100.0%		
EE3	n	0	0	0	14	36	236	4.7	Strongly agree
	%	0.0%	0.0%	0.0%	28.0%	72.0%	100.0%		
E-government usage efforts expectancy							720	4.8	Strongly agree

TABLE 10
RESPONDENTS' RESPONSE TO LEADER AND COWORKERS' INFLUENCE ON E-GOVERNMENT USAGE (SI) VARIABLE

Statements		Strongly disagree 1	Disagree 2	Slightly disagree 3	Agree 4	Strongly agree 5	Total Score	Mean	Category
SI1	n	0	0	0	5	45	245	4.9	Strongly agree
	%	0.0%	0.0%	0.0%	10.0%	90.0%	100.0%		
SI2	n	0	0	0	11	39	239	4.8	Strongly agree
	%	0.0%	0.0%	0.0%	22.0%	78.0%	100.0%		
SI3	n	0	0	0	15	35	235	4.7	Strongly agree
	%	0.0%	0.0%	0.0%	30.0%	70.0%	100.0%		
Leader and coworkers' influence on e-government usage							719	4.8	Strongly agree