The influence of technology acceptance, social influence, facilitating condition, and computer self-efficacy on e-office utilization in immigration office class I Makassar

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Abstract

Utilization of information technology systems is a means of support or encouragement for organizations to achieve organizational goals. The research aimed and analyse the influence of: (1) the technology acceptance (the perception usage easiness and utility perception) on the e-office utilization;(2) the social influence on the e-office utilization;(3) the facilitating condition on the e-office utilization;(4) the computer self-efficacy on the e-office utilization. This research was conducted Immigration Office Class I, Makassar, South Sulawesi. Data were collected through a survey by distributing a questionnaire that was filled in by 65 users of the e-office information technology system in Immigration Office Class I, Makassar, South Sulawesi. The data were analysed using the Partial Least Square (PLS) approach using the software Smart PLS 3.0.PLS represented one of the statistical methods of the variance based Structural Equation Modeling (SEM). The research result indicates that the technology acceptance (the perception usage easiness and utility perception) has the positive and significant effect on the e-office utilization. The social influence has the positive and significant influence on the e-office utilization. The facilitating conditions has the positive and significant effect on e-office utilization. The computer self-efficacy not has any influence on the e-office utilization.

Introduction

Utilization of information technology systems is a means of support or encouragement for organizations to achieve organizational goals. Utilization of Information Technology is not only used in business sector organizations, but also in the public sector. One of the public sector institutions that utilizes information system technology is an institution that is in the scope of the Ministry of Justice and Human Rights of the Republic of Indonesia, Directorate General of Immigration. The purpose of the utilization of information technology is to achieve the optimization of performance effectively, efficiently and professionally. Utilization of information technology is expected to answer and realize the implementation of immigration services is transparent, accountable and responsive to public complaints to public services.

The form of transparency and accountability developed fundamentally by the Directorate General of Immigration is through efforts to improve the immigration service system which is more responsive and accepted by the community through the support of the implementation of information and communication technology in the implementation of immigration functions. One form is to build a Management Information System Immigration (SIMKIM) whose goal is to achieve the optimization of performance effectively, efficiently and professionally. In order to realize gains in productivity and efficiency of the immigration service, we need a system that is integrated in *the e-office* immigration, thereby granting the immigration service and the collection and processing of data can be made more efficient, transparent, orderly, quick, easy, integrated and secure. *Electronic Office (e-office)* is a series of interconnected systems with administration, virtually concentrate components of an organization where data, information, and communication is made via telecommunications media.

The main factor determining the success of the application of information and communication technology in the organization is the human resources (Wijaya, 2006). In many cases, the success of the deployment of new technologies, partly determined by the amount of potential users to adopt these

technologies (Wang *et al.,* 2008). The adoption of technological products and services are often described using the technology acceptance model (Nysveen*et al.,2005).*

Technology acceptance model *(Technology Acceptance Model)* gives the sense that users tend to use a system if the system is easy to use and does not require great effort to use. In TAM, user acceptance information system is determined by two key factors, namely *perceived usefullness* and *perceived easy of use.* In addition to technology acceptance theory (TAM), interpersonal behavior theory *(theory of interpersonal behavior)* introduced by Triandis (in 1980) is also a theory that influence the use of information technology. This theory suggests that behavioral interest is determined by the feelings that humans have over behavior, what they think about what should be done, and the consequences of behavior will then be influenced by habit and also facilitating conditions (Triandis, 1980). Another cause of reception problems using an information system is influenced by the ability of the individual *(self-efficacy).* Each person's individual capabilities are different so their way of operating a system to obtain the required information is also different. Hong *et al.,* (2002) stated that the success of a technological innovation lies in the individual view on the technology.

Relations between reception technology (ease of use and perceived usefulness), social factors, facilitating condition and *computer self-efficacy* with the use of information technology have been tested by some previous researchers. Wang *et al.* , (2008) and Wangpipatwong*et al.,* (2009), Santoso (2010), Safaruddin (2010), Suarta and Sudiadnyani (2014), Kesumman and Suardhikha (2016), who found that the construct ease of use perceived and perceived usefulness effect on Use of information systems. Sunarta (2005), Haryanti (2012), Savitri and Wiratmadja (2015) explained that there is a positive relationship between social factors and facilitating conditions on the utilization of information technology. Darsono (2005), John (2013) and Xiong*et al.,* (2013) revealed that the *computer self-efficacy* positively affects the intention to use information systems.

Research Purposes

Based on this phenomenon, the purpose of this research is directed to examine and analyze the influence of technology acceptance, social factors, conditions pemfasilitasi and *computer self-efficacy* toward the use of technology

Research Methods

Location and Research Design

The research was conducted at the Immigration Office Class I Makassar South Sulawesi, located on Perintis Kemerdekaan street KM.13 RT / RW.0 / 07 Kapasa Subdistrict, Tamalanrea Subdistrict, Makassar City, South Sulawesi. Research is the research hypothesis *(hypothesis testing)* that describes the influence of the independent variable on the dependent variable ..

Population and Sample

The population in this study is employees who use the system *of e-office* information technology in completing their tasks on Immigration Office Class I Makassar. This amounted to 65 people. The sampling method used is a saturated sample or a census sampling that is using all members of the population as a sample. So the total sample is 65 people.

Method of collecting data

Methods of data collection in this research is using *survey* method with questionnaires technique that is by distributing questionnaires directly to respondents who use the system *of e-office* information technology in the Immigration Office Class I Makassar. The scale of measurement used is a *Likert* scale, used to measure the results of an answer or opinions of respondents with five answer options that have different levels of scores.

Data analysis

Analaisis engineering data used in this study is the approach *Partial Least Square (PLS)* using *software Smart PLS 3.0*

Analysis and discussion

Descriptive Statistics Analysis

Revealed the identity of respondents in this study is the Gender, Age, Education, Work Period, and Duration of Use *E-Office.* The identity of the respondent is described in table 1, as follows.

Table 1 Characteristics of Respondents Research

No	Characteristics	Criteria	Frequency (people)	Percentage (%)
1	Gender	Man	35	53.8
		Women	30	46.2
2	Age	21 s / d 30 th	21	32.3
		31 s / d 40 th	27	41.5
		41 s / d 50 th	11	16.9
		51 s / d 60 th	6	9.2
3	Education	SMA	5	7.7
		Diploma	5	7.7
		Bachelor	49	75.4
		Master	5	7.7
		Doctor	1	1.5
4	Years of service	<= 5 th	15	23.1
		5 s / d 10 th	27	41.5
		11 s / d 15 th	8	12.3
		16 s / d 20 th	2	3.1
		> 20 years old	13	20
5	Using the old *E-Office*	1-4 th	36	55.4
		5-8 th	29	44.6

Source: Processed data (2017)

Table 1 shows the characteristics of the respondent's identity (65 respondents), including Sex, Age, Education, Working Period, and Lama Using E-Office. The majority of respondents in this study were men that are 53.8% or 35 people out of the total respondents who numbered 65 people while the remaining 46.2% or 30 people are women. This shows that men are considered to have advantages in the way of thinking, feeling and acting / behaving. Looking at recent education, the majority of undergraduate educated respondents are 75.4% or 49 people out of a total of 65 respondents, it shows that the respondents selected in this study have a fairly high level of education, which is understood enough to understand the contents of the questionnaire Given. Based on age, the majority of respondents or 41.5% (27 people) aged 31 s / d 40 years; this indicates that respondents are at productive age. With age is still productive employees have the ability and good motivation in performing their duties and expected to be more able to understand the problems raised in the questionnaire. Based on the period of work, the majority of respondents have experience working with high flying hours, the majority of 27 people or 41.5% have worked 5 to 10 years, this indicates that the respondent has a working period or flying hours is high enough indicates that Respondents are experienced in technical work. Based on the long use *e-office* application program known that most have used the *e-office* application program indicated by the most respondents are is old respondents use *e-office* application program 1-4 years as many as 36 people or 55.4%. This means that the research respondents are considered to be quite capable in their work especially in relation to the utilization of technology systems.

Hypothesis Testing Results

The results of hypothesis testing in this study can be seen in table 2 as follows.

Table 2 *Path Coefficient bootstrap*

Relationship Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O / STDEV)	P Values
X1 -> Y	0.2136	0.2119	0.0847	2,5217	0.012
X2 -> Y	0.5412	0.528	0.076	7.1189	0,000
X3 -> Y	0.2504	0.2521	0.0664	3.7693	0,000
X4 -> Y	0.2621	0.2565	0.0815	3.2174	0.001
X5 -> Y	0.0134	0.0222	0.0622	0.2156	0.829

Source: Processed data (2017)

Table 2 presents the results of direct structural model testing. Hypothesis testing is done by looking at *coefficient path* that shows the parameters and the value of *t-statistics.* Scores coefficient or *inner path model* shown by the T-statistic values must be above 1.96 for a two-tailed hypothesis *(two-tailed).* The results of model testing directly as follows.

Effect of perceived ease of use on the use of e-office technology

Testing the effect of perceived ease of use of variables to use the latest e -*Office* show that the perceived ease of use of significant and positive impact on the utilization of *e-office* technology with path coefficient value of 0.214 with T-statistic 2.522> 1.96, and p-value of 0.012 < 0.05, so the hypothesis H1a *accepted.* This means the direction of the path coefficient that is positive indicates that if the perceived ease of use increases, the use of *E-Office* technology will increase.

Perceived ease of use of the application program *e-office* system acts as a key that can increase a person's belief that the application program *e-office* system is easy to use, so that they will use and exploit the system application program of the *e-office.* The descriptive analysis shows that users *of e-office* applications program at the Immigration Office Class I Makassar well perceive perceived ease of use on the utilization of *e-office technology.*

Effect of usability perception on the utilization of e-office technology

Usability testing variables influence the perception of the use of technology e -*Office* shows that the perception of the usefulness of significant and positive impact on the utilization of *e-office* with path coefficient value of 0.541 with T-statistic 7.119> 1.96, and p-value of 0.000 <0.05 , so the hypothesis H1b *accepted.* This means the direction of the path coefficient that is positive indicates that if the perception of usefulness increases, the use of technology e -*Office* also increased.

Perception of the usefulness of the application program *e-office* system acts as a key that can increase a person's belief that continued use of the application program *e-office* system will be able to help improve productivity and performance. The descriptive analysis shows that users *of e-office* applications program at the Immigration Office Class I Makassar has been well perceived usefulness perceptions toward the use of *e-office*

The influence of social factors on the utilization of e-office technology

Testing variables influence of social factors on utilization of e -*Office* shows that social factors influence a significant and positive towards *e-office* technology utilization by coefficient of 0.250 path with T-statistic 3.769> 1.96, and p-value of 0.000 <0, 05, so that the H2 hypothesis *is accepted.* This means the direction of the path coefficient that is positive suggests that if social factors increase, the use of technology e -*Office* also increased.

The use of information technology systems in addition to being influenced by easy-to-use information systems, system users may not be required to use the system until they are motivated by important people who can influence their attitudes. Social factors have a purpose to influence a person to take advantage of information technology systems in completing their work. The influence and support of fellow workers to take advantage of technological systems *of e-office* at the Immigration Office Class I Makassar is huge, especially when supported by the support of leaders or bosses who can help and motivate employees as users of the system technology-*office* will further improve the utilization of technological systems *e -Office.*

The influence of facilitating condition on the utilization of e-office technology

Testing the effect of variable facilitating condition on the utilization of *e-office* technology shows that the facilitating condition significant and positive impact on the utilization of *e-office* technology with path coefficient value of 0.262 with T-statistic 3.217> 1.96, and p-value of 0.001 <0, 05, so that the H3 hypothesis *is accepted.* This means the direction that is positive path coefficients show that if the facilitating condition increases, the use of technology e -*Office* will increase.

In the context of utilization of technology systems, support for users of information systems is one type of facilitating conditions that can affect the utilization of information technology systems. The presence of training and the availability of experts who are ready to assist employee problems in using technology systems will increase their interest in utilizing the technology system. Their sense of comfort in the work because of the availability of infrastructure (infrastructure) and technical organizations that exist in the

Immigration Office Class I Makassar, causing the employees will be more likely to utilize the technology *of e-office* system in completing the work.

Effect of computer self-efficacy on the use of e-office technology

Assessment of the effect *of computer self-efficacy* variables to use the latest e -*Office* done by showing the value of the path coefficient between the variables *of computer self-efficacy* and utilization of *e-office* technology amounted to 0,013 with T-statistic 0.216 <1.96 and p-value of 0.829> 0.05, so the hypothesis H4 *is rejected.* This means the direction of the path coefficient that is positive indicates that the higher the *computer self-efficacy* will not lead to higher or decrease the utilization of *e-office technology.*

The possibility of rejection of the results of this hypothesis due to the use *of e-office* technology systems is compulsory *(mandatory)* for employees as users of *e-office* technology systems. *Mandatory* required *behavior* or behavior is behavior that is not of his own volition but because of demand or liability of employment (Jogiyanto, 2007). Another cause is the *e-office* technology systems in the Immigration Office Class I Makassar has a personal innovation on technology *(personal innovativeness with technology)* is still low. Personal innovation of technology can reflect the degree to which users of technology systems are willing to try information technology. The lack of personal innovation on technology is seen from the long time using e-office application program covered by the First Class Immigration Office of Makassar, the majority of respondents (employees) just use 1-4 years or by 55.38% of the total respondents, whereas *e-office* application program at the Immigration office Makassar Class I has been ordered for use by the Director General of Immigration, already eight years, since the end of August 2008. the possibility of rejection of the results of this hypothesis is also due basically respondents (employees) who use *e-office* applications in this research is still often assisted other employees to use or run the application program *e-office* in completing their task, so they still do not understand the application program *e-office* itself, they still lack confidence and are confident in their ability to use the program-application *e-office* in completing their tasks.

Conclusion

Reception technology (perceived ease of use and perceived usefulness) influence the utilization of *e-office* technology, perceived ease of use effect on the utilization of *e-office* technology. The higher the perceived ease of use of the user's application program *e-office* system, will lead to the higher utilization *of e-office* technology. Perception affects the usefulness of *e-office* technology utilization. The higher the perception of the usefulness of the user's e -*Office* system application *program,* will contribute to the high utilization *of e-office* technology. Social factors affect the utilization of *e-office* technology. The higher the social factor that is received by the application program *e-office* system will lead to the higher utilization *of e-office* technology. The facilitating condition affects the utilization of *e-office technology.* The higher the facilitating conditions are accepted by the user application program *e-office* system will lead to the higher utilization *of e-office* technology. *Computer Self-Efficacy* has no effect on the utilization of *e-office* technology; *Computer Self-Efficacy* means that the user's application program *e-office* system either high or lower will not impact on the high utilization *of e-office technology.*

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