

# Attitude on Intention to Use E-Government in Local Government: A Conceptual Framework

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# Attitude on Intention to Use E-Government in Local Government: A Conceptual Framework

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## Abstract

The application of information and communication technologies in Indonesia continues to be developed as the government becomes more serious in improving services to its citizen. However, there are still some obstacles in using the service. This article offers ideas to see the government's intention to the community in using e-government, by using the modified UTAUT model and using Attitude as a mediator as well as literature collection several methodology offered in the model that we propose. This research is expected to shed the light on the new findings that can help policy makers in improving e-government services and increase the development of the UTAUT Model.

**Keywords:** Technology acceptance, E-government, UTAUT Model, Local Government.

## 1. INTRODUCTION

Utilization of Information Technology has been an interesting discussion in the world. These also applies to e-government aspects. The use of information technology is not only centered on the government as an information system provider, but the intention to use (ITU) technology in e-government services is also interesting to discuss. In reality, electronic government (e-government) services in some countries have not been implemented well [1]. The results of previous researches says that the intention of the user is the main determinant in the use of technology.

The Indonesian government has used information technology in its services. That is the responsibility in providing the best service for the citizen. Problems related to e-government in Indonesia are often found in local governments [2]. In addition, e-government usage conditions in Indonesia are described according to the results of the E-Government Development Index (EGDI) in 2018 has been ranked 107 in the number 0.5258 EGDI. The ranking looks far behind those of neighbouring countries such as Singapore ranked 7, Malaysia 48, Brunei Darusalam 59 and Thailand 73 [3].

An obstacle of e-government in Indonesia that is, it depends more on incomplete technology, lack of preparation among residents, lack of human capital and an atmosphere that does not encourage the use of e-government services. Many Indonesian citizens assume that e-government is only concerned with operating a website. The mistake of seeing e-government as a whole is one of the reasons that e-government's implementation has not been optimized [4]. Based on the description of this phenomenon, it is important to perform a research concerning the intention of citizens in using e-government services in Indonesia.

## 2. E-GOVERNMENT

Early in the 20th century, e-government played a role in revolutionizing economy in the world, by promoting an effective and efficient service process [5]. E-government is the process of delivering public services online to citizens by using ICT tools that involves government, society and business. E-government uses ICT efficiently and effectively in providing services to: (1). Government-to-Government

(G2G) shares data and exchanges electronically between government actors in the national, regional and local scope (2). Government to Business (G2B) electronic transaction activities that provide business services such as the purchase of goods and services, payment and sales and other business activities using the online method: (3). Government to citizens (G2C) activities of providing public services from the government to citizens using an online system [6].

E-government researches not merely only focus on the government as a service provider. The researches also focus on citizens as users of the system from the government. Latest research about e-government done in Turkey. Indicated that its findings can guide professionals and policy makers to introduce e-government that prioritizes citizens as users. This is important to improve the government's reputation in providing public services [7]. Likewise, a research in Abu Dhabi (Emirates) incorporates two main dependent variables of UTAUT. The results obtained from this research UTAUT model can maximize its returns on ICT infrastructure investments aimed at providing efficient services to its citizens [8].

### 3. UNIFIED THEORY OF ACCEPTANCE AND USE OF TECHNOLOGY (UTAUT)

Intention to Use is a key factor in seeing the understanding of technology users. Many models have been studied, researched and developed to explain the use of technology such as: Theory of Reasoned Action model, Theory of Planned Behavior model, Technology Acceptance Model and Unified Theory of Acceptance and Use of Technology.

Initially, the UTAUT Model is a technology acceptance model that consists of a combination of eight technology acceptance models.: Motivation Model, Theory of Planned Behavior, Theory of Reasoned Action, Technology Acceptance Model, Combined TAM & TPB, Model of PC Utilization (MPTU), Innovation Diffusion Theory and Social Cognitive Theory [9].

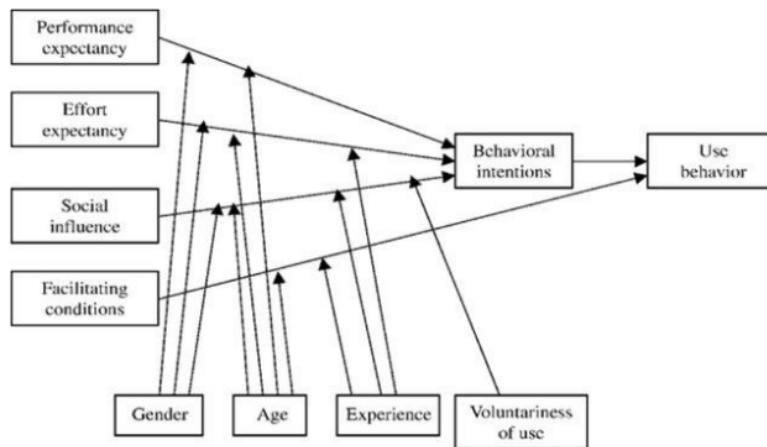


Fig 1. UTAUT Model (Venkatesh et al., 2003)

UTAUT model is a popular theory used in measuring user intentions towards a technology. The development of this theory is proven by many studies in various fields [10]. UTAUT is the best in modelling that requires predictions for the future. Testing this theory is also often used and has explained that model is toughness and appropriate for reviewing the intentions of technology. The presence of

research findings UTAUT model in e-government research produces many variations of new models that can be used as a reinforcement of the construct in seeing the intentions of users of information technology [11]. The development of the UTAUT model has focused on additional constructs aimed at the use of various technologies.

In addition, to the main constructs of the UTAUT model enhanced by many researchers, moderators also became the focus of the research. Research findings related to the main moderators in UTAUT such as experience, age and the findings showed not influence on behavioral intentions of e-government users [8]. The main moderating effects of UTAUT could not be determined due to the non-homogenous data distribution of the data. Besides that, the de-mographics, namely, education level and internet experience of the people may differ from population average used [7]. Thus, moderating were excluded within the proposed research model.

### 3.1 Performance expectancy

Performance expectancy is “ as the degree to which an people believes that using the system will help to attain gains in performance” . Interpreted to what extent the user gets a benefit for his work by using a system. Several studies relating to this theory have suggested that performance expectancy have a positive relationship with individual intention to use technology [12]. In research on technology adoption concluded that performance expectancy is an important variable in seeing the user behavior of technology.

### 3.2 Effort expectancy

Effort Expectancy is “ defined as the ease involved with the use of the system”. Revealed that effort expectancy is important variable in seeing intentions to use technology [13]. The same findings revealed that effort expectancy has a significant relationship with intention to use technology [14]. a measure of a person's confidence in the system and believes that the results achieved will accelerate the user's goals.

### 3.3 Social influence

Social Influence defined “ as Individual perceives that important others believe he should use the system”. Based on previous assumptions, social influence is also a strong variable in seeing intention to use technology [15]. Several studies have found that social influence has a significant relationship with individual attitudes in using technology.

### 3.4 Facilitating conditions

Facilitating conditions is defined “as the degree to which an individual believes that an organizational and technical infrastructure exists to support use of the system” [9]. Are a user's confidence in the means that support the use of a system [16]. Clearly, the new findings that facilitating conditions are important variables in seeing the intentions to use of technology.

Table 1.: Study on Intention to Use E-Government

Years	Author	Title	Country
2015	Daniel	e-government services	Papua New Guinea
2016	Bhuasiri et al	e-tax Filing and Payment	Thailand
2019	Suki & Suki	Examining E-Voting	Malaysia
2019	Mensah	E-Government Services	China
2019	Zolotov, Oliveira & Casteleyn	e-participation	Portugal
2019	Mhina et al	Web and Social Media	Tanzania
2019	Alabboodi	E-government services	Iraq

## 4. ATTITUDE

Attitude in the technology adoption theory of TRA model. Initially, Attitude is a variable used in psychological studies. Some studies make Attitude an important antecedent of intention to adopt technology. Attitude is an important factor in adopting and using e-government. Using a meta-analysis of 60 studies from over the last 17 years, the study concluded that attitude one of the 'best' and 'promising' predictors used to see the intention to use [22]. Clearly, the existing study indicated that the intent to use e-government is decided by the attitude.

Attitude was significant in increasing e-government user satisfaction and was also important and contributed to wider technology adoption. This does not only contribute to understanding how Attitude is a construct and also know that using technology is not only about related variables, but variations related to variables are also obtained. Additionally, study outside e-government, for example mobile learning using modified UTAUT and assessing The size and trajectory of the effect of the UTAUT factor where they find Attitude is a major determinant of technology user behavior [23]. Use Attitude and major moderators such as education, age, experience, gender, individual impression, impact and organizational memory and conclude that there is a strong relationship in building UTAUT [24]. On the other hand, Attitude can be a mediator in the UTAUT model and has a direct influence on the intentions of e-government. Clearly, Attitude as a mediator, UTAUT has a significant effect on Attitude and has an effect on intention to use and Attitude is an important construct and can contribute to e-government services.

## 5. RESEARCH METHOD

The Authors suggest future research with quantitative approaches with survey methods, citizens as users of e-government in Indonesia and hope to find new findings from respondents from a variety of different backgrounds. Recommended samples from 1 provinces across Indonesia to get the sample represented as desired. This technique is suitable to be utilized with sample conditions from the same population. Survey will be adopted from the previous questionnaire relating to the UTAUT and distributed via online.

## 6. RESULTS AND DISCUSSION

Focal points Research of intention to use electronic government is very important to be utilized. The authors see that there are not many e-government users in Indonesia. Discussion of electronic government is definitely connected to the growth of online government services for people [25]. Based on a literature , a research new model design is then developed that can be used to answer the research objectives. The basic model proposed is UTAUT model by Venkatesh et al, 2013.

The findings of e-government research have been conducted by the government in general, but not many have looked specifically at local governments in Indonesia. In fact, Indonesia is currently conducting public service reforms that began with improvements in the region. So, the authors suggest the purpose of future research plans looking at the relationship of construct factors in seeing the intention to use e-government in local governments in Indonesia. Seeing the intention of users where the community as an object continues to be done.

Our assumption, by conducting research using this concept, will certainly obtain different results from the findings of various countries, especially developing countries. Entering Attitude as a moderator can certainly help the future development of the UTAUT model. The authors decided to integrate and develop the UTAUT model and use attitude as a mediator. Therefore, the proposed research model is explained as in the following diagram:

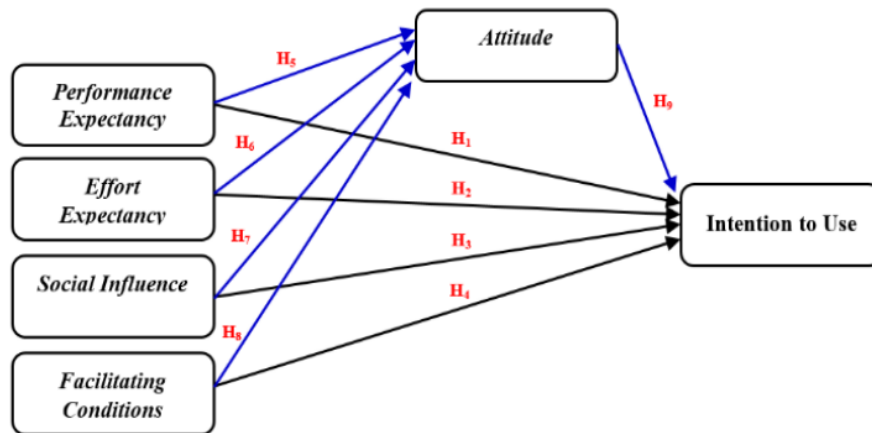


Fig 2. Conceptual Framework

### Hypothesis

- 1 **PE** significantly and positively affects **ITU**
- 2 **EE** significantly and positively affects **ITU**
- 3 **SI** significantly and positively affects **ITU**
- 4 **FI** significantly and positively affects **ITU**
- 5 **AT** significantly mediates the relationship between **PE** and **ITU**
- 6 **AT** significantly mediates the relationship between **EE** and **ITU**
- 7 **AT** significantly mediates the relationship between **SI** and **ITU**
- 8 **AT** significantly mediates the relationship between **FC** and **ITU**
- 9 **AT** significantly and positively affects **ITU**

## 7. CONCLUSION

Our proposed framework sought to understand the Attitude as a mediator where the UTAUT's moderators were excluded. The proposed concept presented are believed to get new findings in the future development of UTAUT model and be able to provide concept ideas that are made in seeing the intentions of e-government users. Our hope will be a good input for the government to improve its electronic services and be able to provide input to be used as material for consideration for the Indonesian government in carrying out improvements to e-government

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