

The Effect of Employment Status in the UTAUT Model on the Use Behavioral of E-Office Users: Case Study at Politeknik Pariwisata Bali

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Keywords

E-Office, UTAUT,
Employment Status

Abstract. Under the auspices of the Ministry of Tourism and Creative Economy, Politeknik Pariwisata Bali as a State University implements E-Government through the implementation of electronic administration in the E-Office application. E-Office facilitates the issuance of assignment letters, the reporting of tasks, the application for leave, and the recording of daily performance through E-Logbook. Despite the fact that E-Office has been adopted since 2020, it is known that user resistance to the system persists. In this study, the Unified Theory of Acceptance and Use of Technology (UTAUT) model is employed to characterize the factors that influence the acceptance and utilization of E-Office at the Politeknik Pariwisata Bali. In this analysis, the employment status variable was added to the UTAUT model. It is anticipated that the uniqueness of employment status contributed to the development of the UTAUT model will be a novel aspect of this research, allowing it to make a significant scientific contribution, particularly to the study of the UTAUT model. The five stages of Structural Equation Modeling (SEM), namely model specification, model identification, model estimation, model testing, and model modification, will be applied to model development. A total of 158 respondents with ASN and PTT employment status at Politeknik Pariwisata Bali have completed the questionnaire to capture data. The results indicate, based on the t-statistic value, that performance expectations (PE), effort expectations (EE), social factors (SI), and facility conditions (FC) have a significant impact on system utilization behavior (UB). While employment status has a positive but insignificant effect on user desire (BI), this effect is insignificant.

1. INTRODUCTION

The Bureaucratic Reform Policy has significantly altered the administration of government agencies. The transition from a traditional system identical to a paper-based administration process (paper-based administration) to a digital administration process (e-government) is one of them. Implementing E-Office is one method for socializing e-government in an office environment[1]. As a State University under the auspices of the Ministry of Tourism and Creative Economy, Politeknik Pariwisata Bali also participates in the implementation of e-government by implementing electronic administration in the E-Office application. This application facilitates the transition from paper-based administration to e-governance, particularly in the issuance of Letters of Duty, the reporting of tasks, the application for leave, and the recording of daily performance through E-Logbook.

E-Office will certainly help employees, government and private organizations and companies in completing their tasks properly and on time. The E-Office system itself in addition to minimizing paper usage, E-Office is also useful for facilitating data storage and data processing in an office because the data becomes centralized with the help of a database, so that the data that has been stored will be interconnected and become one so as to provide information to the office. In addition to data, of course, the use of computers for employees is also fully needed for the creation of an E-Office system[2]. The implementation of E-Office at the Politeknik Pariwisata Bali has been going on since 2020. But in fact, based on interviews with several E-Office Admins, it is known that there are still users who are not ready for this E-Office system. This unpreparedness for acceptance is reflected in the presence of users who are still submitting Assignment Letters manually. In addition, based on 2022 data processed from the E-Office database, there were 139 Letters of Assignment applications that were rejected by Management due to inappropriate submissions. 81 of the rejections (58%) were submissions for Assignment Letters made by the State Civil Apparatus (ASN), and another 58 submissions (42%) were from Non-Permanent Employees (PTT). Furthermore, resistance to the implementation of the E-Office is reflected in PTT's reluctance to apply for leave through the E-

Office and from PTT's level of compliance in completing the E-Logbook (daily performance recording). Also, in 2022 there will be 233 times the blocking of E-Office accounts as a consequence of user non-compliance in online Assignment Reporting.

This phenomenon related to the behavior of users of the E-Office system at the Politeknik Pariwisata Bali reflects not ideal acceptance of a system. According to Davis[3], system deployment failure Information technology in organizations can be caused by several factors, both internal and external. The decision to adopt an information technology system is not only in the hands of the leadership, but depends on the acceptance and behavior of users of an information technology[4]. Various studies have examined problems related to user behavior of an information technology with the Unified Theory of Acceptance and Use of Technology (UTAUT) Model.[5]–[13], Models UTAUT is the result of a synthesis of eight leading theories related to the acceptance of information technology. this model proven successful of the other eight theories of technology acceptance in explaining up to 70% of user variance[14]. The UTAUT model emphasizes that Performance Expectations(Performance Expectancy), Business Expectations(Effort Expectancy)and Social Factors(Social Influence)theoretically and empirically influence the User's Desire (Behavioral Intention) to use a technology. While User Desires and Facility Conditions(Facilitating Condition)determine the behavior of using a technology (Use Behavioral). In addition, the variables Gender (Gender), Age (Age), Experience (Experience) and Voluntary In Using (voluntariness of use) positioned to moderate the impact of the four main constructs on Behavioral Intention and Use Behavior.

In this study, the four main constructs namely Performance Expectations, Business Expectations, Social Factors and Facility Conditions will be used meanwhile Voluntary variable (Voluntariness Of Use) as a moderating variable is not included because it readjusts to the use of a mandatory system[15]. Based on research [16] shows that employee status affects the performance expectations of Local Government employees. This is due to the fact that employee status can be a strong motivator to produce optimal performance in the workplace. The study also showed that junior workers can perform optimally to raise their profile, while senior employees can show high performance at work because of their affective commitment to work and the workplace. So that the UTAUT model in this study will be developed by adding the employment status variable.

Departing from the problems that have been previously described by researchers, It is important to carry out this research on the E-Office of the Politeknik Pariwisata Bali as a basis for stakeholder considerations in preparing a strategic plan for the future development of the E-Office and there are differences in employee status, namely the State Civil Apparatus and Temporary Employees. In addition, even though the use of the Politeknik Pariwisata Bali E-Office is mandatory, there are no staffing sanctions against employees who are resistant to using the system and there are no policies that are considered to be able to encourage employees to be able to significantly increase acceptance of the system.

2. METHODS

Population and Research Sample

The population in this study is all of ASN and PTT which totaled 258 people. For the sampling technique using the technique proportional random sampling, Where this sampling method is used in populations that have elements that are not homogeneous and proportionally stratified[17]. With this method, there will be a balanced comparison between the sample size and the population in each sub-group[18], [19]. Then to determine the sample size used the Slovin formula with a margin of error of 5% and a confidence level of 95%. This formula is used because at the time of sampling the number must be representative so that the research results can be generalized and the calculation does not need a table of the number of samples but can be done with simple formulas and calculations. The Slovin formula in question is as follows.

$$n = \frac{N}{1 + N e^2}$$

Information :

n = Number of Samples

N = Total Population

e = Percentage of inaccuracy due to sampling error that is tolerable or desirable (eg 5%).

Based on this formula, with a population of 258 people and a margin of error of 5%, the sample calculation is carried out in the following process:

$$n = \frac{258}{1 + 258 \times 0.05^2}$$

$$n = \frac{258}{1 + 258 \times 0.0025}$$

$$n = \frac{258}{1.64}$$

$$n = 157,3 \text{ dibulatkan menjadi } 158$$

Based on the above calculations, it was determined that the total sample needed in this study was 158 respondents.

Research variable

The variables used in this study consist of independent variables, dependent variables and moderate variables. The independent variables in this study are Performance Expectations (PE), Business Expectations (EE), Social Factors (SI) and Facility Conditions (FC). The dependent variable is User Desire (BI) and System Usage Behavior (UB) while the moderate variables are Gender, Age, Experience and employment status. The relationship of each variable can be seen in Figure 1 below.

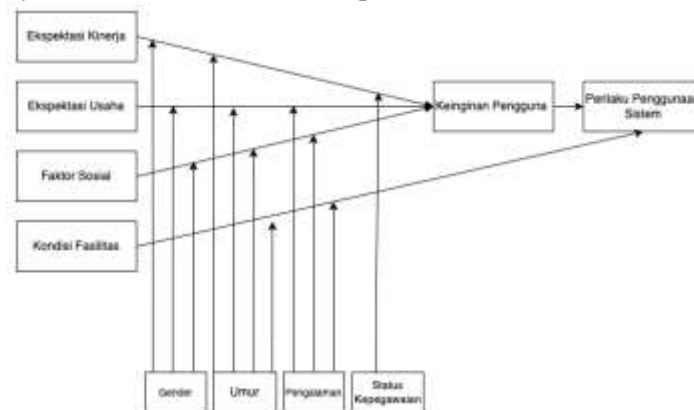


Figure 1. Research Variable Relations

Research Model

The model that will be developed in this research is the Unified Theory of Acceptance and Use of Technology (UTAUT) developed by [15]. This model proven successful of eight other technology acceptance theories in explaining up to 70% of user variance [14], the main constructs of UTAUT are Performance Expectations, Business Expectations, Social Factors and Facility Conditions and there are moderating variables namely Gender, Age, Experience and Volunteering [15]. The moderating variable is used to see the effect of age, gender, experience and volunteerism on each variable on User Desire (Behavioural Intention). In the conceptual model of this study, the voluntariness of use variable is not included because it readjusts to the use of a mandatory system [15].

Model identification is done by applying the two rules that have been mentioned, namely the recursive rule and the t rule. The recursive rule states that a model must be recursive to be identified, it is said to be recursive if the relationship mentioned has a one-way relationship. [20]. Based on Figure 2 it is known that the research model has one direction for each variable. Three variables, namely Performance Expectations, Business Expectations and Social Factors, have a one-way relationship to User Desires, while two variables, namely Facility Conditions and User Desires, have a one-way relationship to Use Behavior. So that the structural model of the research can be said to have

applied the recursive rule. The second rule is the t rule which states that the structural model must have more known variables than unknown variables[20]. To fulfill this rule, it is necessary to form a measurement model so that the variables in the structural model can be measured. The measurement model is formed from the relationship between the indicators and each variable. So that each variable needs to be formed indicators so that these variables can be measured.

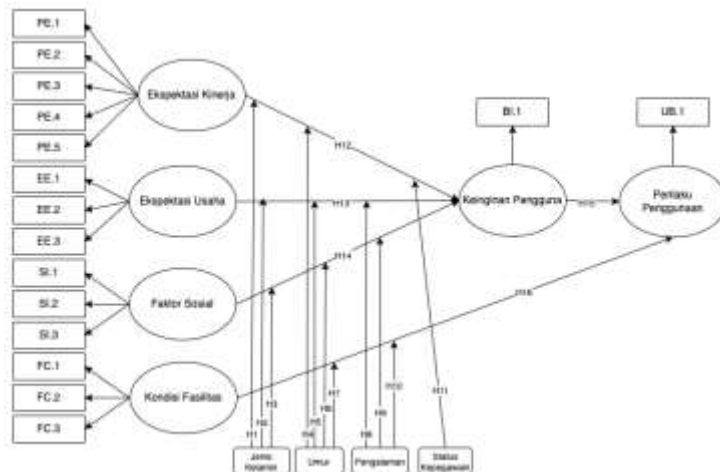


Figure 2. Research Model

3. RESULTS AND DISCUSSION

Hypothesis Analysis

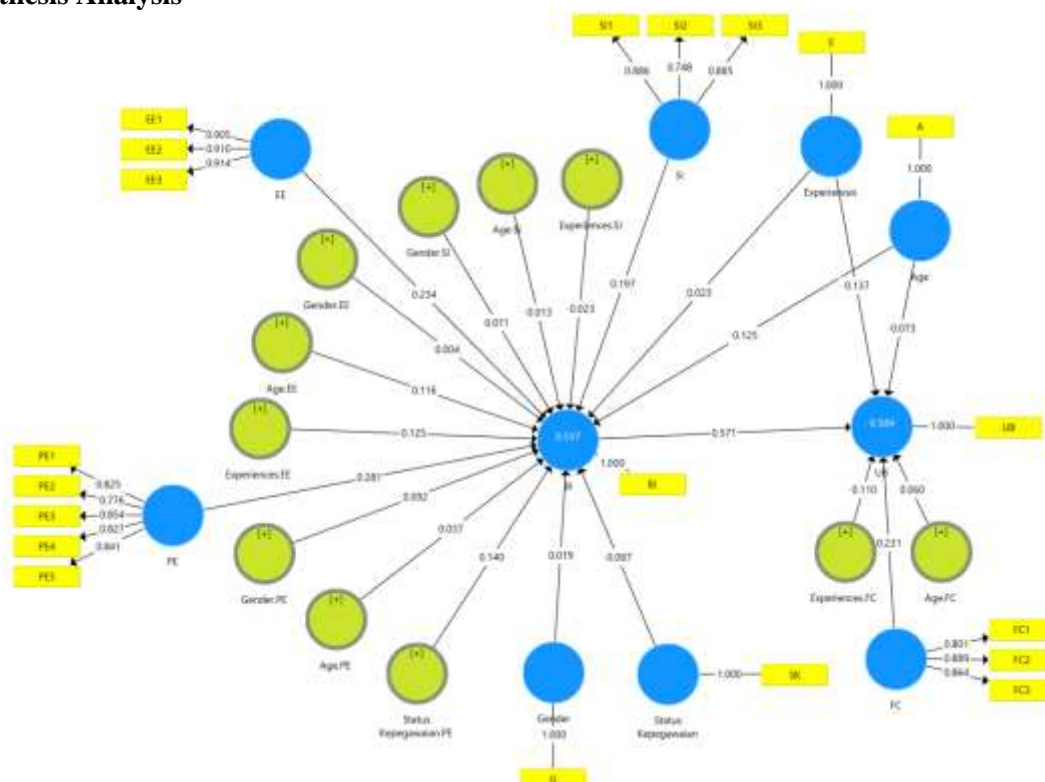


Figure 3. Path Coefficient Value of Each Variable

Hypothesis analysis is carried out after the model has gone through various tests to produce a fit model. Evaluation of the significance of variable relationships has been carried out, so that in this sub-chapter the results of the significance evaluation for all relationships will be explained. The results of the significance evaluation will answer all the hypotheses previously described. In this study there are 16 hypotheses. The path coefficient values for each variable relationship can be seen in Figure 3,

while the path coefficient values and t-statistic values for each hypothesis can be seen in Table 1 below.

Table 1. Hypothesis Relationship Value

hypothesis	Connection	Path Coefficient	T-Statistics	P Values	Information
H1	Gender.PE → BI	0.092	0.813	0.417	Not significant
H2	Gender.EE → BI	0.004	0.032	0.975	Not significant
H3	Gender.SI → BI	0.071	0.766	0.444	Not significant
H4	Age. PE → BI	0.037	0.289	0.773	Not significant
H5	Age. EE → BI	0.116	1,010	0.313	Not significant
H6	Age.SI → BI	-0.013	0.154	0.878	Not significant
H7	Age. FC → UB	0.060	1.075	0.283	Not significant
H8	Experience.EE → BI	0.125	1,367	0.172	Not significant
H9	Experience.SI → BI	-0.023	0.255	0.799	Not significant
H10	Experience. FC → UB	-0.110	2,073	0.039	Significant
H11	Employment Status.PE → BI	0.140	1,246	0.213	Not significant
H12	PE → BI	0.281	2,496	0.013	Significant
H13	EE → BI	0.234	2,026	0.043	Significant
H14	SI → BI	0.197	2,283	0.023	Significant
H15	BI → UB	0.571	8.313	0.000	Significant
H16	FC → UB	0.231	3,381	0.001	Significant

(source: processed SmartPLS)

1. H1. Gender will increase the influence of Performance Expectations (PE) on User Desires to use the E-Office (BI) system
 Based on Table 1 shows that the relationship between the path coefficient value of the moderate variable Gender on Performance Expectations (PE) on User Desires (BI) is 0.092 while the valueThe t-statistics of this relationship is 0.813 which means it is smaller than 1.96.This shows that the moderate variable Gender on Performance Expectations (PE) has no significant positive effect on User Desire (BI). So that the H1 hypothesis is not fulfilled.
2. H2. Genderwill increase the influence of Business Expectations (EE) on User Desires to use the E-Office (BI) system
 Based on Table 1 it is known that the relationship between the path coefficient value of the moderate variable Gender on Business Expectations (EE) on User Desire (BI) is 0.004 while the valueThe t-statistics of this relationship is 0.032 which means it is smaller than 1.96.This shows that the moderate variable Gender on Business Expectations (EE) has a not significant positive effect on User Desire (BI). So that the H2 hypothesis is not fulfilled.
3. H3. Gender will increase the influence of Social Factors (SI) on User Desires to use the E-Office (BI) system
 Based on Table 1 shows that the relationship between the path coefficient values of the moderate variable Gender on Social Factors (SI) on User Desire (BI) is 0.071 while the valueThe t-statistics of this relationship is 0.766 which means it is smaller than 1.96.This

shows that the moderate variable Gender on Social Factors (SI) has no significant positive effect on User Desire (BI). So that the H3 hypothesis is not fulfilled.

4. H4. Age will increase the influence of Performance Expectations (PE) on User Desires to use the E-Office (BI) system

Based on Table 1 shows that the relationship between the path coefficient values of the moderate variable Age on Performance Expectations (PE) on User Desires (BI) is 0.37 while the valueThe t-statistics of this relationship is 0.289 which means it is smaller than 1.96.This shows that the moderate variable Age on Performance Expectations (PE) has no significant positive effect on User Desire (BI). So that the H4 hypothesis is not fulfilled.

5. H5. Age will increase the influence of Business Expectations (EE) on User Desires to use the E-Office (BI) system

Based on Table 1 shows that the relationship between the path coefficient value of the moderate variable Age in Business Expectations (EE) to User Desire (BI) is 0.116 while the valueThe t-statistics of this relationship is 1.010 which means it is smaller than 1.96.This shows that the moderate variable Age on Business Expectations (EE) has no significant positive effect on User Desire (BI). So that the H5 hypothesis is not fulfilled.

6. H6. Age will increase the influence of Social Factors (SI) on User Desires to use the E-Office (BI) system

Based on Table 1 shows that the relationship between the path coefficient values of the moderate variable Age on Social Factors (SI) on User Desires (BI) is -0.013 while the valueThe t-statistics of this relationship is 0.154 which means it is smaller than 1.96.This shows that the moderate variable Age on Social Factors (SI) has no significant positive effect on User Desire (BI). So that the H6 hypothesis is not fulfilled.

7. H7. Age will increase the influence of Facility Conditions (FC) on User Desire to use the E-Office (BI) system

Based on Table 1 shows that the relationship between the path coefficient value of the moderate variable Age in Facility Conditions (FC) to User Desire (BI) is 0.060 while the valueThe t-statistics of this relationship is 1.075 which means it is smaller than 1.96.This shows that the moderate variable Age on Facility Conditions (FC) has a non-significant positive effect on User Desire (BI). So that the H7 hypothesis is not fulfilled.

8. H8. Experience will increase the influence of Business Expectations (EE) on User Desires to use the E-Office (BI) system

Based on Table 1 shows that the relationship between the path coefficient values of the moderate variable Experience in Business Expectations (EE) to User Desires (BI) is 0.125 while the valueThe t-statistics of this relationship is 1.367 which means it is smaller than 1.96.This shows that the moderate variable Experience on Business Expectations (EE) has a not significant positive effect on User Desire (BI). So that the H8 hypothesis is not fulfilled.

9. H9. Experience will increase the influence of Social Factors (SI) on User Desire to use the E-Office (BI) system

Based on Table 1 shows that the relationship between the path coefficient values of the moderate variable Experience on Social Factors (FC) on User Desires (BI) is -0.023 while the valueThe t-statistics of this relationship is 0.255 which means it is smaller than 1.96.This shows that the moderate variable Experience on Social Factors (SI) has a non-significant positive effect on User Desire (BI). So that the H9 hypothesis is not fulfilled.

10. H10. Experience will increase the influence of Facility Conditions (FC) on User Desire to use the E-Office (BI) system

Based on Table 1 shows that the relationship between the path coefficient value of the moderate variable Experience in Facility Conditions (FC) to User Desires (BI) is -0.110 while the valueThe t-statistics of this relationship is 2.073 which means it is greater than 1.96.This shows that the moderate variable Experience in Facility Conditions (FC) has a significant negative effect on User Desire (BI). So that the H10 hypothesis is fulfilled.

11. H11. Employment Status will increase the influence of Performance Expectations (PE) on User Desires to use the E-Office (BI) system
Based on Table 1 shows that the relationship between the path coefficient values of the moderate variable Employment Status on Performance Expectations (PE) on User Desires (BI) is 0.140 while the valueThe t-statistics of this relationship is 1.246 which means it is smaller than 1.96.This shows that the moderate variable Employment Status on Performance Expectations (PE) has no significant positive effect on User Desire (BI). So that the H11 hypothesis is not fulfilled.
12. H12. Performance Expectations (PE) have a significant effect on User Desire to use the E-Office (BI) system
Based on Table 1 shows that the relationship between the path coefficient values of the Performance Expectations (PE) variable and User Desires (BI) is 0.281, while the valueThe t-statistics of this relationship is 2.496 which means it is greater than 1.96.This shows that the variable Performance Expectations (PE) has a significant positive effect on User Desires (BI). So that the H12 hypothesis is fulfilled.
13. H13. Business Expectations (EE) have a significant effect on User Desire to use the E-Office (BI) system
Based on Table 1 shows that the relationship between the path coefficient value of the Business Expectations (EE) variable and User Desires (BI) is 0.234 while the valueThe t-statistics of this relationship is 2.026 which means it is greater than 1.96.This shows that the variable Business Expectations (EE) has a significant positive effect on User Desire (BI). So that the H13 hypothesis is fulfilled.
14. H14. Social Factors (SI) have a significant effect on User Desire to use the E-Office (BI) system
Based on Table 1 shows that the relationship between the path coefficient value of the Social Factors (SI) variable and User Desire (BI) is 0.197, while the valueThe t-statistics of this relationship is 2.283 which means it is greater than 1.96.This shows that the Social Factors (SI) variable has a significant positive effect on User Desire (BI). So that the H14 hypothesis is fulfilled.
15. H15. User Desires (BI) have a significant effect on E-Office (UB) system usage behavior
Based on Table 1 shows that the relationship between the path coefficient value of the User Desires (BI) variable and User Behavior (UB) is 0.571 while the valueThe t-statistics of this relationship is 8.313 which means it is greater than 1.96.This shows that the variable User Desire (BI) has a significant positive effect on Usage Behavior (UB). So that the H15 hypothesis is fulfilled.
16. H16. Facility Condition (FC) has a significant effect on E-Office (UB) system usage behavior
Based on Table 1 shows that the relationship between the path coefficient value of the Facility Condition (FC) variable on Usage Behavior (UB) is 0.231 while the valueThe t-statistics of this relationship is 3.381 which means it is greater than 1.96.This shows that the Facility Condition variable (FC) has a significant positive effect on Usage Behavior (UB). So that the H16 hypothesis is fulfilled.

4. CONCLUSION

In this study, a model was developed to identify factors that influence the adoption and use of the E-Office at Politeknik Pariwisata Bali. In this study, the Employment Status variable was added to the UTAUT model as a moderating variable on Performance Expectations. 158 respondents, categorized by age, gender, and employment status, provided information for this study. In predicting 55.7% of the variance in system acceptance and 58.4% of the variance in system usage, the statistical results provided substantial support for the research model. It was discovered that performance expectations, effort expectations, and social factors significantly predict system acceptance. Additionally, user preference and facility conditions were found to significantly affect system utilization. As a basis for preparing a strategic plan for future E-Office development, stakeholders at

Politeknik Pariwisata Bali can focus on improving the convenience aspect, policy aspect, security aspect, HR development aspect, and service quality enhancement aspect based on these findings. In addition, the level of user confidence in the Politeknik Pariwisata Bali E-Office must be increased in light of the significant influence of user desire on system usage behavior.

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