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Influencers perceived usefulness, perceived ease of use and organizational support for the use of e-performance applications using technology acceptance models in regional work units Brebes Regency

Ardian Sulistiyo
Universitas Jendral Soedirman, Purwokerto, Indonesia, ardian.sulistiyo@mhs.unsoed.ac.id

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Ardian Sulistiyo
Universitas Jendral Soedirman, Purwokerto, Indonesia, ardian.sulistiyo@mhs.unsoed.ac.id

*Corresponding Author: ardian.sulistiyo@mhs.unsoed.ac.id

Abstract
Information and communication technology development has given birth to a public service model carried out through electronic government (e-government). E-government offers public services that can be accessed 24 hours, anytime, and from wherever the user is. One form of E-Government development, namely, the performance appraisal of a State Civil Apparatus (ASN), can become more apparent, measurable, and monitored through the E-Performance application. This study aims to determine the effect of perceived usefulness and ease of use on e-performance applications using the technology acceptance model in the Regional Work Unit (SKPD) of Brebes Regency. This study uses quantitative research methods with linear regression data analysis techniques. Based on the results and discussions that have been done, perceived usefulness, perceived ease of use, and organizational support have an influence and are related to the attitude of using e-performance in the Brebes Regency. With this research, ASN employees can increase the use of the E- Performance application so that the performance that has been carried out can be recorded correctly in the employee's daily work report so that the presentation value of the employee's performance can be maximized.
Keywords: perceived usefulness, perceived ease of use, organizational support, e-performance

1. Introduction

The E-Government Policy for Indonesia is an effort to develop electronic-based governance in order to improve the quality of public services effectively and efficiently. Utilization of this information technology includes several core activities, including data processing, information processing, management systems, and work processes electronically, and access will be easier for both the public and government agencies. Various applications are made to optimize the process so that the resulting output can be accessed more easily. One form of E-Government development, namely the performance appraisal of a State Civil Apparatus (ASN), can become clearer, measurable, and monitored through the E-Performance application. The E-Performance application itself is not new, for example, for the Aceh region, because they have already implemented this E-Performance application earlier (Astuti, 2018).

E-Performance was introduced to be implemented by the State Civil Service Agency (BKN) in 2016. The State Civil Service Agency is a government agency that is given direct authority by the president to organize, control, and supervise the implementation of ASN management. ASN management includes increasing the effectiveness, efficiency, and professionalism of the implementation of duties, functions, and duties of the staff. The aim of improving ASN capabilities is to maximize the implementation of public services. The government's work plan, namely the Bureaucratic Reform Roadmap, is a tool to carry out the goals of achieving good governance. Bureaucratic reform is one of the government's efforts to improve governmental aspects related to institutions, administration, and human resources for apparatus. BKN as the person in charge of ASN management, has an important role in the success of bureaucratic reform (Owu, 2022). The implementation of e-performance begins with the analysis and design of user needs, which is carried out at the same time to manage the constraints and risks that may be encountered. Fulfillment of the needs that are the requirements of this application will result in a presentation of employee performance targets that will benefit

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the organization and all Higher Leadership Positions (JPT) to spur employee performance (Astuti, 2018).

One of the models used to measure acceptance is the Technology Acceptance Model (TAM). The Technology Acceptance Model (TAM) is a popular model used to measure information technology adoption regarding the use and acceptance of information systems (Dalbouh, 2013). Usability and ease of use significantly influence attitudes toward the use of information systems (Kim & Hyung, 2014).

The Technology Acceptance Model (TAM) or technology acceptance model is a theory about the use of information technology systems that is considered very influential and is generally used to explain individual acceptance of the use of information technology systems. The first TAM was developed by Davis (1989) based on the Theory of Reasoned Action (TRA) model. The most important advantage of TAM is that it is a parsimony model, which is a simple but valid model. In addition, TAM has also been tested by many studies, the results of which are that TAM is a good model, especially when compared to the TRA and TPB models (Jogiyanto, 2018). TAM is believed to be able to predict user acceptance of technology based on the impact of two factors, namely perceived usefulness and perceived ease of use (Davis, 1989). Figure 1 shows the Technology Acceptance Model (TAM) model.

Figure 1

Technology Acceptance Model (TAM)
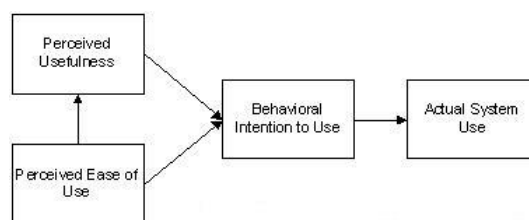
This study modifies the Technology Acceptance Model (TAM), using user acceptance of technology determined by two key variables proposed by Davis (1989), namely perceived usefulness, perceived ease of use, and organizational support for attitude towards use. Perceived usefulness is the level of individual belief that using technology will improve performance, and perceived ease of use is the level of individual belief that using technology makes it easier. Attitudes towards use are defined by Davis (1989) as positive or negative feelings from someone if they have to do the behavior to be determined. Thus, a person's attitude in liking or disliking the use of a product or system is a person's attitude in implementing a product so that it can be used to facilitate his work.

Organizational support is an important concept in the management literature. Organizational support can mean appreciating employee contributions, hearing complaints, feeling proud of the results of the performance or achievements of employees, and meeting employee needs (Rhoades et al., 2014). This study aims to determine the effect of perceived usefulness and perceived ease of use on the use of e-performance applications using the technology acceptance model in the Regional Work Unit (SKPD) of Brebes Regency.

2. Method

This research uses quantitative research methods. The analysis technique used is linear regression analysis which aims to determine the effect of the independent variables, namely Perceived Usefulness (X_1), Perceived ease of use (X_2), and Organizational Support (X_3), on the dependent variable attitudes to using E-Performance Applications based on the Technology Acceptance Model. The population used in this study were all OPD employees in

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Brebes Regency. The proportion of sampling for research, according to Arikunto (2016), research using purposive sampling can be taken 10-15% for each SKPD/OPD in Brebes Regency.

Table 1

Research Respondents

No	Name OPD Brebes Regency	Number of structural employees	∑ respondents (10% of total employees)
1.	DPRD Secretariat	39	3.9 = 4
2.	Department of Youth and Sports Education	15	1.5 = 2
3.	public health Office	16	1.6 = 2
4.	Office of Social Labor and Transmigration	12	1.2 = 2
5.	the transportation Department of communication and informatics	10	1
6.	Department of Population and Civil Registration	17	1.7 = 2
7.	Department of culture and tourism	12	1.2 = 2
8.	public Works Service	14	1.4 = 2
9.	Water and Energy Resources Management Office, Mineral Resources	15	1.5 =2
10.	Department of Industry, Trade, Cooperatives and Micro, Small and Medium Enterprises	13	1.3 = 3
11.	Department of Agriculture, Fisheries and Animal Husbandry	13	1,3 =3
12.	Forestry and Plantation Service	33	3.3 = 4
13.	Department of Revenue, Financial Management and Regional Assets	15	1.5 = 2
14.	District Inspectorate	9	0.9 = 1
15.	Development Planning Agency at Sub-National Level	15	1.5 = 2
16.	Regional Employment Agency	21	2.1 = 3
17.	Agency for Family Planning and Women's Empowerment	14	1.4 = 2
18.	Office of National Unity, Politics and Community Protection	18	1.8 = 2
19.	Environmental Office	15	1.5 = 2
20.	Food Security Office	15	1.5 = 2
21.	Regional Library and Archives Office	12	1.2 = 2
22.	Community and Village Empowerment Office	18	1.8 = 2
23.	Regional public hospital	23	2.3 = 3
24.	Civil service police Unit	17	1.7 = 2
25.	Integrated Licensing Service Office	12	1.2 = 2
26.	Regional Disaster Management Agency	13	1.3 = 2
27.	KPUD	19	1.9 = 2
	Amount		60

The data collection used in this study is by using a questionnaire distributed to all employees who are respondents. The measurement was carried out using a Likert scale (summated rating), which is a scale that is widely used by asking respondents to mark the degree of approval or disagreement with each of a series of questions regarding the stimulus object (Malhotra, 2019).

3. Results and Discussion

Table 2

Regression Analysis Results

Research variable	Coefficient	t	Sig
Perception of expediency	0.416	5,661	0.000
Perceived ease of use	0.171	2,180	0.033
Organizational support	0.305	2,351	0.022

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F	54,748
Sig	0.000b –
R^2	0.691

Based on the regression analysis, the calculated F value was 54.748 with a significance value of 0.000 (<0.05), so it can be concluded that there is a simultaneous effect between perceived usefulness, perceived ease of use, and organizational support on attitudes towards using e-performance in SKPD Brebes Regency. The R square value of the independent variable on performance is 0.691, meaning that the simultaneous influence of the independent variables on perceived usefulness, perceived ease of use, and organizational support on the attitude of using e-performance applications in Brebes Regency is 69.1%. The remaining 30.9% is influenced by other variables not examined in this research model.

Influence between variables

The effect of perceived usefulness on the attitude of using e-performance in Brebes Regency

The results of the regression analysis Table 2 show the calculated t value for the perceived usefulness variable of 5.661 with a significance value of 0.000 because the calculated t value is more significant than t_{table} 1.993 (5.661> 1.993). The significance value is less than 0.05 (0.000 <0.05), and it can be concluded that perceived usefulness influences the attitude of using e-performance in the Brebes Regency. These results align with research conducted by Amin et al. (2014), which states that perceived usefulness has a significant effect on mobile website users in Malaysia. This reinforces the rule of value and the use of technology in performance. With the perception that the e-performance application in ASN has high benefits or uses, it will be easily used and utilized by its users to facilitate user needs to achieve the purpose of creating the application.

The effect of perceived ease of use on the attitude of using e-performance in Brebes Regency

The results of the regression analysis Table 2 shows the t value calculated for the variable perceived ease of use 2.180 with a significance value of 0.033 because the calculated t value is more significant than t_{table} 1.993 (2.180> 1.933) and a significance value of less than 0.05 (0.033 <0.05); it can be concluded that perceived ease of use influences the attitude of using e-performance in Brebes Regency. These results align with research conducted by Tananjaya (2014), which states that implementing accounting software at a travel agency in Surabaya is inseparable from the role of perceived user convenience, which also influences the implementation of accounting software related to user satisfaction. This can increase the confidence of ASN employees to use e-performance to accommodate their needs so that the employee performance target values can be structured appropriately and the results can be utilized by the organization and high-ranking members of the organization as appropriately as a measure of employee performance.

The influence of organizational support on the attitude toward using e-performance in Brebes Regency

The results of the regression analysis Table 2 show the calculated t value for the variable organizational support of 2.351 with a significance value of 0.022 because the t calculated value is more significant than t table 1.993 (2.351> 1.993). The significance value is less than 0.05 (0.022 <0.05), and the hypothesis is accepted. The results of research by Bulut et al. (2018) prove that organizational support is related to the attitude of use. The existence of organizational support makes ASN employees even more motivated to use the e-performance application. The intended support can be in the form of internet accessibility, holding outreach and mentoring, and conducting routine evaluations as a process for enforcing employee discipline and resolving conflicts between employees and across organizational levels.

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4. Conclusion

Based on the results and discussion that has been done, *perceived usefulness* and *perceived ease of use* are related to the attitude of using e-performance in the Brebes Regency. The perceived usefulness *of* e-performance services that are appropriately implemented is expected to provide better access for Brebes Regency government employees. Perceived ease *of use* with e-performance applications can spur ASN employees to increase their productivity so that the results of employee performance target values arranged in the e-performance application can meet organizational criteria. Organizational support is also related to the attitude of using e-performance in Brebes Regency, with the support of this organization has resulted in ASN employees in Brebes Regency having an attitude of using that is in line to create e-performance applications. The implication of using e-performance by ASN employees is to create an ASN employee performance appraisal *database* which also serves to meet the needs of staffing services and decision-making support instruments related to the performance of employees, units, and work units.

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