

CHAPTER I

INTRODUCTION

A. Background

Stepping on the era of globalization means humans has witnessed the development of technology and information rapidly. Advances in information and communication technology can be use as supporters of daily activities of an individuals and groups. Indonesia has been struggled to realize the electronic based activity in daily life. However, the government tried to make this ICT development work along with the government process. Especially in serving and communicating with the citizen. That is why an innovation was invented. Namely, E-Government or electronic government was born as an attribute to serve and communicate with the citizen.

According to Ministry of communication and Informatics, in 2017, the number of Internet users have reached 143.26 million people, equivalent to 54.68 percent of the total population of Indonesia. This amount shows an increase of 10.56 million people from the survey results in 2016 (Asosiasi Penyelenggara Jasa Internet, 2017). This number of internet users in Indonesia also becomes one of the consideration aspects for the government to create an innovation by utilizing e-government.

The Special Region of Yogyakarta also applies the use of e-government in order to realize good governance. As a realization of President instruction Number 3, year 2003 to improve efficiency, effectiveness, transparency and accountability in the

field of telematics (telematics, media and informatics), the DIY Government establishes the policy of developing Jogja Cyber Province. In 2005 the Digital Government Services (DGS) program was initiated which was followed up with the issuance of DIY Governor Regulation number 42 of 2006 regarding Blueprint Jogja Cyber Province. The development of e-Government is an effort to develop the implementation of electronic-based DIY Government in order to improve the quality of public services effectively and efficiently. That is why the local government create a report portal as a media for the citizen to report anything related to the public service on the portal.

The report system was started with website, email, SMS and Telephone, but the citizen also able to come to the office on weekdays from 07.30 AM – 03.30 PM. Until now, the services still run the way they did, but right now, Department of communication and informatics, Sleman Regency, also have another alternative portal that can be accessed to place a report.

The local government develop the report portal from website, SMS and telephone to an application called *Lapor Sleman*. This application started to operate in May 2016, until 2017, the report that come in through Lapor Sleman Application is reaching number 1140 cases in total, and has been responded 662 case, and 478 cases still responded, (Department of Communication and Information, Sleman Regency, DIY). By the existence of the applications, the citizen of Sleman Regency is expected to support the realization of smart regency by using the application.

The similar reason also effected the local government of Yogyakarta city. The department of communication and informatics of Yogyakarta city also did the same thing in developing the report portal. Started with website, SMS telephone and meet in face with the state civil apparatus whose working in the public service department. The previous innovation is a website-base report portal called UPIK or Information and Complaints Service Unit. The flow of service starts from the handling of public complaints. The community sends messages in the form of information, complaints, suggestions, and questions to UPIK Yogyakarta through various electronic media provided. The message is entered, grouped, distributed, and followed up by the relevant Government unit (SKPD). (Mahendra, 2017) As an upgrade of this website-base report portal, this year the local government of Yogyakarta city created an application to accommodate reports and to communicate with the citizen, called Jogja Smart Services (JSS). Different from *Lapor Sleman*, JSS has already gain 5000 more downloaders in only 4 months. JSS was made to meet both government and citizen's expectations to do the report easier and receive a fast respond to their report.

There is a significant difference between two report applications of regency in Special Region of Yogyakarta. *Lapor Sleman* needs 2 years after launching, to gain 1000 more downloaders and 93 reviewers on Google Play (September 2018). For JSS, it only needs 4 months to gain 5000 downloaders and has 175 reviewers on Google Play (September 2018), but both also have the similarities. Some users have

found a crash server during using the applications. Also, not all citizen knows about these applications. From these data, we can conclude that *Lapor Sleman* still struggle in getting more attention from the citizen, so that the number of downloaders is away too much behind the JSS. The local government still need to socialize the applications so that it can be one of the aspects that support the smart city development.

From these explanations, there will be some questions arise. How much is the e-government influencing the utilization of e-report (case study: *Lapor Sleman* and Jogja Smart Service (JSS) in 2018? And what are the factors that influence the utilization of *Lapor Sleman* and Jogja Smart Service? These questions will be answer in this research by using the Unified Theory of Acceptance and Use of Technology (UTAUT).

B. Research Question

1. What are the factors that influence the utilization of e-report application (case study: *Lapor Sleman* and Jogja Smart Service (JSS) in 2018?

C. Goals of the research

1. To explain the factors that influence the utilization of e-report (case study: *Lapor Sleman* and Jogja Smart Service (JSS) in 2018.

D. Benefit of the research

- a. This research is expected to provide benefits and positive contribution for Governmental Studies and political science, especially E-government.
- b. This research is as an additional reference material for Government science students also a useful contribution of thought for the next research and government agency.

E. Literature Review

There are several literature reviews taken from the previous research that can become a reference to this research. The previous research used in this literature review mainly discuss about the utilization of E-government in serving the citizen. Some of journal even discuss the specific product of e-government such as application or website-base report.

Some journals discuss in specific how the application-base or website-base report portal could help the citizen in communicating and reporting a problem in Special Region of Yogyakarta.

Since there are a lot of cities, regencies, district and sub-districts which use the E-government as an innovation to improve a public service, a lot of research about this started to arise. As what has been written in (Ramdani, 2018) who is doing a research about the effectivity of *E-Kelurahan* in Bandung. Some urban village have implemented *e-kelurahan* well, but there are still a number of sub-districts that have not been optimal in using the *e-kelurahan* Not only on urban village, the

development of E-government also effect the public service in department of cooperative and SMEs Malang, as written in (Angguna & Gani, 2015). But again, the implementation did not really work because of the stakeholders still did not have a intention to develop the e-government. And the lack of human resources also become a problem in developing an e-government product in this department. In Bali with the different department, are facing the similar problem. (Ni Luh Yuni Lestari; Bandiyah; Kadek Wiwin Dwi Wismayanti, 2014) stated that, management of public complaints through People's Complaints Online (PRO) in Denpasar city in practice can be said not yet well implemented. This is due to a lack of coordination and a common perception regarding service standards and procedures in managing Online People's Complaints (PRO) in Denpasar. The utilizing of e-government is also used by the district office of Sambutan of Samarinda to improve the public service in Sambutan district. Overall, e-government policy is clear and understood by Sambutan District office employees. Human Resources in Sambutan district have carried out their duties well, but this has not been matched by equipment resources and the lack of available budgets that have hampered the e-government implementation process. In fact, the positive value obtained by the management of information that is connected online or e-government that is, saving costs, time and energy so that it can improve the quality of the products of Sambutan district service. (Toni Heryana and Sari Kartika Dewi, 2013). From the above explanation, we can conclude that the implementation of e-government has been running well in several regions. However, a development and improvement are needed to make the

performance of e-government remain optimal. Such as training for human resources to be compatible in using existing e-government products. In addition, improvements and development of e-government support tools are also needed. Of course, to realize it all requires funding from the government.

As in specific product of e-government, there are several researches about that especially in Special Region of Yogyakarta. In (Hapsari and Rachmawati 2018), *Lapor Sleman* is running under the department of communication and informatic of Yogyakarta. *Lapor Sleman* is considered to have a good impact on complaints services that become transparent, effective, and efficient This is also supported by research from (Sutiana, 2016) on integrated e-government development through the application of *Lapor Sleman* public services in 2016 which is running well and effectively, but there are still flaws in its implementation. The existing *Lapor Sleman* application can only be used for Android users, but not for iOS smartphone and Blackberry users. Other than *Lapor Sleman*, there are other researches that discuss management, utilization, and development of the Information and Complaints Service Unit (UPIK) Yogyakarta city. In health fiend, the implementation of public complaints services, in the field of health services in UPIK, Yogyakarta City in 2016 has been running fast, effective and efficient. However, it still requires the addition of an access menu in the UPIK city of Yogyakarta website so that citizen can more easily access public complaints services and access public complaints service data (Mahendra, 2017). On the other hand, citizen's evidence also play an important role to Improve Public Services. UPIK is a tool to identify community needs expressed in the form of

information requests, inputs and complaints that can be used in agenda setting and planning. UPIK is also evidence of the effectiveness of public service delivery and the performance of government units. For citizens, the unit helps navigate and circumvent complicated bureaucracy and allows the community to monitor the Government. (Iskhak Fatonie, Arnaldo Pellini, 2016). UPIK implementation also occurs in Suryatmajan urban village. This innovation has been used by the Suryatmajan Urban Village community, but not all people know it, but this innovation still accepts the pros and cons of the user community. (Yuke Nori Aurumbita, Rini Rachmawati, 2013). From above explanations, we can conclude that both UPIK and *Lapor Sleman* has already been well implemented, but the problem is coming from the soft server and the citizen themselves. There are still people who do not know about the existence of these report portal. Some others may already know yet still argue whether they find it helpful or not.

This study will use the Unified Theory of Acceptance and Use of Technology (UTAUT) as a theory that will support the research. There are many researcher that are using UTAUT theory for their research. As what happen in Denpasar, Bali. The local government started to use the innovation called E-Filing. E-Filing is one of the results of the moderation of the taxation system to facilitate the reporting of taxpayers' annual tax returns and Indonesian tax administration. Performance expectations, business expectations, social factors and facilitating conditions have a significant positive influence on the interest in using e-Filing. (Ni Putu Ary Wulandari; I Ketut Yadnyana, 2016). Other studies also helped to discuss M-

Government or mobile government. The adoption of Aspects and Complaints Services for Online People (LAPOR!) based on mobile applications identified is government reputation, perceived image, perceived information quality, resource conditions and multichannel options, but the drawback lies in the limitation of getting access to mobile technology (Ferdy Alfarizka & Dana Indra, 2016)

(Batara, Nurmandi, Warsito, & Pribadi, 2017) also use UTAUT Theory on his study. He finds that attitude is a pivotal predictor of intention to adopt e-government transformation across all four dimensions, while performance expectancy, social influence and facilitating conditions also positively influence the intention to adopt process redesign, organizational structuring, and cultural and behavioral change in the city government. Respondents' length of work experience appears as a significant moderating variable. Meanwhile (Fridayani & Nurmandi, 2016) founds on her study about Do Smart Citizens Make a Smart City? A Case Study on the Factors Influencing Citizen Behavior Using Lapor Sleman Online-Based that performance expectancy, social influence, and behavioral intention are three independent variables which affect the users' behavior, and the behavioral intention has the biggest significant effect on users' behavior. the citizen behavior of using technology has affect the making a smart citizen. Therefore, using technology in term of lapor sleman mobile application can make the citizens as active participants in public life, in terms of social cooperation, freedom of expression and flexibility.

Table 1.1 Literature Review

No.	<i>Researcher Identity</i>	Research Tittle	Method	Result
1.	<i>Arin Nurhita Hapsari and Rini Rachmawati (2018)</i>	Pemanfaatan Aplikasi <i>Lapor Sleman</i> Sebagai Pelayanan Pengaduan di Kabupaten Sleman <i>Jurnal Bumi Indonesia Volume 7, Nomer 1, 2018</i>	Method used is qualitative. Collecting data by interview and documentation study. Data analysis technique is descriptive analysis.	1. The <i>Lapor Sleman</i> application service is managed and developed by the Sleman Regency Communication and Information Agency and 50 moderators in collaboration with SOROT (Smart Online Reporting and Observation Tools) as application providers and integrated reports with LAPOR! (Online People's Aspiration and Complaint Service). 2. The impact of using <i>Lapor Sleman</i> application is that complaints services are transparent, effective and efficient
2.	<i>Gerry Katon Mahendra (2017)</i>	Pengaduan Pelayanan Kesehatan di Unit Pelayanan	Data analysis technique is quantitative descriptive approach.	1. The implementation of public complaints services, especially in the field of health

		<p>Informasi dan Keluhan (UPIK) Journal of Health Universitas Aisyiyah Yogyakarta, Studies Vol 1, No 1</p>	<p>Method used is a qualitative approach. Data collection is by interviews and documentation studies.</p>	<p>services in UPIK, Yogyakarta City in 2016 has been running fast, effectively and efficiently.</p> <p>2. The writer suggests: The public complaint data available on the UPIK website in Yogyakarta City needs to be more equipped, considering that some content of complaint messages is still incomplete; It is necessary to add an access menu on the UPIK website in Yogyakarta City so that the general public can more easily access public complaints services and access public</p>
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				complaints service data.
3.	<i>Iskhak Fatonie, Arnaldo Pellini, Hester Smidt and Indri Apriliyanti (2016)</i>	Using Citizen Evidence to Improve Public Services: Lessons from the UPIK Program in Yogyakarta Working Paper 11, Knowledge Sector Initiative (Kementrian PPN/Bappenas)	This paper was written by using a qualitative methodology. Several approaches were used, including documentary analysis and semi-structured interviews. Data was collated and subsequently validated through focus group discussions and a peer review process.	There are three factors that make UPIK can be considered as a successful product as follows; 1) Authority, in the form of political leadership 2) Acceptance, in the form of changes in behavior and attitudes by SKPDs towards UPIK – knowledge and information help the municipality make decisions and implement policies 3) Ability, in the form of capability of the UPIK team and institutionalization through local regulations If UPIK is going to continue its commitment and active use, it is required to ensure that UPIK is well known among its intended users.
4.	<i>Isma Sutiana (2016)</i>	Pengembangan E-Government	The type of research used in this paper is a	The development of integrated E-government

		Terintegrasi Menuju Sleman Smart Regency (Studi Kasus Aplikasi Pelayanan Publik <i>Lapor Sleman</i> di Kabupaten Sleman Tahun 2016)	descriptive research method with a qualitative approach.	through the application of Lapor Sleman public services in 2016 is considered to be running well and effectively. This was marked by the integration of the Lapor Sleman system throughout the Sleman Regency Government's internal agencies and integrated with the Presidential Staff Office. The Lapor Sleman service has provided considerable benefits for the people who want to provide aspirations and criticisms and suggestions more easily to the Sleman Regency Government. However, the existing Lapor Sleman application can only be used for Android users, but not for iOS smartphone and Blackberry users.
5.	<i>Endah Mustika Ramdani (2018)</i>	Analisis Efektivitas	Approaches used is qualitative approach.	<i>E-kelurahan</i> Bandung city is an innovative and

		<p>Pelaksanaan E-Government Di Tingkat Kelurahan</p> <p>Jurnal SAWALA Vol 6 No 1, April 2018</p>	<p>The method used in this paper is descriptive - analytical.</p>	<p>visionary program that has been implemented in 151 urban villages in the city of Bandung. Some urban village have implemented <i>e-kelurahan</i> well, but there are still a number of urban villages that have not been optimal in using this <i>e-kelurahan</i>, as happened in Manjahlega Village. The constraints experienced by the Manjahlega urban village in implementing <i>e-kelurahan</i> are about the limitations of human resources both in terms of quantity and understanding of the operation of the village administration, there are no local regulations governing <i>e-kelurahan</i> in Bandung, the aspect of public trust in the government can be an reinforcement for the sustainability of e-government in the regions</p>
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				because with the trust of the community it can provide convenience to the government as an e-government organizer.
6.	<i>Yordan Putra Angguna, A. Yuli Andi Gani, Sarwono (2015)</i>	Upaya Pengembangan E-Government Dalam Pelayanan Publik Pada Dinas Koperasi Dan Ukm Kota Malang Jurnal Administrasi Publik Vol 3 No 1	The type of research used is descriptive research with a qualitative approach. Data collection is done through interviews, observation and documentation. Research instruments include research themselves, interview guidelines, field support tools and documents and archives. The analysis used is the Interactive Model	The development of e-government in the Malang City Cooperative and SME Office has poor service quality that can be seen from various elements such as support elements, capacity elements, value elements, elements of willingness, and elements of the local culture. From the results of the study, the cause of the lack of development of e-government services is the lack of willingness from the leadership in the planning of e-government development carried out, and the human resources needed are less seen in terms of quantity and quality

7.	<i>Enrique Batara, Achmad Nurmandi, Tulus Warsito, Ulung Pribadi (2017)</i>	Transforming Government: People, Process and Policy	Quantitative approach was used in the conduct of this research. Data utilized for this study was obtained from the employees of the local government units of Surabaya, Indonesia and Davao, Philippines. Data was analyzed using licensed versions of IBM SPSS Statistics (version 19) and Smart PLS or Partial Least Squares (version 3) for structural equation modeling	Findings suggest that attitude is a pivotal predictor of intention to adopt e-government transformation across all four dimensions, while performance expectancy, social influence and facilitating conditions also positively influence the intention to adopt process redesign, organizational structuring, and cultural and behavioral change in the city government. Respondents' length of work experience appears as a significant moderating variable.
8.	<i>Ni Luh Yuni Lestari, Bandiyah, Kadek Wiwin Dwi Wismayanti (2014)</i>	Pengelolaan Pengaduan Pelayanan Publik Berbasis E-Government (Studi Kasus Pengelolaan Pengaduan	In this study, the type of research used was qualitative research. Furthermore, based on its objectives, this research is included in exploratory research	Management of public complaints through People's Complaints Online (PRO) Denpasar in practice can be concluded not yet optimal. This is due to a lack of coordination and a common perception

		<p>Rakyat Online Denpasar Pada Dinas Komunikasi Dan Informatika Kota Denpasar Tahun 2014)</p>	<p>regarding service standards and procedures in managing Online People's Complaints (PRO) in Denpasar. But on the other hand, behind the management that has not been optimal, the existence of People's Complaints Online (PRO) Denpasar is considered to be enough to help the community in submitting complaints because it can be accessed anywhere without the need to come directly to the relevant agency. The management of Denpasar People's Complaints Online (PRO) has not run optimally because there are several obstacles faced by the Government as service providers and the general public as the party receiving services. Constraints experienced by the community are as recipients</p>
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				of services, namely: servers that often have problems when accessing the Denpasar Online People Complaint site, and feedback from people who are still lacking.
9.	<i>Helen Dian Fridayani, Achmad Nurmandi (2018)</i>	Do Smart Citizens Make a Smart City? A Case Study on the Factors Influencing Citizen Behavior Using Lapor Sleman Online-Based	This research uses mixed method of quantitative and qualitative approaches in examining the data. The authors distributed 100 questionnaires and conducted interviews to the government which is department of communication and information, Sleman and the several community that ever use the lapor sleman application.	firstly, performance expectancy, social influence, and behavioral intention are three independent variables which affect the users' behavior. Secondly, the behavioral intention has the biggest significant effect on users' behavior. Thirdly, the citizen behavior of using technology has affect the making a smart citizen. Therefore, using technology in term of lapor sleman mobile application can make the citizens as active participants in public life, in terms of social cooperation, freedom of expression and flexibility.

				<p>However, there are still many problems in the use of lapor sleman mobile application such as the limited access to only android smartphones, lack of technical know-how, and people's reluctance to use the lapor sleman mobile application.</p>
10.	<p><i>Yuke Nori Aurumbita, Rini Rachmawati (2013)</i></p>	<p>Pemanfaatan Dan Persepsi Masyarakat Terhadap Unit Pelayanan Informasi Dan Keluhan (Upik) Di Kelurahan Suryatmajan, Kota Yogyakarta</p>	<p>This study uses a qualitative method. The data collection technique used is by conducting in depth interviews and observations in the field. The analysis technique used in this study is descriptive qualitative.</p>	<p>The Information and Complaints Service Unit (UPIK) was formed by the Yogyakarta City government in 2004, operationalized by the Public Relations and Information Section of the Yogyakarta City Secretariat. This service aims to improve public services in the city of Yogyakarta, in order to realize good governance, one of which is the creation of good communication between the government and the community. This</p>

				innovation has been utilized by the Suryatmajan Urban Village citizen, but not all people know it. But this innovation still has the pros and cons from the citizen
11.	<i>Ni Putu Ary Wulandari, I Ketut Yadnyana (2016)</i>	Penerapan Model Unified Theory Of Acceptance And Use Of Technology Di Kota Denpasar	This research used the quantitative research. Collecting data by questioner.	E-Filing is one of the results of the moderation of the taxation system to facilitate the reporting of taxpayers' annual tax returns and Indonesian tax administration. Performance expectations, business expectations, social factors and facilitating conditions have a significant positive influence on the interest in using e-Filing. This means that the higher a person's confidence in using e-Filing will improve their performance and reduce their work effort, the higher their interest in using e-Filing. The higher the influence of the social

				environment and the availability of facilities in the use of e-Filing, the greater their interest in using e-Filing.
12	<i>Ferdy Alfarizka Putra, Dana Indra Sensuse (2016)</i>	Faktor-Faktor Adopsi Mobile Government di Indonesia Studi Kasus Layanan Aspirasi dan Pengaduan Online Rakyat (LAPOR!)	The method used is by tracing previous research, by analyzing data qualitatively.	Research shows the adoption factor of LAPOR! SMS based identified is multichannel option, resource condition and perceived awareness. The factor for adoption of LAPOR! based on identified mobile applications are government reputation, perceived image, perceived information quality, resource conditions and multichannel options. However the drawback lies in the limitation of getting access to mobile technology, not only limited by costs, but also by the good and bad of mobile internet signals in Indonesia. Even so, in an

				environment that has good internet access, there is a LAPOR! based on mobile applications still have their own place.
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From above research, even there are some similar cases in doing a research about utilizing e-report in government fields, and some of them also doing a research about the utilizing of the integrated application as a product of e-government and public service, this research will be more focus on the comparing effectivity of application-base public services provided by the local government of Sleman Regency and Yogyakarta city, which called *Lapor Sleman* and Jogja Smart Service toward the realization of smart city.

F. Theoretical Framework

1. The E-Government Utilizing towards E-report Application

a. Definition of E-government

E-government is short for Electronic Government. E-government is a model of a government system based on digital technology, where all administrative work, community service, supervision to control the resources of the organization concerned, finance, tax, retribution, employees and so on are controlled in one system.

According to the World Bank, “E-government refers to the use by government agencies of information technologies (such as wide area Networks, the internet, and mobile computing) that have the ability to transform relation with citizens, businesses, and other arm of government”.

Meanwhile Indrajit (2002: 36) stated that E-government is a new mechanism of interaction between the government and the citizen and other interested parties, involving the use of information technology (especially the internet) with the aim of improving the quality (quality) of services.

Budi Rianto et al. (2012: 36) stated that E-government is a form of application of the implementation of duties and governance using telematics technology or information and communication technology. E-government applications provide opportunities to improve and optimize relations between agencies in the government, the relationship between the government and the business world and the community.

From these definitions, we can see that E-government is about utilizing an advance on technology and information that can be used by the government to do the government affairs through an application or websites.

In addition, the E-government system is not only the ability to change the relationship between government and society (Government to Citizens), but also the link between Government to Government (G2G), Government to Business (G2B) and Government to Employees (G2E).

b. Goals of E-government

In the Instruction of the President of the Republic of Indonesia Number 3 year 2003 about the National Electronic Development Policy and Strategy Government. where in this case E-government is directed to achieve 4 (four) goals, i.e.:

- a. Establishment of information networks and public service transactions that have a good quality and scope that can satisfy the citizen and be affordable in all parts of Indonesia which is not limited by time barriers and affordable costs by the citizen.

- b. Establishment of an interactive relationship with the business world to improve national economic development and strengthen the ability to face change and competition in international trade.
- c. Establishment of mechanisms and channels of communication with state institutions as well as provision of public dialogue facilities for the community to be able to participate in the formulation of state policies.
- d. Establishment of a transparent and efficient management system and work process and facilitate transactions and services between government institutions and autonomous regional governments

Based on the above explanation, the goals of E-government is to increase the access of the government public service citizen, increase public access to government-owned information sources, deal with community complaints and also equal quality of services that can be enjoyed by all elements of society.

c. Classification of E-Government

Indrajit (2006), in his book Electronic Government describes the types of relations in E-government can be divided into four types as follows:

a) Government to Citizen (G to C)

G to C types is the most common among the four types of E-government classifications. G to C means implementing various information technology portfolios with the main objective to improve interaction relations with the community. In other words, the main goal is to improve the relationship of interaction with the citizen. The main purpose of the development of the G-

to-C type e-government application is to bring the government closer to its people through diverse access channels so that the citizen can easily reach its government to fulfill various daily service needs.

b) Government to Government (G to G)

This era of globalization shows clearly the need in countries to communicate more intensely from day to day. The need to interact between a government and the government every day does not only revolve around matters of diplomacy, but even further to facilitate cooperation between countries and cooperation between state entities (society, industry, companies, etc.) matters relating to trade administration, political processes, mechanisms for social relation and culture and so on.

c) Government to Business (G to B)

One of the main tasks of a government is to form a conducive business environment so that the wheels of a country's economy can run properly. In conducting day-to-day activities, business entities such as private companies need a lot of data and information owned by the government. In addition, the person concerned must also interact with various state institutions because it is related to the rights and obligations of the organization as a profit-oriented entity. The need for good relations between the government and business circles not only aims to facilitate business practices in running the wheels of the company, but furthermore there are

many things that can benefit the government if there is a good and effective interaction relationship with private industry also.

d) Government to Employees (G to E)

In the end, the E-government application is also intended to improve the performance and welfare of civil servants or government employees who work in an institution as public servants

d. Indicators of E-Government

According to the results of the study and research from the Harvard JFK School of Government (Indrajit, 2004), to apply the concepts of digitalization to the public sector, there are three elements of success that must be possessed and taken seriously. The element of success are as follows:

1) Support Element

Support is the most important element in the development of ego needs support or commonly called political will from public officials. It is intended that the concept of e-government can be implemented.

2) Capacity Element

Capacity is a resource needed in the development and development of e-government so that the concept that has been created can become a reality.

There are three resources that must be owned, they are:

a) Availability of sufficient financial resources to implement various e-government initiatives.

- b) Availability of adequate information technology infrastructure.
- c) Availability of human resources that support the implementation of e-government, can be in accordance with the principle of expected benefits.

3) Value Element

Value is based on the benefits obtained by the government as a service provider also for the citizen as recipients of e-government services. In the value element that determines whether the benefits of e-government worth or not, are the citizen as the recipient of service.

e. Stages of Implementation of E-government

E-government implementation for public services based on Presidential Instruction No. 3 year 2003 requires several strategies, including building systematic E-government through realistic stages and measurable targets, so that it is easily understood and followed by all parties.

According to President instruction No. 3, year 2003, development and implementation of E-government can be carried out through 4 (four) levels (Sosiawan, 2008), namely:

Stage 1

Preparation includes:

- a) Information website of each institution creation.
- b) Preparation of Human Resource;

c) Preparation of an easy access, for example providing Multipurpose Community Center, Internet cafe, SME-Center, etc.;

d) Socialization of the information website for internal and public.

Stage 2

Development includes:

a) Creating an interactive public information site;

b) Making interfaces connected with other institutions;

Stage 3

Consolidation includes

a) Creating a public service transaction website;

b) creating interoperability application as well data with other institutions.

Stage 4

Utilizing, which include creating application which integrated with the concept of G2G, G2B, and G2C.

According to Nugroho (2007) stages of the development of e-government implementation in Indonesia are divided into four, namely:

1. Web Presence

To bring up regional websites on the internet. In this stage, basic information needed by the community is displayed on the government website.

2. Interaction

Regional website that provides interaction facilities between the citizen and the Regional Government. In this stage, the information displayed is more varied, such as download facilities and Email communication on the government website.

3. Transaction

Regional website has interaction facilities and is equipped a public service transaction facility from the government.

4. Transformation,

In this case, the public service from government are improving integrally.

2. Measurement of Factors that Influence E-government Utilization towards E-Report Application

To measure the use of e-government in E-report application, this paper will use The Unified Theory of Acceptance and Use of Technology (UTAUT) as one of the technology acceptance models that synthesizes elements in the eight technology acceptance models that have ever existed, namely, theory of reasoned action (TRA), technology acceptance model (TAM), motivation model (MM), theory of planned behavior (TPB), combined TAM & TPB,

model of PC utilization (MPTU), innovation diffusion theory (IDT) dan social cognitive theory (SCT) to obtain a unified view of the acceptance of the latest technology (Venkatesh, Morris, and Davis, 2003)

In UTAUT research model, behavioral intention and use behavior are influenced by people's perception towards performance expectancy, effort expectancy, social influence, facilitating condition, which are moderated by gender, age, experience, and voluntariness.

After evaluating the eight model, (Venkatesh et al., 2003) found seven construct that become a significant direct determinant of behavioral intention or use behavior in one or more of each model. The constructs are performance expectancy, effort expectancy, social influence, facilitating conditions, attitude toward using technology, and self-efficacy. After further testing, four main constructs were found that played an important role as direct determinants of behavioral intention and use behavior namely, performance expectancy, effort expectancy, social influence, dan facilitating conditions.

In this study, using the theory of UTAUT is considered appropriate to examine the use of the *Lapor Sleman* and Jogja Smart Service.

a. Performance expectancy

Performance expectancy is a UTAUT construct that is intended to measure a person's level of trust that by using a system can help someone in achieving work performance (Venkatesh et al., 2003) Performance expectancy is a variable that can be referred to as the ability to obtain significant benefits after

using a system (Adenan, Mohmod, & Krishnasamy, 2015). In addition, performance expectancy is representation of five construct namely, perceived usefulness (technology acceptance model), external motivation (motivational model), work correlation (model of personal computer utilization), relative advantage (innovation diffusion theory) and expectancy to the achievement (social cognitive theory) (Adenan et al., 2015)

b. Effort expectancy

Effort expectancy is the level of effort of each individual in the use of a system to support doing their work (Venkatesh et al., 2003) According to (Adenan et al., 2015), effort expectancy refers to how easily someone thinks in using a system. Effort expectancy is a representative from three construct namely, consciousness of easy to use (Technology Acceptance Model), systematic complexity (Model of Personal Computer Utilization) dan operating simplicity (Innovation Diffusion Theory) (Adenan, 2015; Venkatesh et al. 2003). In the success of accepting a technology, (Adenan et al., 2015) mentions that the design of a system like a virtual platform can allow users to easily navigate it or not. Davis (1989) in Chang (2012) found that an application is acceptable to users when an application is easy to use.

c. Social influence

Social Influence is the level where someone considers it is important for others to convince themselves to use the new system (Venkatesh et al., 2003). Social influence refers to a person's feeling to feel that he must use an application (Venkatesh & Davis, 1996; Adenan, 2015). Social influence

according to Venkatesh et al. (2003) is a representative of three constructs. Namely, subjective norm (theory of reasoned action, technology acceptance model and theory of planned behavior), public image (innovation diffusion theory) dan social factor (model of personal computer utilization). Social influence depends on the influence of the environment which includes volunteerism, and other contexts between individuals or influence on the organization (Hartwick & Barki, 1994; Karahanna & Straub, 1999; Adenan, 2015). Moore & Benbasat (1991) in Chang (2012) said that the use of a new technology is able to elevate the status of an individual in a social environment. In addition, individual behavior is also influenced by ways in which they believe that others will see them as a result of using a technology.

d. Facilitating conditions

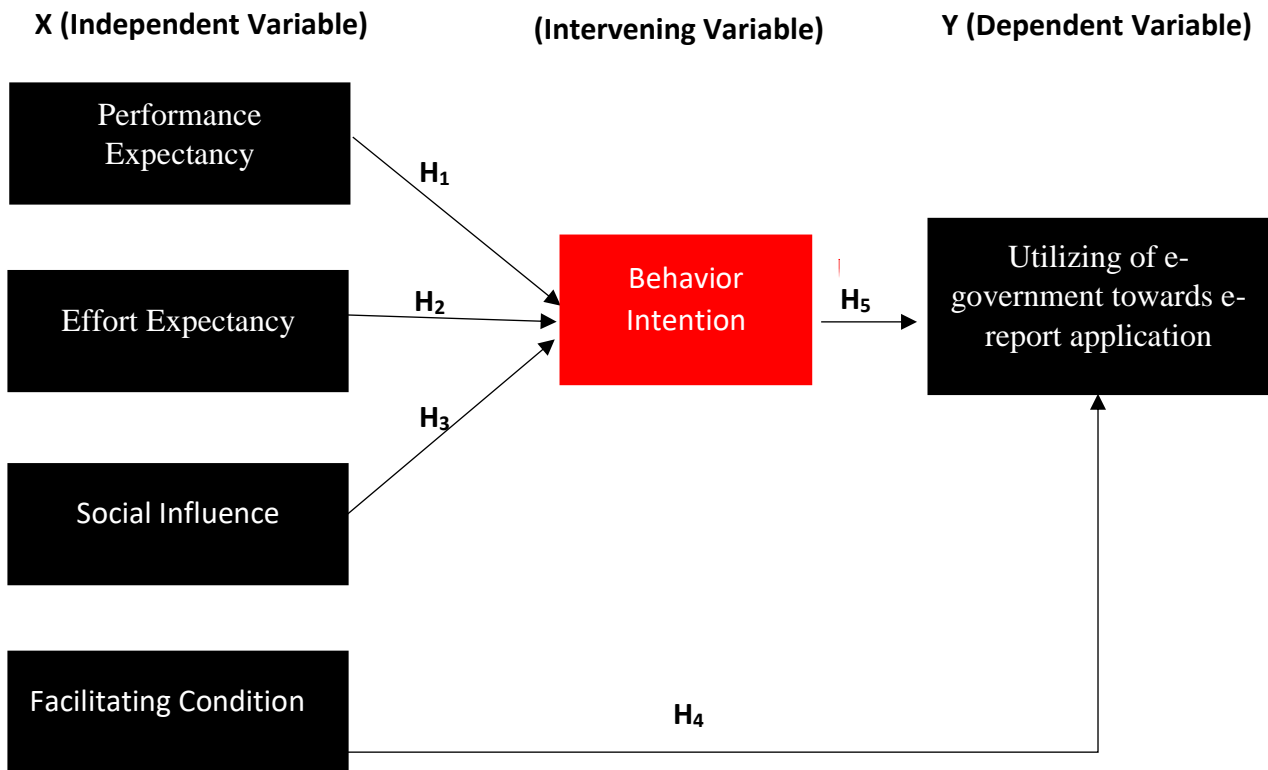
Facilitating conditions is the level of someone's belief that company, and technical infrastructure is available to support the use of the system (Venkatesh et al., 2003). In addition, facilitating conditions are also included in one's belief in facilities in their environment including coverage, network and availability of devices to make one's beliefs accept a technology (Thompson et al., 1991; Venkatesh et al., 2003; Ayu, 2014). Facilitating conditions are able to describe the level of an individual in receiving a technology based on the support of facilities provided by the organization and technical devices that support the use of a system. The device can be a system that is used, training, manual or others. (Venkatesh & Davis, 1996; Adenan, 2015). Facilitating conditions is a representation of three constructs. Namely,

control of conscious behavior (technology acceptance model and theory of planned behavior), promoting condition (model of personal computer utilization) and compatibility (innovation diffusion theory).

e. Behavior Intention

The interest in using a system is the intention of users to use the system continuously with the assumption that they have access to the system (Venkatesh et al., 2003). Behavioral intention is defined as a measure of the strength of people's intention to carry out certain behaviors. In the basic concepts of user acceptance models that have been developed, behavioral intention becomes an intermediate construct of perceptions of the use of information technology and actual use (use behavior). The role of behavioral intention as a predictor of use behavior has been widely accepted in various models of user acceptance (Venkatesh et al., 2003).

Figure 1.1 Theoretical Framework



G. Hypotheses

H1: Performance expectancy (X1) have a positive and significant influence towards the behavior intention (Z)

H2: Effort expectancy (X2) have a positive and significant influence towards behavior intention (Z)

H3: Social Influence (X3) have a positive and significant influence towards behavior intention (Z)

H4: Facilitating Condition (X4) have a positive and significant influence towards the utilization of e-government towards e-report application (Y)

H5: Behavior Intention (Z) have a positive and significant influence towards the utilization of e-government towards e-report application (Y)

H. Conceptual Definition

1. Factors that Influence the Utilization of E-Report Application

Factors that influencing the utilization of e-report application is, the real operation/implementation of e-government and its influence towards application or website as a public service media, whether both government and citizen find it useful as a public service media or not.

2. Performance expectancy

Performance expectancy is a UTAUT construct that is intended to measure a person's level of trust by using a system that can help someone in achieving work performance (Venkatesh et al., 2003).

3. Effort expectancy

Effort expectancy is the level of effort of each individual in the use of a system to support doing his work (Venkatesh et al., 2003).

4. Social influence

Social Influence is the level at which someone considers it important for others to convince themselves to use the new system (Venkatesh et al., 2003).

5. Facilitating conditions

Facilitating condition is the level of someone's belief that the company's and technical infrastructure is available to support the use of the system (Venkatesh et al., 2003).

6. Behavior Intention

Behavior Intention is defined as a person's desire to perform a certain behavior.

I. Operational Definition

Table 1.2
The E-Government Utilizing towards e-report application

Variable	Indicators
Utilization of e-government towards e-report Application	<ol style="list-style-type: none">1. Report resource: <i>Lapor Sleman</i> and <i>Jogja Smart Service</i>2. Report content: Content or context of complaints that can be accommodated

	<p>and identified by <i>Lapor Sleman</i> dan <i>Jogja Smart Service</i></p> <p>3. Complaints handling unit and report: Units that accommodate, identify, and determine the priority scale of complaints to then be distributed to the relevant government unit (SKPD). Later, SKPD that will take a responsibility to the report.</p> <p>4. Report respond: Respond from <i>Lapor Sleman</i>, JSS, and relevant SKPD towards the complaint report received</p> <p>5. Feedback: Feedback from the reporters to SKPD through <i>Lapor Sleman</i> dan JSS related to citizen's report</p>
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Table 1.3
Factors that influence e-government utilization towards e-report application

Variable	Indicator
Performance Expectancy	<ol style="list-style-type: none"> 1. Using e-report applications can solve problems 2. The function of the e-report application is to help reporting a problem

	<ol style="list-style-type: none"> 3. E-Report Application are useful for users 4. E-Report applications can increase productivity 5. Services from e-report applications are real time
Effort Expectancy	<ol style="list-style-type: none"> 1. Consciousness of easy to use 2. Users understand using service applications 3. Operating Simplicity 4. The use of complaint services is the right and effective idea 5. The use of complaint services can reduce effort and time
Social influence	<ol style="list-style-type: none"> 1. Social Media 2. Environment influence 3. Government influence 4. Public image 5. Following Trend
Facilitating Condition	<ol style="list-style-type: none"> 1. Have a gadget to use the service application 2. Have the knowledge to use service applications 3. Compatibility of application

	4. Application maintenance
Behavior Intention	<p>1. There is initiative to use the application</p> <p>2. Worth to use continuously</p>

J. Research Method

This study uses a mixed research method (mix-method), which is in conducting research, researcher uses a combination of quantitative methods and qualitative methods. Mixed research method is used because this study will produce two types of data, namely quantitative data and qualitative data.

Mixed Methods Research is a research design based on philosophical assumptions as well as inquiry methods. Mixed methods research is also referred to as a methodology that provides philosophical assumptions in showing directions or giving instructions on how to collect data and analyze data and the combination of quantitative and qualitative approaches through several phases of the research process (Creswell, 2014).

Meanwhile according to Sugiyono (2012), Mixed Method is research that involves the use of two methods, namely quantitative methods and qualitative methods in a single study (one study). The use of these two methods is seen to provide a more complete understanding of the problem of research than the use of one of them. Mixed methods research is a research approach that combines or associates qualitative and quantitative forms.

This study uses a Sequential Mixed Method. According to (Creswell, 2010), this strategy becomes three parts, namely:

- 1) Sequential explanatory strategy. In this strategy the first stage is collecting and analyzing quantitative data followed by collection and analysis which is built on the initial qualitative results. This weight or priority is given to quantitative data.
- 2) Sequential exploratory strategies. This strategy is the opposite of a sequential explanatory strategy. In the first stage the researcher collects and analyzes qualitative data then collects quantitative data and analyzes it in the second stage based on the results of the first stage. The main weight in this strategy is on qualitative data. Sequential transformative strategies, in this strategy researcher uses theoretical perspectives to form certain procedures in research.
- 3) Sequential transformative strategy. In this strategy researcher uses theoretical perspectives to form certain procedures in research. In this model the researcher may choose to use one of the two methods in the first stage and the weight can be given.

As mentioned above, this study uses a Sequential Mix Method, specifically a sequential explanatory strategy. So, the first stage is distributing questionnaires. Questionnaire data that has been collected and analyzed is then guided by qualitative data carried out to relevant stakeholders using the Lapor Sleman and Jogja Smart Service.

This research will begin with qualitative research that will examine stakeholders related to the Utilization of the *Lapor Sleman* and Jogja Smart Service. Meanwhile Quantitative research will be used to examine the effectiveness of the implementation of the *Lapor Sleman* and Jogja Smart Service applications by the community of application users.

a. Research Location

The location of this research is the Office of Communication and Information of the city of Yogyakarta and Sleman Regency. The address of the Communication and Information Office of the city of Yogyakarta is on Jl. Brigjen Katamso, Keparakan, Mergangsan, Kota Yogyakarta, Daerah Istimewa Yogyakarta 55152. The address of the Sleman District Communication and Information Office is at Beran Kidul, Tridadi, Kec. Sleman, Kabupaten Sleman, Daerah Istimewa Yogyakarta 55511.

b. Type and Source of Data

a) Primary Data

According to Sugiyono (2012:156) primary sources are data sources that directly provide data to data collectors. In this study the primary data obtained from data sources is from informants who were directly involved as the implementers of the program.

Primary data in this study were obtained from the results of questionnaires for the users of both application and interviews directly to informants from the department of Communication and Informatics of Sleman regency and Yogyakarta City.

b) Secondary Data

Secondary sources are sources that do not directly provide data to data collectors, for example through other people or through documents (Sugiyono, 2012). Secondary data sources can be in the form of data from archives, documents, papers, newspapers, scientific magazines, internet, legislation, as well as literature books, previous individual research that is relevant and interrelated with the problems to be studied.

The data study sources are 12 previous study scientific journals that are relevant or directly related to E-government and online news public services related to the utilization of the *Lapor Sleman* application and the Jogja Smart Service application, the data listed on the Play Store as a portal for downloading the *Lapor Sleman* application and the application of Jogja Smart Service, and requests for data to one of the public communication section staff and complaints services at the Sleman Regency communication and informatics department, and staff of supervision and control of telematics and telematics in the fields of coding and telecommunications of the Communication and Information Office of Yogyakarta City. This secondary data is needed to support primary data related to the problem of conducting research.

c. Data Collection Technique

1. Interview

Interview is a data collection tool that is very important in qualitative communication research that involves humans as subjects (actors) in

connection with the reality or symptoms chosen to be studied (Pawito, 2007). Meanwhile according to Sugiyono (2007), interview is a meeting of two people exchanging information and ideas through question and answer, so that meaning can be constructed in a particular topic. Based on several opinions, it can be concluded that the interview method is a method of inquiry using questions given verbally. In this study, interviews were used to obtain data on the effectiveness of the Utilization of the *Lapor Sleman* and *Jogja Smart Service* from the relevant SKPD. informants from the department of Communication and Informatics of Sleman regency and Yogyakarta City;

1) Head or staff of public communication and complaints service section Information and public communication services at the Department of Communication and Informatics of Sleman Regency.

2) Head or staff of The Smart City Development Section of the Technology and Information Sector of the Department of Communication, Informatics, and Coding of the Yogyakarta City.

3) 4 users of *Lapor Sleman* and 6 users of *Jogja Smart Service*.

2. Documentation

According to Hamidi (2004:72), documentation method is information that comes from important records both from institutions or organizations and from individuals. The documentation of this research is taking pictures by research to strengthen the results of the study. Documentation method according to Arikunto (2006:231) is look for data on variables in the form of notes,

transcripts, books, newspapers, magazines, inscriptions, minutes of meetings, agendas and so on.

Based on the two opinions of experts it can be concluded that data collection by means of documentation is a matter done by research to collect data from various things printed media discusses about the resource persons to be investigated. This study uses the documentation method to find data about the number and details of reports from the *Lapor Sleman* and Jogja Smart Service applications.

3. Questioner

A questionnaire is several written questions that are used to obtain information from the respondent in the sense of reports about his personality or things he knows (Arikunto, 2006). In this study, a questionnaire was used to retrieve data from the community using *Lapor Sleman* and Jogja Smart Service applications regarding the effectiveness of the application implementation.

d. Population and Sample

1. Population

According Sugiyono, (2011:80) “Population is a region of generalization consisting of objects / subjects that have certain qualities and characteristics set by the researcher to be studied and then concluded.” The population of this study is the community that has ever been / the user of *Lapor Sleman* dan Jogja Smart Service. Data on the population of Sleman is 1,050, and the population of the city of Yogyakarta is 5,124 obtained from the Google Play Store on October

2018. This result is the accumulation of all *Lapor Sleman* and *Jogja Smart Service* application users since it was downloaded until 10th November 2018.

2. Sample

According to Sugiyono (2016:81) defined sample as part of the number and characteristics of the population. Sample measurement is a step to determine the amount of sample taken in carrying out an object's research. To determine the sample size can be done by statistics or based on research estimates. This sampling must be carried out in such a way that a sample can actually function or can describe the actual condition of the population, with other terms being representative (representing).

To determine the number of samples, research refer to the Slovin formula. The use of this formula is because the population is clear, and the value of accuracy can be measured by this formula. In this study, using sampling error of 10% with an accuracy rate of 90%.

$$n = N / (1 + Ne^2)$$

Notes:

n: sample size

N: populations

e: sampling error

Calculations are based on the above formula with the existing population, sampling error (e) used is 10% with consideration of population tends to be homogeneous and aspects of the limitations of the researcher. Based on these

considerations, the number of samples from the population in this study are as follows;

Table 1.4
Research Sample

Yogyakarta City	Sleman Regency
$n = N / (1 + Ne^2)$	$n = N / (1 + Ne^2)$
$n = 5.124 / (1 + 5.124 [(10)]^2)$	$n = 1.050 / (1 + 1.050 [(10)]^2)$
$n = 5.124 / (1 + 5.124 (0,01))$	$n = 1.050 / (1 + 1.050 (0,01))$
$n = 5.124 / 52,24 = 98,08 \Rightarrow \mathbf{98}$	$n = 1.050 / 11,5 = 91,30 \Rightarrow \mathbf{91}$

To determine the sample used for this study is probability sampling with a type of accidental sampling. According to Sugiyono (2009: 85), Accidental Sampling is a technique of determining samples based on coincidence, that is, consumers who incidentally/incidentally meet with research can be used as a sample, if viewed by the person who happened to be found it is suitable as a data source

e. Data Analysis techniques

According to Sugiono (2010: 335) data analysis techniques are the process of systematically searching for and compiling data obtained from interviews, field notes, and documentation, by organizing data into categories, describing it into units, synthesizing, arranging into patterns, choosing which ones are important and which will be studied, and making conclusions so that they are easily understood by themselves and others.

The data analysis phase is the process of arranging data sequences, organizing them into a pattern, category and basic description unit (Moleong, 2005). Furthermore, according to Moleong, in this technique, the stages of analyzing data are needed that make it easier for research to manage data that has been obtained. In addition, it allows research to be on the right track, and have a clear picture, benchmark, and data analysis process.

a) Literature Review

The literature review was conducted by the researcher to get an overview of the research objects, namely the use of online-based public complaint media (e-government). Therefore, the researcher has certain data that can be used as a source of questions in interviews and questionnaires.

b) Grouping and Data Reduction

At this stage, researcher select the data that has been obtained according to their research needs and at this stage also researcher groups and selects data according to the type of data. This is useful for limiting the discussion so that the writing is more systematic. In addition, it helps researcher to explain the data that has been obtained.

Researcher conducts grouping or classification of data obtained from the field as well as from literature reviews to fit the research needs. Data grouping allows for reduction of certain data that is not needed.

After grouping and reducing data, both qualitative data (interview results) and quantitative data (the results of the questionnaire) are analyzed in the following ways:

1) Qualitative Data Analysis

The results of the interview will be analyzed to measure how the use of public complaint media is based online in districts and cities in DIY. The results of this interview will be analyzed by checking the results of interviews with the indicators in the use of Lapor Sleman and Jogja Smart Service.

2) Quantitative Data Analysis

In this study, questionnaire data were analyzed using Partial Least Squares (PLS) Analysis with a tool in the form of a SmartPLS 3.0 program. According to Hartono and Abdillah (2015: 161) PLS is one of the alternative statistical methods of Structural Equation Modeling (SEM) that is designed to complete multiple regression when specific problems occur in the data, such as the sample size of small studies and the presence of missing values and multicollinearity.

The measurement model is used to test validity and reliability, meanwhile the structural model is used to test causality. PLS can measure data at different scales simultaneously. Moreover, PLS can be run on small data sets, which are ten times the scale with the largest number of formative indicators or ten times the number of paths that show causality between Latent constructs.

Analysis on PLS is done in three stages:

1. Analysis of the outer model
2. Analysis of inner models
3. Hypothesis Testing.

Outer model analysis is done to ensure that the measurements used are feasible to be used as measurements (valid and reliable). Analysis of the outer model can be seen from several indicators:

1. Convergent validity
2. Discriminant validity
3. Reliability

While the analysis of the inner model / structural analysis of the model is carried out to ensure that the structural models are robust and accurate. Evaluation of the inner model can be seen from the coefficient of determination (R^2). The structural model that has R-Square (R^2) of 0.67 indicates the "good" model, R-Square (R^2) of 0.33 indicates that the model is "moderate", and R-Square (R^2) of 0.19 indicates that the model is "weak" (Ghozali, 2006).

For testing the hypothesis is carried out by looking at the probability and t-statistic values. For probability values, the p-value with alpha is less than 0.05.

3) Likert Scale

In the operationalization of this study, variable X is measured by a measuring instrument in the form of a questionnaire that fulfills likert scale statements.

Likert scale according to Sugiyono (2010: 93) is used to measure attitudes, opinions and perceptions of a person or group of people about social phenomena.

For each answer choice given a score, the respondent must describe, and support the statement. To use the selected answer. With a Likert scale, the variables to be measured are translated into variable indicators. Then the indicator is used as a benchmark for compiling instrument items that can be in the form of questions or statements.

Table 1.5
Rating Scale for Positive and Negative Statements

No	Information	Positive Score	Negative Score
1.	Strongly Agree	5	1
2.	Agree	4	2
3.	Neutral	3	3
4.	Disagree	2	4
5.	Strongly Disagree	1	5