CHAPTER III

RESULT AND DISCUSSION

A. Data Description

The sample in this study were 98 users of the Jogja Smart Service Application and 91 users of the Sleman Report Application. The questionnaire distribution was carried out from January 2, 2019 to January 16, 2019. The sampling technique used in this study was a non-probability sampling technique with incidental sampling. Incidental sampling is a technique of determining samples based on coincidence or spontaneity, meaning that anyone who happens to meet the researcher and in accordance with the characteristics of the user of the Jogja Smart Service and Lapor Sleman application, the person can be used as a sample or respondent.

The distribution of questionnaires was carried out directly by researchers by visiting the research locations in Yogayarta City and Sleman Regency. The distribution of questionnaires directly is done to obtain the overall rate of return of the questionnaire. Fill out the questionnaire accompanied by the researcher directly, this is intended to help respondents understand about the filling system or even the purpose of the questionnaire. Data retrieval was carried out for two weeks with the rate of return of the questionnaires distributed reaching 100% because all questionnaires were immediately returned to the researchers after the respondents filled them out.

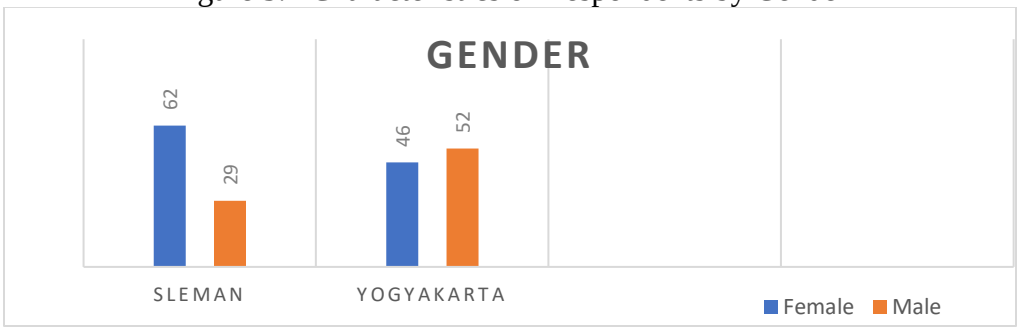
Descriptive Data of Respondent

General description or description of the characteristics of respondents in this study include gender, age, internet using experience, and recent education in Sleman Regency. Detailed description of each respondent's profile will be explained as follows;

a. Gender

The description of the characteristics of respondents based on gender is presented in figure of 3.1 below:

Figure 3.1 Characteristics of Respondents by Gender



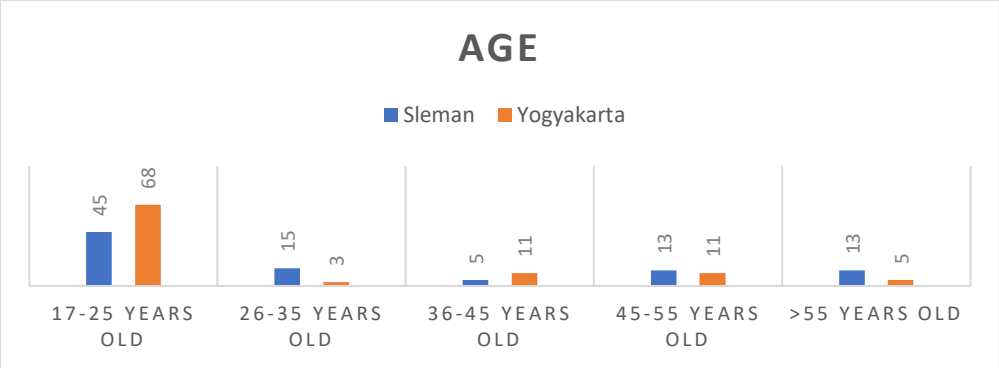
Source: The data is compiled by the primary data, 2018.

Graph 3.8 shows that most of the respondents of Sleman Regency were female of 62 respondents, and the remaining 29 respondents were male. It can be concluded that most of the study respondents were woman. Meanwhile for the Yogyakarta City, most of the respondents were male namely 52 respondents, and the remaining 46 respondents were female. Thus, most of the study respondents in Yogyakarta City were man.

b. Age

The description of the characteristics of respondents based on age can be seen in figure of 3.2 below:

Figure 3.2 Characteristics of Respondents by Age



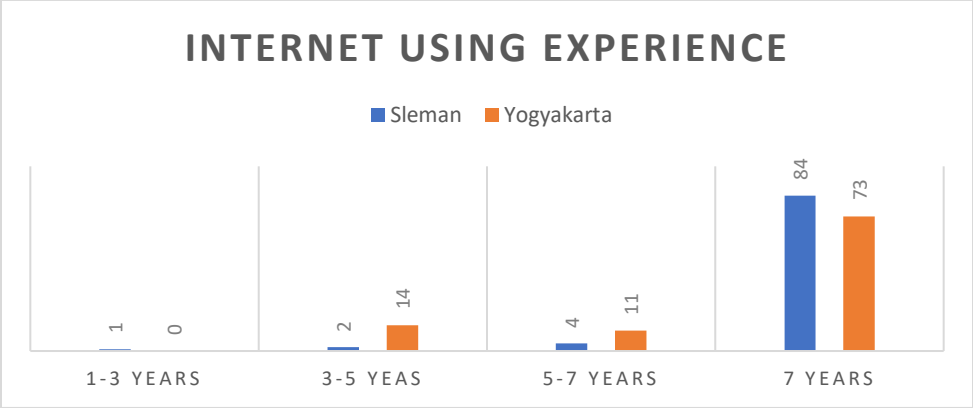
Source: The data is compiled by the primary data, 2019.

Chart of 3.2 shows that most respondent, 45 respondents of Sleman Regency aged around 17-25 years old, and the least respondents were 5 respondents at 46-55 years old. It can be concluded that most respondents were around 17-25 years old. Meanwhile the most respondents of Yogyakarta aged around 17-25 years old were 68 respondents and the least respondents were at 26-35 years old which is only 3 respondents. Therefore, most respondentsin Yogyakarta City are around 15-20 years old.

c. Experience in Using Internet

The description of the characteristics of respondents based on Internet using experience can be seen in figure of 3.3.

Figure 3.3 Characteristics of Respondents by Experience in Using Internet



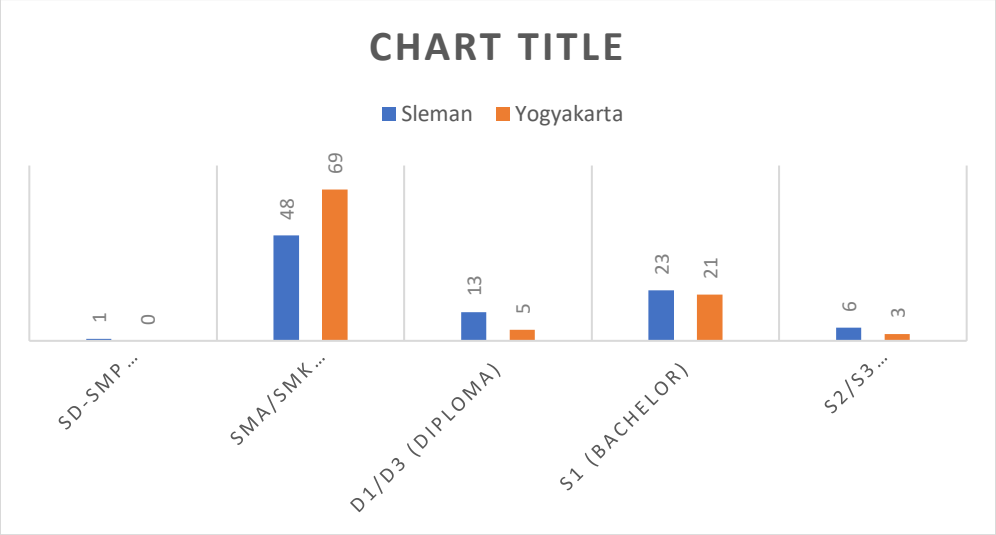
Source: The data is compiled by the primary data, 2019.

Chart of 3.3 shows that most of the respondents of Sleman Regency that have been experienced in using Internet for about more than 7 years were 84 respondents, and the respondents who were the least in using Internet for about 1-3 years was 1 respondent. It can be concluded that most respondents have been experienced using Internet more than 7 years meanwhile most of the respondents of Yogakarta city that have been experienced in using Internet for about more than 7 years were 73 respondents, and the respondents who were the least in using Internet for about 3-5 years were 11 respondents. It can be concluded that most respondents have been experienced in using Internet more than 7 years.

d. Recent Education

The description of the characteristics of respondents based on recent education can be seen in figure of 3.4

Figure 3.4 Characteristics of Respondents by Recent Education



Source: The data is compiled by the primary data, 2019.

Table 3.4 shows that most respondents completed their final education at the senior high school/vocational high school level of 48 respondent, and the respondents who at least completed their last education at elementary/junior high school level (SD/SMP) were 1 person. It can be concluded that most respondents completed their last education at the SMA / SMK level. Meanwhile most respondents of Yogyakarta City have completed their final education at the senior high school/vocational high school level of 69 respondent, and the respondents who at least completed their last education at S2/S3 (Master/Doctoral Degree) were 3 respondents. It can be concluded that most respondents completed their last education at the SMA / SMK level.

B. Result of Research

This part of the chapter will present the results and discussion of data collected from the study sample, consisting 91 samples population from Sleman for Lapor Sleman application, 98 samples population from Yogyakarta city for Jogja Smart Service, government staff from Department of Communication and Informatic of Sleman Regency

and government staff of Department of Communication, Informatic, and Codding of Yogyakarta city. The quantitative data analyzed by of SmartPLS 3.0 program and IBM SPSS Statistics (version 19).

Outer model design was done in order to define how each block of indicators can relate to the Lateent variable. The design of the outer model or measurement model determines the indicator nature of each Lateent variable based on the operational definition. This means, the nature of the indicators of Performance Expectancy (PE), Effort Expectancy (EE), Social Conditions (SI), Facilitating Conditions (FC), Use of the Program in the measurement model is a reflection

Figure 3.5 Outer Model Designing

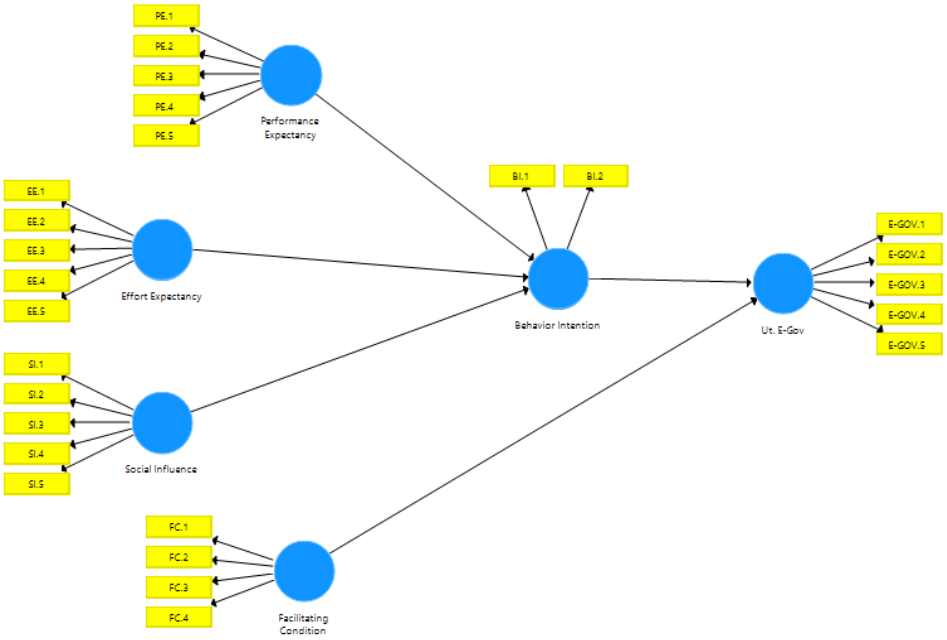


Figure 3.5 shows the design of the relationship model between Performance Expectancy, Effort Expectancy, Social Influence and Behavior Intention and the relationship between Facilitating Condition and Behavior Intention with Utilization of E-Government toward E-Report Application.

The estimation method or estimation model in this study uses PLS Algorithm whose function is to test the Unidimensional of each variable by looking at validity convergent. The reflexive measure of each variable can be said to be high if the correlation value is> 0.50 with the measured variable. (Ghozali, 2008) The following are the results of model estimation using PLS Algorithm**:**

Figure 3.6 Loading Factors of Yogyakarta City

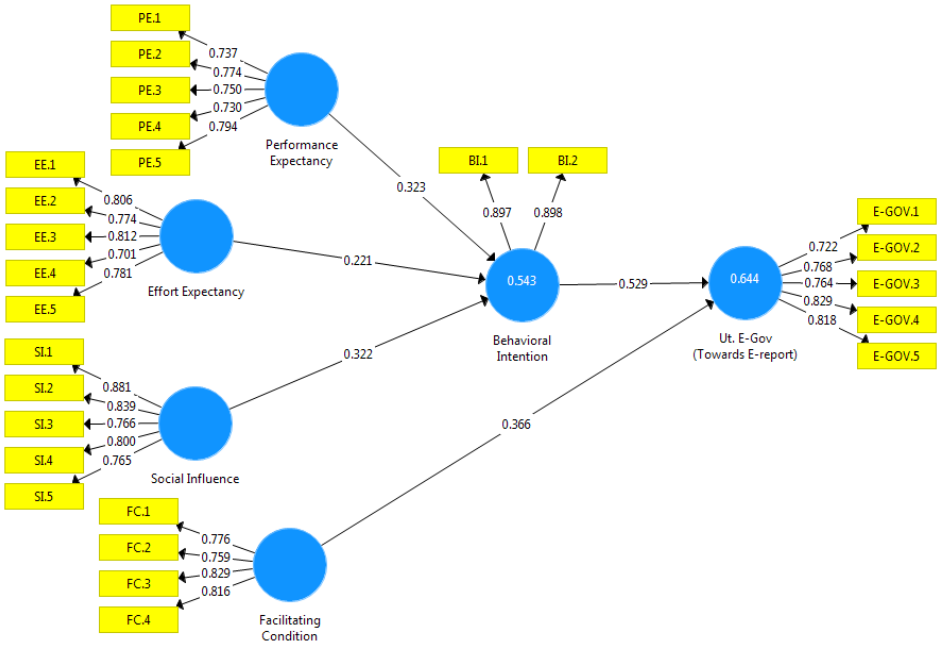


Figure 3.7 Loading Factors of Sleman Regency

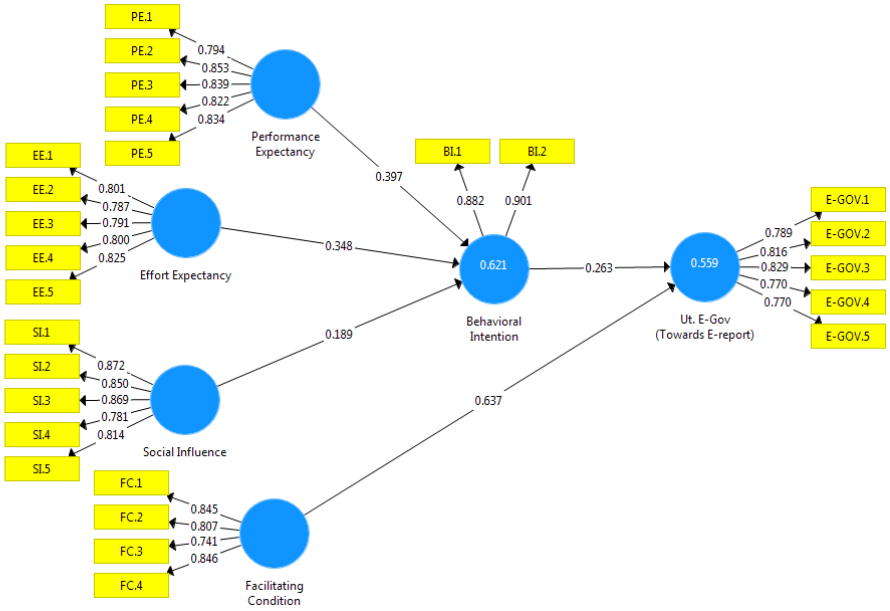


Figure 3.6 and 3.7 above show that each value on the indicator does not have a value of less than 0.50, so the next that can be done is by evaluating the model.

The outer model Examination is done by evaluating the outer model with its reflection indicators. There are 3 criteria of indicators of reflection, namely convergent validity, discriminant validity and composite reliability. The first criteria is convergent validity, Convergent validity with reflexive indicators can be seen from the results of the correlation between the score indicator and the construct (loading factor) which is> 0.50. Variables can be said to be reliable if the score of composite reliability and Cronbach's alpha is> 0.07 (Ghozali, 2008) The comparison of these results can be seen from the outer loading output as follows:

Table 3.1 Outer Model Examination Result

Measurement Model	Result			Critical Value	Model Evaluation
Outer Model					
Convergent Validity	**Variable**	**AVE**		> 0.50	
		Y	**S**		
	PE	**0.574**	**0.687**		Valid
	EE	**0.602**	**0.642**		Valid
	SI	**0.659**	**0.702**		Valid
	FC	**0.633**	**0.658**		Valid
	BI	**0.805**	**0.795**		Valid
	Ut. E-Gov	**0.610**	**0.632**		Valid
Discriminant Validity	**Indicators**	**Cross Loading**		> 0.50	
		Y	**S**		
	PE 1	**0.737**	**0.794**		Valid
	PE 2	**0.774**	**0.853**		Valid
	PE 3	**0.750**	**0.839**		Valid
	PE 4	**0.730**	**0.822**		Valid
	PE 5	**0.794**	**0.834**		Valid
	EE 1	**0.806**	**0.801**		Valid
	EE 2	**0.774**	**0.787**		Valid
	EE 3	**0.812**	**0.791**		Valid
	EE 4	**0.701**	**0.800**		Valid
	EE 5	**0.781**	**0.825**		Valid
	SI 1	**0.881**	**0.872**		Valid
	SI 2	**0.839**	**0.850**		Valid
	SI 3	**0.766**	**0.869**		Valid
	SI 4	**0.800**	**0.781**		Valid
	SI 5	**0.765**	**0.814**		Valid
	FC 1	**0.776**	**0.845**		Valid

	FC 2	**0.759**		**0.807**		Valid
	FC 3	**0.829**		**0.741**		Valid
	FC 4	**0.816**		**0.846**		Valid
	BI1	**0.897**		**0.882**		Valid
	BI2	**0.898**		**0.901**		Valid
	E-GOV 1	**0.722**		**0.789**		Valid
	E-GOV 2	**0.768**		**0.816**		Valid
	E-GOV 3	**0.764**		**0.829**		Valid
	E-GOV 4	**0.829**		**0.770**		Valid
	E-GOV 5	**0.818**		**0.770**		Valid
Composite Reliability	**Variable**	**Cronbach's Alpha**		**Composite Reliability**		
		Y	**S**	**Y**	**S**	
	PE	**0.758**	**0.743**	**0.758**	**0.758**	Reliable
	EE	**0.834**	**0.860**	**0.834**	**0.834**	Reliable
	SI	**0.806**	**0.828**	**0.808**	**0.808**	Reliable
	FC	**0.815**	**0.886**	**0.819**	**0.819**	Reliable
	BI	**0.870**	**0.893**	**0.885**	**0.885**	Reliable
	E-GOV	**0.840**	**0.855**	**0.845**	**0.845**	Reliable

>0.7

Source: The data is compiled by the primary data, 2019.

Validity test results in table 3.1 show that all the questions in each research variable consisting of Performance Expectancy, Effort Expectancy, Social Influence, Facilitating Condition, Behavior Intention, and Utilization of E-Government have a value of loading factor bigger than 0.500 and most variables research have AVE value bigger than 0.500. Thus, it can be concluded that all questions in all research variables are declared valid or have fulfilled the convergent and discriminant validity. The reliability test results in Table 3.1 show that all research variables have a Composite Reliability value greater than 0.70,

and Cronbach's alpha more than 0.06. Therefore, it can be concluded that all the questions contained in each research variable in the questionnaire are declared reliable, then the questionnaire can be used to retrieve research data.

The design of the inner model in this structural model illustrates the relationship between Lateent variables based on the formulation of the problem, the research hypothesis and the theory used. Designing the inner model using PLS Algorithm for both Lapor Sleman and Jogja Smart Service application is shown in figure 3.8 and 3.9.

Figure 3.8 Inner Model Designing Yogyakarta City

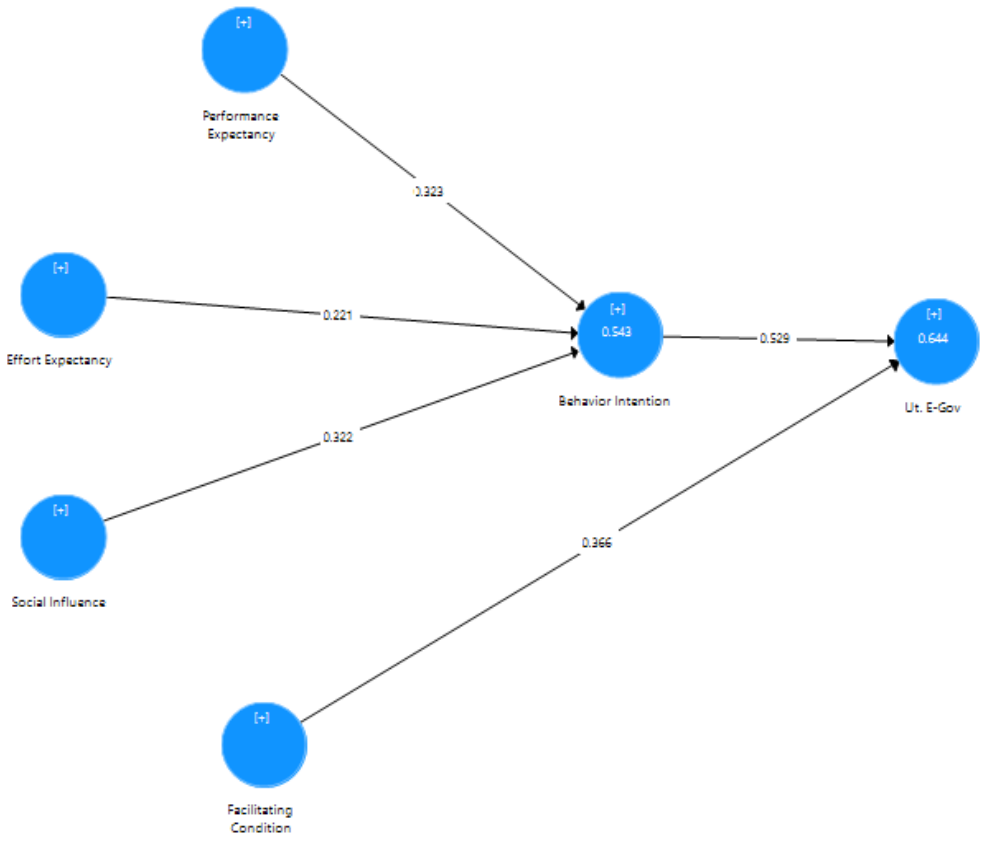
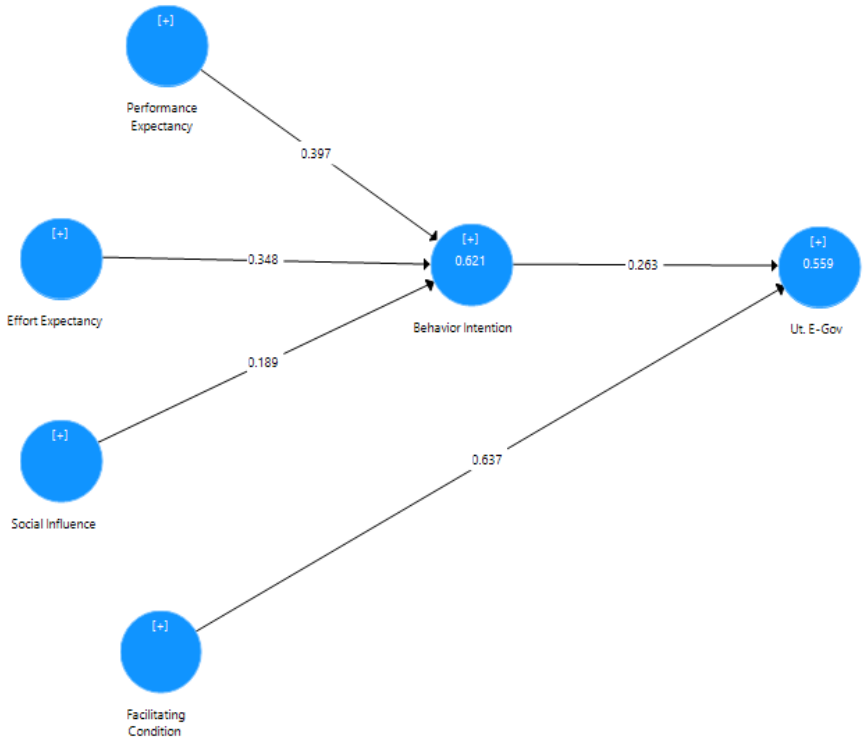


Figure 3.9 Inner Model Designing Sleman Regency



After the design of the model is estimated to have fulfilled the discriminant validity criteria, then the structural model (Inner model) is carried out by looking at the R-Square (R^2) value in the variable. 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). The value of R-Square (R^2) for research in the city of Yogyakarta and Sleman Regency has the following results

Table 3.2 output R Square

Variable	R Square		R Square Adjusted	
	Y	S	Y	S
Behavioral Intention	0.543	0.621	0.528	0.608

Ut. E-Gov (Towards E-report)	0.644	0.559	0.637	0.549

Source: The data is compiled by the primary data, 2019.

The data above explains that for the Yogyakarta City behavior intention is influenced by performance expectancy, efficiency expectancy, social influenced for 0.543, it can be categorized as moderate data and Utilization of E-Government (Towards E-Report) influenced by facilitating condition Behavior Intention of 0.644. it can be categorized as *good* model Meanwhile for the Sleman Regency, behavioral intention is influenced by performance expectancy, efficiency expectancy, social influenced for 0.621, and Utilization of E-Government (Towards E-Report) influenced by facilitating condition Behavior Intention for 0.559. It can be categorized as *good* model.

According to Venkatesh, (2013), the correlation between variables can be seen from the comparison of AVE roots with values between Lateent variables which can be seen in tables 3.2 and 3.3

Table 3.3 Output Average Variance Extracted (AVE)

Variable	**AVE**		$\sqrt{AVE}$	
	Y	**S**	**Y**	**S**
PE	**0.574**	**0.687**	0.758	0.829
EE	**0.602**	**0.642**	0.775	0.801
SI	**0.659**	**0.702**	0.811	0.837
FC	**0.633**	**0.658**	0.795	0.811
BI	**0.805**	**0.795**	0.898	0.891
Ut. E-Gov	**0.610**	**0.632**	0.781	0.795

Source: The data is compiled by the primary data, 2019

Table 3.4 Lateen Variables Correlation

	BI		EE		FC		PE		SI		Ut. E-Gov	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
BI	1.000	1.000	0.618	0.697	0.593	0.252	0.644	0.713	0.615	0.513	0.746	0.423
EE	0.618	0.697	1.000	1.000	0.412	0.456	0.680	0.673	0.551	0.436	0.573	0.458
FC	0.593	0.252	0.412	0.456	1.000	1.000	0.439	0.314	0.464	0.131	0.680	0.703
PE	0.644	0.713	0.680	0.673	0.439	0.314	1.000	1.000	0.530	0.436	0.620	0.420
SI	0.615	0.513	0.551	0.436	0.464	0.131	0.530	0.436	1.000	1.000	0.563	0.219
Ut. E-Gov	0.746	0.423	0.573	0.458	0.680	0.703	0.620	0.420	0.563	0.219	1.000	1.000

Source: The data is compiled by the primary data, 2019.

The correlation between each variable can be seen from the table 3.4. The greatest number of correlations for Yogyakarta City is between Behavior Intention towards the E-Government Utilizing towards E-Report application which is 0.746. Means, the correlation between *Behavior Intention towards the E-Government Utilizing towards E-Report application* is *strong*. Meanwhile for Sleman Regency, the greatest number of correlations is between Behavior Intention towards Performance Expectancy which is 0.713. Means, the correlation between *Behavior Intention towards the Performance Expectancy* is *strong*.

Hypothesis testing between variables namely exogenous variables towards endogenous variables (γ) and endogenous variables towards endogenous variables (β) is done by bootstrap resampling method. The test statistics used is t statistics or t tests. The comparison t value in this study was obtained from table t. The test is significant if the T-statistic is >1.96 and the value of P values is <0.050. (Ghozali:2008)

Table 3.5 Path Coefficient (Mean, STDEV, T-Values) of Yogyakarta City and Sleman Regency

	Original Sample (O)		Sample Mean (M)		Standard Deviation (STDEV)		T Statistics (|O/STDEV|)		P Values	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
BI -> EGOV	0.529	0.263	0.529	0.261	0.091	0.078	5.809	3.369	0.000	0.001
EE->BI	0.221	0.348	0.224	0.224	0.102	0.106	2.158	3.294	0.031	0.001
FC -> EGOV	0.366	0.637 `	0.369	0.645	0.092	0.068	3.960	9.398	0.000	0.000
PE -> BI	0.323	0.397	0.323	0.355	0.101	0.117	3.196	3.395	0.001	0.001
SI-> BI	0.322	0.322	0.189	0.183	0.100	0.079	3.212	2.398	0.001	0.017

Source: The data is compiled by the primary data, 2019.

From the table above, it can be concluded that the overall hypothesis can be accepted because it has a t statistic > 1.97 and p value <0.050. Explanation of the results of the above hypothesis, can be specified per indicators as follows:

1. **E-Government Utilization towards Jogja Smart Service and Lapor Sleman**

   a. **Report resource: Lapor Sleman and Jogja Smart Service**

   Lapor Sleman and Jogja Smart Service is a service application created by local government of Yogyakarta city and Sleman Regency to make reporting process much easier and simple. These applications are one of the embodiments of Special Region of Yogyakarta Smart Province.

   Lapor Sleman was created by the Department of Communication and Informatics of Sleman Regency, as a canal that helps the citizen reporting or complaining problems that happen in Sleman Regency.

Meanwhile, Jogja Smart Service is a mobile-base application created by Department of Communication, Informatics, and Codding of Yogyakarta City as a public service media to help and serve the citizen of Yogyakarta city. This application was launched on 7 July 2018.

Table 3.6 cross-loading of EGOV1

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
EGOV 1	**0.722**	**0.789**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019.

From data above, we can conclude that both first indicator from the dependent variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is more >0.50. It can be said that respondent of Yogyakarta city are using Jogja Smart Service as a report resource for 72%. Meanwhile 79% of respondents of Sleman Regency is using Lapor Sleman. The data is supported by the findings that researcher found on field as explained below.

> "We created Lapor Sleman to make people easier to report a problem, as well as to shorten the service process. So, the citizen no need to worry because just by one application, they can propose a report about problem that happens in the society life." (Results of Interview with the public communication and complaints service section Information and public communication services at the Department of Communication and Informatics, Sleman Regency Mrs. Aya on January 24th, 2019)

Department of Communication and Informatics, Sleman Regency aims the creation of this application to make an easy way for citizen to propose their complaint or report.

> "Our main goals are to make an easy path for the public to report complaints look for information, and also bring public services closer to the community. We use IT advances to create tools to help the community. Hence, we created JSS." (Results of an Interview with the Smart City Development Section of the

Technology and Information Sector of the Yogyakarta City Communication, Informatics, and Coding Department, Mr. Marwianto, on February 4th, 2019)

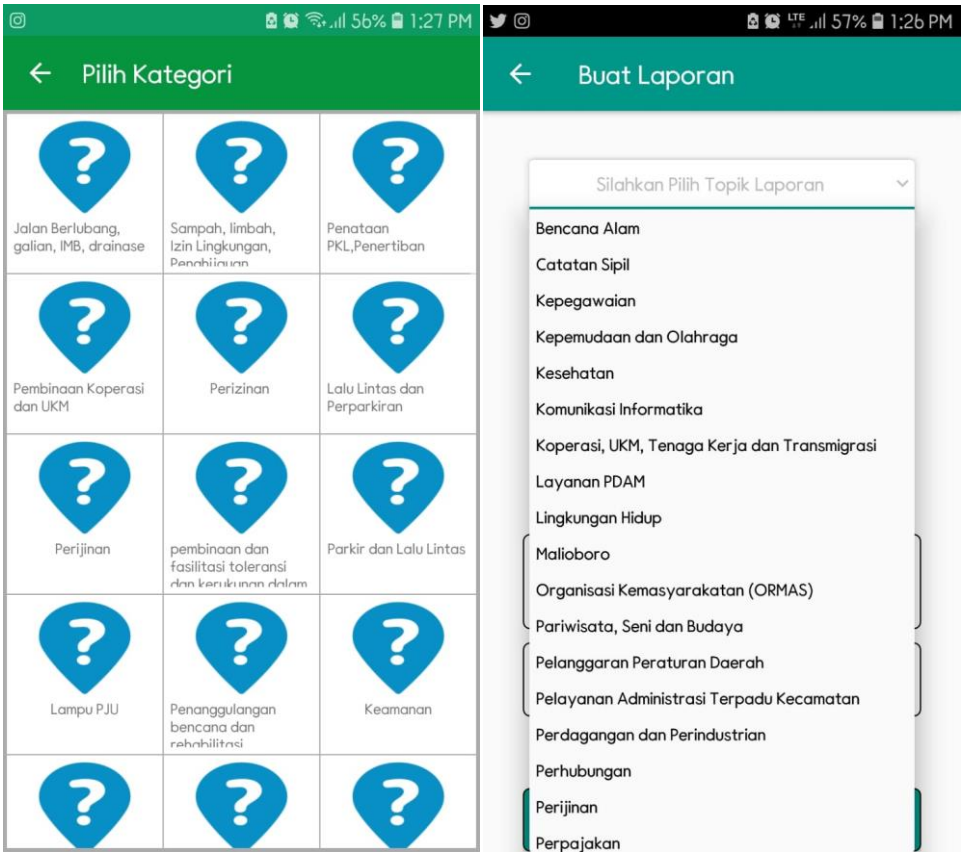
Department of Communication, Informatics, and Codding of Yogyakarta City aims the creation of this application to make an easy way for citizen to propose their complaint or report.

From both interviews, Yogyakarta city and Sleman regency have the same goals to make an easy way for citizen to propose their complaint or report. Therefore, both local government of Yogyakarta City and Sleman Regency created Lapor Sleman and Jogja Smart Service.

b. Content of Report

For both Lapor Sleman and Jogja Smart Service, report content that are proposed by the citizen can be chosen from the category that are provided.

Figure 3.10 Report Category of Lapor Sleman and Jogja Smart Service



Source: Lapor Sleman and Jogja Smart Service.

Table 3.7 Crossloading of EGOV2

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
EGOV 2	**0.768**	**0.816**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019.

From data above, it can be concluded that both second indicator from dependent variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is more than 0.50. Therefore, it can be said that respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 76%. Meanwhile, the respondents of Sleman Regency are using Lapor Sleman for 81%. The data is supported by the result of the interview below.

> "There is an option of report category is already in the application. Therefore, the citizen can choose what type of complaint they will report. It will make both the citizen and SKPD easier to report and handle the complaints"(Results of Interview with the public communication and complaints service section Information and public communication services at the Department of Communication and Informatics, Sleman Regency Mrs. Aya, of January 24th, 2019)

Department of Communication and Informatics, Sleman Regency have a option to categorize the complaint content. This option eases the relevant SKPD because they already know what is the content that has been chosen.

> "We have option for report category and from the chosen option that are already proposed by the citizen, relevant SKPD will receive a notification about the problem they need to solve. This option was created in order to differentiate the problem that proposed by the reporter, also to make SKPD easier to solve the problem." (Results of an Interview with the Smart City Development Section of the Technology and Information Sector of the Yogyakarta City Communication, Informatics, and Coding Department, Mr. Marwianto, February 4th, 2019)

From the result of interviews, both side of Yogyakarta City and Sleman Regency have similar path to categorize the complaint content. Both applications have a menu options to choose the complaint content. This option eases the relevant SKPD because they already know the content that has been chosen so they will prepare how to solve the problem.

c. Complaints handling unit and report

It is units that accommodate, identify, and determine the priority scale of complaints to then be distributed to the relevant government unit (SKPD). Later, SKPD will take a responsibility of to the report. Both Lapor Sleman and Jogja Smart Service have the category of report. From this option, each SKPD will receive a notification whenever the citizen chooses the complaint content related to the relevant SKPD.

Table 3.8 Cross-loading of EGOV3

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
EGOV 3	**0.764**	**0.829**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both third indicator from dependent variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, the respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 76%. Meanwhile for respondent of Sleman Regency is using Lapor Sleman for 82%. The data is supported by the findings that researcher found on field.

> "We always keep every SKPD alarmed because the server will automatically identify the complaint category that has been chosen by the citizen. Thus, the relevant SKPD will know when they are needed to solve a complaint. However, the problem that usually occurred in the reality is, the citizen often misidentify the category they proposed. Therefore, when that kind of problem happened, it is our job, Department of Communication, Informatics, and Codding of Yogyakarta city to inform the right SKPD. It can be informed via e-office for the ASN in the application itself, or it can be informed via other media." (Results of an Interview with the Smart City Development Section of the Technology and Information Sector of the Yogyakarta City Communication, Informatics, and Coding Department, Mr. Marwianto, on February 4th, 2019)

Sleman Regency are responsible to inform the relevant SKPD about the complaint content that is proposed by the citizen. Department of Communication and Informatics of Sleman Regency then informs to the relevant SKPD via email or WhatsApp.

> "Department of Communication and Informatics of Sleman Regency as a facilitator of a service distributies a complaint to each SKPD via WhatsApp group and email. Thus, we make sure that the relevant SKPD know about the complaint proposed and will fix it right away." (Results of Interview with the public communication and complaints service section Information and public communication services at the Department of Communication and Informatics, Sleman Regency Mrs. Aya, on January 24th, 2019)

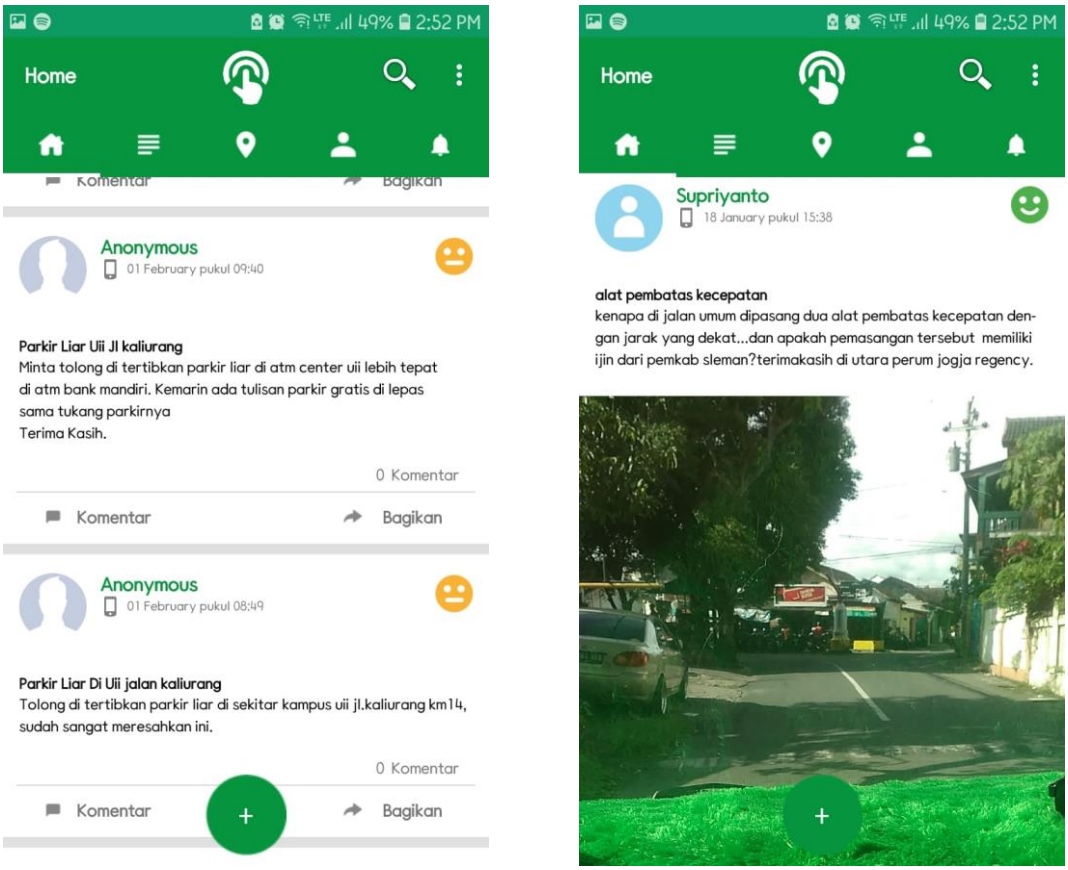
Sleman Regency are responsible to inform the relevant SKPD about the complaint content that is proposed by the citizen. Department of Communication, Informatic, and Codding of Yogyakarta City will later inform to the relevant SKPD via Jogja Smart Service in a feature e-office as a menu for ASN to send letter or information to each SKPD

From the result of interviews, both Yogyakarta City and Sleman Regency are responsible to inform the relevant SKPD about the complaint content that is proposed by the citizen. Meanwhile, Jogja Smart Service have e-office as a menu for ASN to send letter or information to each SKPD, Department of Communication and Informatics of Sleman Regency inform relevant SKPD via email or WhatsApp.

d. Report response

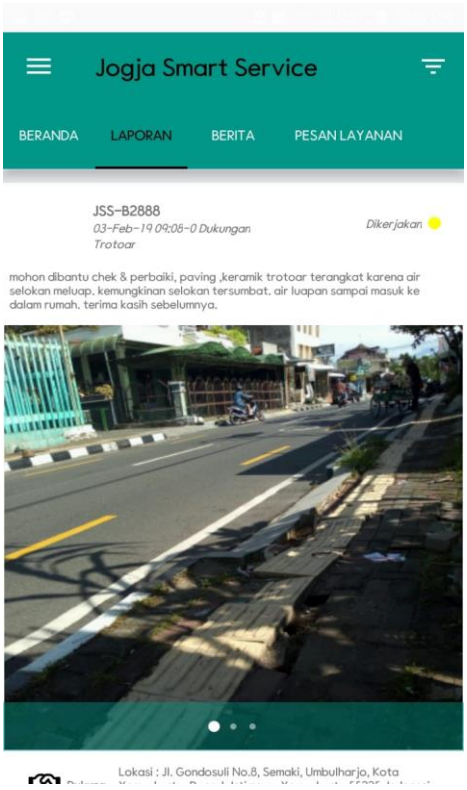
Response from *Lapor Sleman*, JSS, and relevant SKPD towards the complaint report received are shown in both application by signs. For Lapor Sleman, the solved complaint was represented by a green smile. Meanwhile the unsolved complaint was marked as a yellow straight face. For Jogja Smart Service, the solved complain was marked by green dots, the under solving was marked by yellow dots meanwhile the unsolved complaint was marked by red dots.

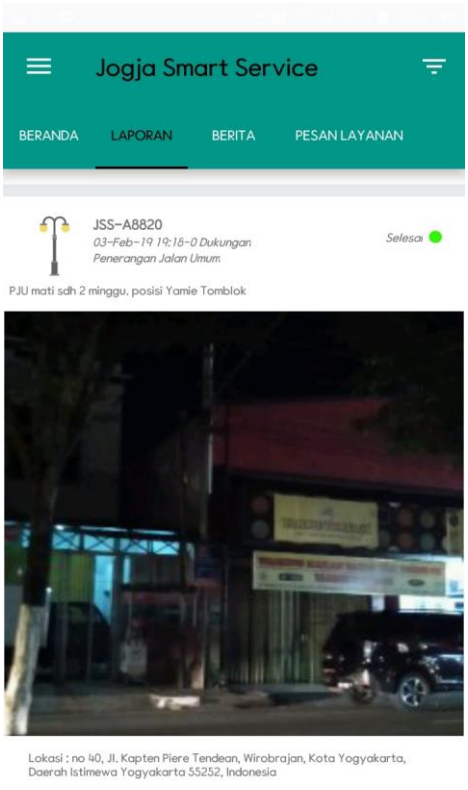
Figure 3.11 Lapor Sleman Report Respond Sign

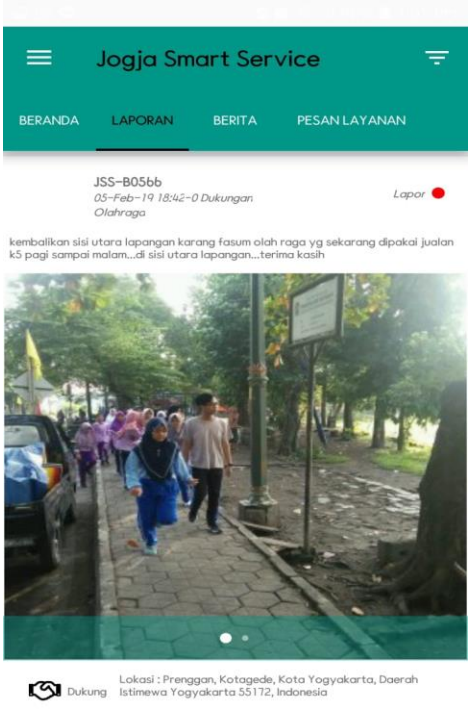


Source: Lapor Sleman Application

Figure 3.12 Jogja Smart Service Respond Sign







Source: Lapor Sleman Application

Table 3.9 Cross-loading of EGOV4

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
EGOV 4	**0.829**	**0.770**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, it can be concluded that both fourth indicator from dependent variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is more 0.50. In conclusion, the respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 82%. Meanwhile for respondents of Sleman Regency are using Lapor Sleman for 77%. The data is supported by the result of interview as follows:

> "Once the complaint entered to our server, the sign will be in a form of yellow straight face. Then, our team will make a first response to inform the relevant SKPD. Moreover, when the relevant SKPD already take a hand to the problem and solve it, we will change the sign into a green smile face. This sign was created in order to differentiate the solved one and unsolved one" (Results of Interview with the public communication and complaints service section Information and public communication services at the Department of Communication and Informatics, Sleman Regency Mrs. Aya, January 24th, 2019)

Department of Communication and Informatics, Sleman Regency differentiate the report solving by sign. As for Lapor Sleman, the sign for solved one is green smile meanwhile the yellow straight face is for the unsolved one.

> "After the complaint entered and the relevant SKPD has been informed, the notification will be changed into a yellow color. That means, the problem is under working. We work as effective as possible until it was done, and the notification will be turned into a green color. These color signs are created in order to inform the citizen the development of the report."(Results of an Interview with the Smart City Development Section of the Technology and Information Sector of the Yogyakarta City Communication, Informatics, and Coding Department, Mr. Marwianto, on February 4th, 2019)

Yogyakarta City Communication, Informatics, and Coding Department differentiate the report solving by sign. The sign for unsolved one is red, the under repair is yellow and the solved one is green.

From the result of interviews, both Yogyakarta City and Sleman Regency differentiate the report solving by sign. As for Lapor Sleman, the sign for solved one is green smile while the yellow straight face is for the unsolved one. For Jogja Smart Service, the sign for unsolved one is red, the under repair is yellow and the solved one is green.

2. Feedback

Feedback from the reporters to SKPD through *Lapor Sleman* dan JSS related to citizen's report, is describe below.

Table 3.10 Cross-loading of EGOV5

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
EGOV 5	**0.818**	**0.770**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both fifth indicator from dependent variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondent of Yogyakarta city are using Jogja Smart Service as a report resource for 81%. Meanwhile for respondents of Sleman Regency using Lapor Sleman are 77%. The data is supported by the findings that researcher found on field.

> "Usually, the citizen give their feedback not via application itself. They often post it on social media such as Instagram, Facebook, or Twitter. They usually tag us or mention us on twitter @kabarsleman and say thank you or any words appreciation to our work that have been done to solve their proposed complaint via Lapor Sleman." (Results of Interview with the public communication and

> complaints service section Information and public communication services at the Department of Communication and Informatics, Sleman Regency Mrs. Aya, on January 24th, 2019).

For feedback for Lapor Sleman is already positive. Usually the citizen would deliver it via social media, such as mentioning on twitter or Instagram @kabarsleman that are handled under Department of Communication and Informatics of Sleman Regency

> "Feedback from the citizen so far is good. The JSS application is currently getting a very positive response from the citizen. People welcome this application because so far, we already have more than 10 thousand downloaders from Google Play Store. In addition, the citizen has so far been satisfied with the handling of the problems that have occurred. The feedback from society also comes from social media such as twitter, Instagram and Facebook." (Results of an Interview with the Smart City Development Section of the Technology and Information Sector of the Yogyakarta City Communication, Informatics, and Coding Department, Mr. Marwianto, February 4th, 2019)

In addition, the feedback for Jogja Smart Service is already positive. The citizen welcome the application and usually they would deliver their ideas on social media. For example, on twitter or Instagram @pemkotjogja that handled under Human Resouce of Yogyakarta City Communication, Informatics, and Coding Department.

From the result of interviews, both side of Yogyakarta City and Sleman Regency receive a positive feedbacks from the citizen that are usually delivered on social media. Even though the citizen were not giving feedback from the application directly, but they gave a supportive action by mentioning both official account of local government of Yogyakarta City and Sleman regency about the appreciation after fixing problems that are reported via Lapor Sleman and Jogja Smart Service Application.

2. Performance Expectancy

a. Using e-report application can solve problem

Citizen can propose a complaint report via Jogja Smart Service and Lapor Sleman, and both applications are expected to solve the citizen's problem.

Table 3.11 Output Cross Loading PE1

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
PE 1	**0.737**	**0.794**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, it can be concluded that both first indicator from first variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 73%. Meanwhile for respondent of Sleman Regency is using Lapor Sleman are for 79%. The data is supported by the findings that researcher found from the interviews as follows:

> "This application is easy for me to use. It only needs an Internet connection to propose a complaint. It doesn't need to come to the office anymore, which is good to save time and money." (Result of interview with Mr Tian, User of Sleman Report Application, on January 5th, 2019).

Lapor Sleman users agree that they obtain ease they got after using the application.

> "Since I used this application, I became more aware to the situation around me. In addition, by using this application I no longer need to bother coming to the related office. It eases me" (Results of interviews with Ms. Ana as a Jogja Smart Service Application user, January 4, 2019)

Furthermore, Jogja Smart Service users agree that they receive the ease they got after using the application helps to ease them and they become more aware to the environment surroundings. They found the application useful because both applications cut the conventional reporting process which ineffective.

It can be seen from the interview of both users of Lapor Sleman and Jogja Smart Service that they feel the ease they got after using the application. Besides cutting the conventional reporting process, the application utilize the IT development to create an application-base report channel which help the citizen to report problems that occur in the town.

b. The function of the e-report application is to help reporting a problem

Both Jogja Smart Service and Lapor Sleman are expected to be able to help the citizen in reporting any problems that occur in the society life.

Table 3.12 Output Cross Loading PE2

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
PE 2	**0.774**	**0.853**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both second indicator from first variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 77%. Meanwhile for respondents of Sleman Regency are using Lapor Sleman for 85%. The data is supported by the findings that researcher found on field.

> "The purpose of making this application is to make it easier for the citizen to propose a report and to make it simpler on the reporting process. We create applications that are easily accessible to the public. Because it keeps up with the times, now all activities in the community are IT based. Therefore, Government made a new breakthrough in accordance with the development of IT. Hence, Sleman Report is created. to help the community in submitting complaints." (Results Interview with the public communication and complaints service

> section Information and public communication services at the Department of Communication and Informatics, Sleman Regency Mrs. Aya, on January 24th, 2019)

To make it easier for the citizen easier to propose a report and to make it simpler on the reporting process, the Department of Communication and Informatics of Sleman Regency take advantage of IT developments to create a service application.

> "Our goal is to make this application as a tool that will be useful to help the citizen propose any complaints that occur in social life. in addition, hopefully, this application will be a mainstay for the citizen." (Results of an Interview with the Smart City Development Section of the Technology and Information Sector of the Yogyakarta City Communication, Informatics, and Coding Department, Mr. Marwianto, on February 4th, 2019)

The purpose of making Jogja Smart Service is to ease the citizen to propose a report and this application is expected to be a main support for the citizen.

In short, both side of Yogyakarta city and Sleman Regency share the same goals to make the application as a mainstay to use whenever needed, because the function of this applications, help to ease the citizen to report any problems in social life.

c. E-Report Application are useful for users

Table 3.13 Output Cross Loading PE3

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
PE 3	**0.750**	**0.839**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

The table shows that both third indicator from first variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondent of Yogyakarta city are using Jogja Smart Service as a report resource for 75%. Meanwhile for respondent of Sleman Regency is

using Lapor Sleman for 83%. The data is supported by the findings that researcher found on field.

> "It is useful. I really appreciate government's effort to create an IT service breakthrough like this, because nowadays gadgets and internet are everything. All people of different ages can use gadgets and internet. Thus, an application like this is very useful to ease us to communicte to the government. It makes me want to rely on the application whenever I face a trouble that can government handle." (Results of interviews with Ms. Ana as a Jogja Smart Service Application user, on January 4th, 2019)

> "This application is very useful, because only by opening the application via cellphone, I can report problems or ask for information that I don't know. I myself have proven it. At that time, I reported about the problem of the broken street light. I gave a location and a photo of the broken street light. Then one day after, the problem of the dead street lights was successfully handled properly. Thus, in my opinion this application is very useful ..."(Results of interview with Mrs. Tiara as a user of Lapor Sleman Application, on January 3rd, 2019)

From the interview results with both applications users, it can be concluded that the application is useful to solve their problem. Moreover, they appreciate the effort that the government put to create this application

d. E-Report applications can increase productivity

Table 3.14 Output Cross Loading PE4

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
PE 4	**0.730**	**0.822**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both fourth indicator from first variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondent of Yogyakarta city are using Jogja Smart Service as a report resource for 73%. Meanwhile for respondents of Sleman

Regency is using Lapor Sleman are 82%. The data is supported by the result of the interview below.

> "Since I used this application, I became more productive to pay attention to the situation around me. In addition, by using this application I no longer need to bother coming to the related office." "(Interview with Mr. Hendra as a Jogja Smart Service Application user on January 30th, 2019)

The users of Jogja Smart Service become more productive after installing the application because they are more aware with the surrounding environment. The intention to use the application also become high because of this awareness.

> "Since I used this application, I become more attentive in the surrounded environment. Whenever I find a problem, I can report it directly on the application, because I think awareness to help the government is from ourselves." (Result of interview with Mr Tian, User of Sleman Report Application, on January 5th, 2019).

The users of Lapor Sleman become more attentive in observing the environment application. The intention to use the application also become higher because of this awareness. Both users of Lapor Sleman and Jogja Smart Service agreed that using both applications make them more productive and aware to the surrounding environment.

e. **Services from e-report applications are real time**

Table 3.15 Output Cross Loading PE5

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
PE 5	**0.794**	**0.834**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both fifth indicator from first variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 79%. Meanwhile for respondents of Sleman

Regency are using Lapor Sleman are 83%. The data is supported by the findings that researcher found on field below.

> "Complaints reported from the public must also be real time, or really happen by attaching picture as an evidence of the problem. This application also has feature that connects to the GPS on the smartphone. That means the reporter, propose the real report that is happening at the right place." (Results of an Interview with the Smart City Development Section of the Technology and Information Sector of the Yogyakarta City Communication, Informatics, and Coding Department, Mr. Marwianto, on February 4th, 2019)

The problems reported are real time because the device is connected directly to the GPS where the reporters make a complaint propose. This feature was made in order to justify the report are real or not and cannot be manipulated

> "We make a program that can only take photos right away, not what can be attached from the mobile gallery because we try to minimize the misuse of the application. Later, if for example someone took a picture from the gallery, then when our team went to listed location, the picture did not match, it means there was manipulation reporting." (Results Interview with the public communication and complaints service section Information and public communication services at the Department of Communication and Informatics, Sleman Regency Mrs. Aya, on January 24th, 2019)

Lapor Sleman has supporting features such as locations that are detected directly through GPS and direct photo features. The reporter also can provide evidence that the services which will be received by the community are real time. Both applications services are real time because both applications are featured by GPS.

3. Effort Expectancy

a. Consciousness of easy to use

Table 3.16 Output Cross Loading EE1

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
EE 1	**0.806**	**0.801**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both first indicator from second variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 80%. Meanwhile for respondent of Sleman Regency is using Lapor Sleman for 80%. The data is supported by the findings below..

> "...This application is easy to use because I already know how to use this application. After all, nowadays everything is full of gadgets. Thus, I think if the age of the users are productive age and familiar with the internet, you can certainly use this application. People also become more interested in using this application because when they need to communicate with the government, it is easier." (Results of interviews with Miss Hana, Jogja Smart Service Application Users, on January 7th, 2019)

Jogja Smart Service is easy to use because the direction and features are clear. Therefore, the users who are already familiar with operating a smartphone will understand how to use it.

> "This application is easy for me to use because I am already adept at using a smartphone. Moreover, the menu and features inside are simple. People can easily tell which icon should be chosen to write a complaint because there is a drawing like paper, pen, etc. That is very useful." (Result of interview with Mr Tian, User of Sleman Report Application, on January 5th, 2019).

Lapor Sleman is easy to use because the system itself is simple. Therefore, the users that already familiar with operating a smartphone will understand how to use it.

b. Users understand using service applications

Table 3.17 Output Cross Loading EE2

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
EE 2	**0.774**	**0.787**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both second indicator from second variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondent of Yogyakarta city are using Jogja Smart Service as a report resource for 77%. Meanwhile for respondents of Sleman Regency using Lapor Sleman are 78%. The data is supported by the findings that researcher found on field.

> "Since I am expert in using my own smartphone and have been using Internet for more than 10 years, of course I can easily operate the application. It is very easy to use because all the direction and menus are clear." (Results of interviews with Miss Hana, Jogja Smart Service Application Users, on January 7th, 2019)

The users of Jogja Smart Service agree that the application is easy to understand. Therefore, they can operate the application well.

> "All the direction and menus are in order, so I do not get confused when I first install the application. It is very easy to use and simple. Not confusing." (Result of interview with Mr Tian, User of Sleman Report Application, January 5, 2019).

The users of Lapor Sleman also agree that the application is not confusing. Both users of Lapor Sleman and Jogja Smart Service have already understood how to use the application because basically, they have been using Internet and smartphone from a long time. The simplicity of this application does not confuse them in operating the application.

c. Operating Simplicity

Table 3.18 Output Cross Loading EE3

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		

EE 3	**0.812**	**0.791**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both third indicator from second variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondent of Yogyakarta city are using Jogja Smart Service as a report resource for 81%. Meanwhile for respondents of Sleman Regency using Lapor Sleman are 79%. The data is supported by the result of the interview below.

> "It is very simple to use. All we need is an internet connection to propose one report. And each menu has their own icon and information. So, it easier to identify the features we needed" (Results of interviews with Miss Hana, Jogja Smart Service Application Users, on January 7th, 2019)

The users of Jogja Smart Service agree that the application is easy to use and understand.

> "It is very simple to use because the direction and the menu is clear, Thus, I think I have no problem in running the application. Even though maybe there are some server bugs that I have met, such as I cannot open comment for every report. I hope government will fix this soon"

The user of Jogja Smart Service also agree that the application is simple to use.

Both users of Lapor Sleman and Jogja Smart Service have no difficulties in operating the application. Unless, for Lapor Sleman there are still server bugs that disturbing the users in doing their report activities

d. The use of complaint services is the right and effective idea

Table 3.19 Output Cross Loading EE4

Indicators	**Cross Loading**		**Critical Value**	**Explanation**
	Y	S		
EE 4	**0.701**	**0.800**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, it can be concluded that both fourth indicator from second variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 70%. Meanwhile for respondents of Sleman Regency using Lapor Sleman are 80%. The data is supported by the findings on field as follows.

> "I agree with the government's breakthrough this time. in the era of globalization, it must be made all electronic. The realization is by creating this application to eases the citizen in receiving their right to report a complaint or getting more information." (Results of interviews with Miss Hana, Jogja Smart Service Application Users, on January 7th, 2019)

The users of Jogja Smart Service agree that government has already make the right decision to create this application because it helps the citizen a lot.

> "The idea is fresh and in accordance with the development era of globalization. I really appreciate government decision to create this useful apps with variative features. It helps the citizen a lot." (Result of interview with Mr Tian, User of Sleman Report Application, on January 5th, 2019).

Furthermore, the user of Lapor Selman appriciate government to create this application because it helps the citizen a lot.

e. The use of complaint services can reduce effort and time

Table 3.20 Output Cross Loading EE5

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
EE 5	**0.781**	**0.825**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both fifth indicator from second variable of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. therefore, it can be said that respondent of Yogyakarta city is using

Jogja Smart Service as a report resource for 78%. Meanwhile for respondent of Sleman Regency using Lapor Sleman are 82%. The data is supported by the findings that researcher found on field.

> "Of course, reducing time and effort. We do not need to come to the office just to report a problem or asking something. This application helps a lot in reducing wasting time in the road to come here just to propose a complaint. Why we should do that when the government already provide a good application to cut the steps? This application is good enough." (Results of interviews with Miss Hana, Jogja Smart Service Application Users, on January 7th, 2019)

The user of Jogja Smart Service agree that the application help to reduce time and effort. Therefore, the application it helps the citizen a lot.

> "I agree. That is the purpose of Internet. To reduce time and effort. And Lapor Sleman exist to reduce effort and time of the citizen. Just by one click, a complaint or question has already arrived on government desk, right? So, I agree that this application can reduce time and effort." (Result of interview with Mr Tian, User of Sleman Report Application, January 5, 2019).

The user of Jogja Smart Service agree that the application help to reduce time and effort. Therefore, the application it helps the citizen a lot.

From the interviews, it can be concluded that both users of Lapor Sleman and Jogja Smart Service agreed that both applications can reduce time and effort for the user. Therefore, they intend to use the application continuously.

4. Social Influence

a. Social Media

Table 3.21 Output Cross Loading SI1

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
SI1	**0.881**	**0.872**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, it can be concluded that both first indicator from variable third of Yogyakarta city and Sleman Regency have a valid data because the value of cross-

loading is >0.50. Therefore, it can be said that respondents of Yogyakarta city using Jogja Smart Service as a report resource for 88%. Meanwhile for respondents of Sleman Regency using Lapor Sleman are 87%. The data is supported by the findings that researcher found on field.

> "I use this application because I saw a post on Twitter @kabarsleman, regarding the reporting of damaged roads or damaged traffic signs, or other problems, the location and image can be directly detected in this application. Therefore, I am downloading this application for the future to be able to immediately report the problems that occur. "(The results of the interview with Mrs. Adinda as a user of the Lapor Sleman Application, on January 10th, 2019)

The user of Lapor Sleman would have known this application from many channels. However, the most active socialization is through social media because it can be reached easily by everyone.

> "... Socialization is currently still being pursued, especially on Social Media. Therefore, we installed this advertising video about Lapor Sleman on Facebook, Twitter and Instagram. We always include a post about the Sleman Report to make it easier for people to look for it." (Results Interview with the public communication and complaints service section Information and public communication services at the Department of Communication and Informatics, Sleman Regency Mrs. Aya, on January 24th, 2019)

Socialization for Lapor Sleman are still being pursued by the Department of Communication and Informatics, Sleman Regency. Moreover, they do the socialization through a lot of channel. especially through Social Media.

> "...Socialization for this application involves many parties, sstarting from community activities, from one region to another. The government also hopes that the public will participate in socializing this application. Apart from activities, other socializations are also carried out on social media, namely from print and electronic media." (Results of Interviews with Section Development of Smart City from the Technology and Informatics Sector of the Yogyakarta City Communication, Informatics and Coding Office Mr. Marwianto, on February 4th, 2019)

Yogyakarta City Communication, Informatics and Coding Department have involved many parties in socializing the application of Jogja Smart Service. Besides through events, socialization is also done on electronic and printed social media.

From the interview, it can be concluded that both Yogyakarta City and Sleman Regency are successful in promoting their applications on Social Media, because they receive many respons from the citizen via Social Media.

b. Environment Influence

Table 3.22 Output Cross Loading SI2

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
SI2	**0.839**	**0.850**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both second indicator from variable third of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 83%. Meanwhile for respondents of Sleman Regency using Lapor Sleman are 85%. The data is supported by the findings that researcher found on field.

> "When I saw a broken road lights or an error traffic lights I always wonder where I should report this, and then I start googling to look for an answer. Since I live in Yogyakarta, I look for the report handling unit in Yogyakarta. At first, I found LAPOR! Application but that is for the province if I'm not mistaken. Then I saw a suggestion below that leads me to install Jogja Smart Service Application. Now I know where I should report whenever I see a problem in the social life" (The results of the interview with Mr Hasan as a user of the Jogja Smart Service Application, on January 11th, 2019)

Environment also can influence the users to use the application. Like what Mr Hasan said, he was getting confused whenever he saw a broken public facilitation. This condition leads him to find Jogja Smart Service.

> "I always confused where should I place a report whenever I saw a broken road. I tried to complaint to *Ketua RT* near my place. And then he also does not know how to solve the problem. Therefore, I tried to ask the government staff when I went to take my identity card. They suggest me to use Lapor Sleman Application or report it via social media. Since then, I become a user of this application and often watching over the application." (The results of the interview with Mr Ditya as a user of the Jogja Smart Service Application, 3rd January 2019)

The similar thing also happens for Mr Ditya, the user of Lapor Sleman. He did not know where he should place a report whenever he saw a broken public facilitation. Therefore, he searched and found out that Lapor Sleman can solve this problem.

The interview results show that there is an environment influence towards the initiative in using both applications.

c. government influence

Table 3.23 Output Cross Loading SI3

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
SI3	**0.766**	**0.869**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, it can be concluded that both third indicator from variable third of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondent of Yogyakarta city are using Jogja Smart Service as a report resource for 76%. Meanwhile for respondenst of Sleman Regency using Lapor Sleman for 86%. The data is supported by the result of the interview below.

> "I know this application from KOMINFO. Since I am active in UMKM, and come to town hall often, I receive a socialization about this application and start using it to sell my stuff. I join the dodolan test in this application and I feel this application are useful. Ever since then, I always use this application." (The results of the interview with Mrs Sutina as a user of the Jogja Smart Service Application, on 5th January 2019)

There is a socialization from Department of Communication, Informatics, and Codding of Yogyakarta city about Jogja Smart Service. Through the event, they tried to make people know about the existent of this application.

> "I know it from the pamphlet that are distributed by the government when there is socialization from the local government. I forgot the event, but I remember that they promoted Lapor Sleman in the end of the event and distributed the pamphlet, so I know this application from that." (The results of the interview with Mrs Linda as a user of the Lapor Sleman Application, on 12th January 2019)

Department Communication and Informatic of Sleman Regency did the socialization by involving many parties. One of the effort is by distributing a pamphlet about Lapor Sleman.

> "Whereas specifically for teenager it can be socialized through school. We are indeed responsible for the socialization of this application, but other parties also helped in the dissemination of this application. In addition, our marketing also sees the needs of the community. Such as features of basic prices, job information features, then there is information on tourism events. That's all the needs of the community. Thus, the government is trying to attract the attention of the community to use this application from interesting features like I mentioned earlier. "(Results of Interview with Smart City Development Section of the Technology and Informatics Division of the Yogyakarta City Communication, Informatics, and Coding Department, Mr. Marwianto, on February 4th, 2019)

The interview result shows that the both users of both applications are getting information about this application from government socialization

d. Acquaintance Suggestion

Table 3.24 Output Cross Loading SI4

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
SI4	**0.800**	**0.781**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, it shows that both fourth indicator from variable third of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondent of Yogyakarta city are using Jogja Smart Service as a report resource for 80%. Meanwhile for respondents of Sleman Regency using Lapor Sleman are 78%. The data is supported by the findings below.

> "I use this application because of a recommendation from the *Ketua RT*. He said there was indeed a socialization from the Yogyakarta City Government that this application was launched to help the citizen. I, myself want to know how this application works since it was notified directly by the *Ketua RT*. Thus, I tried to report the broken street lights in the Patangpuluhan area, Wirobrajan. The process is fast. The next day I passed by, the lights had been repaired. "(Interview with Mr. Hendra as a Jogja Smart Service Application user, on January 16th, 2019)

Ketua RT's suggestion encouraged Mr Hendra to use Jogja Smart Service. After using it, Mr Hendra found that the application was useful. Therefore, he intends to use it continuously.

> "My friend is a staff of Regency office She suggests me to use this application because she saw a broken road near my house. She also teaches me how to register and run the application. Since then I found that this application is useful and start to use it often."(The results of the interview with Mrs. Nindy as a user of the Lapor Sleman Application, on January 10th, 2019)

Mrs Nindy followed the recommendation from her acquaintance to use Lapor Sleman.

In short, an acquaintance leads the initiative to use the applications. Both users of the applications that their acquaintance suggest them to use the application and they voluntarily use it.

b. Following Trend

Table 3.25 Output Cross Loading SI5

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
SI5	**0.765**	**0.814**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, it can be concluded that both fifth indicator from variable third of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondent of Yogyakarta city using Jogja Smart Service as a report resource for 76%. Meanwhile for respondents of Sleman Regency is using Lapor Sleman are 81%. The data is supported by the findings that researcher found on field.

> "If the trend that is happening now is using an application to ease everyday life, that yes I follow the trend. I use this application to ease me in proposing a complaint also helping me to find more information that are happening in Yogyakarta City." (The results of the interview with Mrs. Adinda as a user of the Lapor Sleman Application, on January 10th, 2019)

Current trends is suggest the users to use the appreciation and be a smart and wise citizen.

> "Well, using a smartphone itself is already following the trend, I guess. So yes, I do follow the trend to use this application. Because right now everything is application-base, website-base, and internet-base. Government has followed up with the trend. That is good." (The results of the interview with Ms. Hana as a user of the Lapor Sleman Application, 10 January 2019)

From the Interview results, it can be concluded that both users of both applications followed the trend to use the application as a tools that help them to support their daily life.

5. **Facilitating Condition**
   a. **Have a gadget to use the service application**

Table 3.26 Output Cross Loading FC1

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
FC1	**0.776**	**0.845**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both first indicator from variable fourth of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 77%. Meanwhile for respondents of Sleman Regency is using Lapor Sleman are 84%. The data is supported by the findings that researcher found on field.

> "Gadget is a must have item. Of course, I have. That is the most important part because with it we can download and use the application. This is globalization era and we need to globalize. Gadget help us with it." (Results of interviews with Miss Hana, Jogja Smart Service Application Users, on January 7th, 2019)

The interview result shows that users of Jogja Smart Service applications must have a supported device to run the application.

> "I think in the era of globalization like now gadgets are a means of supporting everyday life, so, I have one to help me in communicating and looking for information. Thanks to gadget too because I found Lapor Sleman by opening twitter in my phone," (The results of the interview with Mrs. Adinda as a user of the Lapor Sleman Application, on January 10th, 2019)

The result if interview above shows that both users of both applications must have a gadget to run the application. Which is relevant to the use of E-Government in Jogja Smart Service and Lapor Sleman.

b. have the knowledge to use service applications

Table 3.27 Output Cross Loading FC2

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
FC2	**0.759**	**0.807**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both second indicator from variable fourth of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 76%. Meanwhile for respondent of Sleman Regency using Lapor Sleman are 80%. The data is supported by the findings found on field below

> "As a young generation, internet is a daily need. Of course, I can use the application because I have already understood how to use it. The operating system is simple. Everyone can run the application. Even my younger brother can help me to look for a price of basic commodities in the application." (Results of interviews with Miss Hana, Jogja Smart Service Application Users, on January 7th, 2019)

> "I know how to use the application because the steps are easy. Just register, log in, and I already can apply a complaint. It is simple and useful." (The results of the interview with Mrs. Adinda as a user of the Lapor Sleman Application, on January 10th, 2019)

From the interview result, the users have already understood about the steps in using Jogja Smart Service applications. All they need is an internet connection.

c. compatibility of application

Compatibility of application means the applications can be compatible to meet the needs of the citizen.

Table 3.28 Output Cross Loading FC3

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
FC3	**0.829**	**0.741**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both indicator third from variable fourth of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 82%. Meanwhile for respondents of Sleman

Regency is using Lapor Sleman are 74%. The data is supported by the following findings.

> “Overall, this application has a quite complete menu, and is easy to use. Moreover, I haven't found server bugs, but I think this application needs to be created for iOS users. Because we cannot find this application in iOS "(Results of an interview with Mrs. Ana as a Jogja Smart Service Application user, on January 4th, 2019)

The user of Jogja Smart Service has not yet found any difficulties in using the application. However, the application still needs to be developed in iOS.

> “Actually, this application is very useful to speed up the service process and the results are immediately visible, but unfortunately, there are often server bugs that I experience. Sometimes the comment column cannot be opened. So, if the users want to monitor the development of the service of this application it is a bit constrained. But overall, I understand how to use it, I also support the government to continue in developing this application so that it becomes better. Especially please make it for iOS because many of my friends who use the iPhone can't download this application. If this application is getting better, I'm sure the citizen will also be comfortable using it ... "(Results of interview with Mrs. Tiara as a user of Lapor Sleman Application, on January 3rd, 2019)

The user of Lapor Sleman has experienced a server bugs that cause the users becomes uncomfortable using this application. In addition, just like Jogja Smart Service, this application is still not available in iOS.

From the interview results, it can be said that Jogja Smart Service does not face any errors in the running system. On the other hand, Lapor Sleman face the server bugs problem that are limits the users to use the application. However, both applications are also not available on iOS. From these cases, it can be said that compatible application is affects the utilization of E-Government towards Lapor Sleman and Jogja Smart Service.

d. application maintenance

Table 3.29 Output Cross Loading FC4

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
FC4	**0.829**	**0.846**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both indicator fourth from variable fourth of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondent of Yogyakarta city are using Jogja Smart Service as a report resource for 82%. Meanwhile for respondents of Sleman Regency using Lapor Sleman are 84%. The data is supported by the findings that researcher found on field.

> "We have a team that manages application maintenance. The team will later improve the application. For now, it is only new Android users who can access this application. However, we are working to develop this application to the iOS level. For the time being maybe iOS users can report or search for information through other service channels that we have provide, such as websites, social media, or SMS can also be done." (Interview Results with the Smart City Development Section of the Technology and Informatics Division of the Yogyakarta City Communication, Informatics and Coding Office, Mr. Marwianto, on February 4th, 2019)

Yogyakarta City Communication, Informatics and Coding Office has a team that works to manage the application maintenance. The team is needed to develop the application for a better performance. Meanwhile the availability of the application in iOS is still in the step of development.

> "... Lapor Sleman is currently in the process of resilient re-development, but we haven't launched the latest version. We are still processing to improve server bugs. For development on the iOS server, we are still trying to make it happens, because the first obstacle iOS is expensive and seconds, not too many use iOS. Thus, the solution that we provide for iOS users or those who still have problems using the application can enter reports through our other service channels. There are social media on Facebook, Twitter, and Instagram, there are also telephone

> and sms, or people can come directly." (Results Interview with the public communication and complaints service section Information and public communication services at the Department of Communication and Informatics, Sleman Regency, Mrs. Aya, on January 24th, 2019)

There are a division that handle the maintenance of the application. Lapor Sleman is currently in the process of resilient re-development to fix any deficiency of the application. Moreover, for iOS, the local government is still working on it. As an alternative, the users can use social media or website or SMS to report a problem.

From the results of interview, it can be concluded that both Department of Communication and Informatics of Yogyakarta city and Sleman Regency have a team that manage the application maintenance. which is affect the utilization of E-Government towards Lapor Sleman and Jogja Smart Service.

6. **Behavior Intention**
   a. **There is initiative to use the application**

Table 3.30 Output Cross Loading BI1

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
BI1	**0.829**	**0.882**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, it can be concluded that both first indicator from variable fifth of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 77%. Meanwhile for respondents of Sleman Regency using Lapor Sleman are 84%. The data is supported by the findings below.

> "I personally took the initiative to use this application because I felt this application was very useful for me. There are many features that can be used to help people get services and report problems. When people already know the

> benefits from this application, they will always be volunteering themselves in using this application." "(Results of interviews with Miss Hana, Jogja Smart Service Application Users, on January 7th, 2019).

Jogja Smart Service Application users use the application by initiative from themselves, because they believe that using the application will help them to get more ease in proposing a complaint

> "Actually, to use this application there must be an initiative from yourself. If we see a street light is broken, or a broken road, or an undisciplined street vendor, you can directly open the application to report. Thus, there are more and more users of this application." "(Results of interviews with Mrs Adinda, Lapor Sleman Application Users, on January 7th, 2019).

Both users of Lapor Sleman and Jogja Smart Service have initiative in using the application, because they found the application is useful and easy to use. Therefore, the initiative to use the application will affect the utilization of both Lapor Sleman and Jogja Smart Service.

b. Worth to use continuously

Table 3.31 Output Cross Loading BI2

Indicators	Cross Loading		Critical Value	Explanation
	Y	S		
BI1	**0.829**	**0.901**	> 0.50	Valid

Source: The data is compiled by the primary data, 2019

From data above, we can conclude that both second indicator from variable fifth of Yogyakarta city and Sleman Regency have a valid data because the value of cross-loading is >0.50. Therefore, it can be said that respondents of Yogyakarta city are using Jogja Smart Service as a report resource for 82%. Meanwhile for respondents of Sleman Regency using Lapor Sleman are 90%. The data is supported by the results of the interviews below.

> "I appreciate the efforts of the government that have tried to make new breakthroughs that follow the times and can be accepted by society. Certainly, this application will be a mainstay of the community that is used continuously if the features are maintained or made more complete and the service is getting better. (The results of the interview with Mrs. Adinda as a user of the Lapor Sleman Application, on January 10th, 2019)

> "We will continue to do our best to develop this application and socialize it to the community so that later the community will make this application a culture that will help the community to access information related to the government or report problems that occur in community life." (Results of Interviews with Section Development of Smart City from the Technology and Informatics Sector of the Yogyakarta City Communication, Informatics and Coding Department Mr. Marwianto, on February 4th, 2019)

Department of Communication, Informatics and Coding Yogyakarta City are still working hard to develop the application to be better, so, the citizen will intend to use the application continuously.

> "After knowing the benefit of this application and have been experiencing the ease they have got after using this application, it is certain that they will use the application again and again. But I think the development still needed in this application to be better. If the application already comfortable to use, I think there will be more user register to use this application." (Result of interview with Mr Tian, User of Sleman Report Application, on January 5th, 2019)

The user of Lapor Sleman application agreed that the experience in using this application will affect the intention of continuous use.

From the interview results, it can be seen that, both applications are worth to use continuously because the effort that the government already put to each application are big. There are enthusiasm and appreciation from the users to the government.

C. Discussion

1. Utilization of E-Government

According to Budi Rianto et al. (2012) E-Government is a form of application of the implementation of duties and governance using telematics technology of information and communication technology. This research found that both local

government of Yogyakarta City and Sleman Regency has made a manifestation of e-government by creating a report application. Department of communication, informatic, and codding of Yogyakarta city, launched the application called Jogja Smart Service on Meanwhile Department of Communication and Informatic Sleman regency create Lapor Sleman. Both applications are implementing the fourth stage of E-Government (Sosiawan, 2008) the utilizing of E-Government, which include

Creating application and integrated with the concept of G2G, G2B, and G2C. Both Lapor Sleman and Jogja Smart Srrvice aare meeting the concept of G2G because the applications are used to help every SKPD to give their service to the society. Furthermore, Jogja Smart Service has already meet the G2B concept because there is a feature called dodolan test to help the MSMEs in selling their stuff. Meanwhile Lapor Sleman only for proposing a complaint. The last is G2C. both applications has already meet the concept of G2C because the main goals of this application is to help the community proposing a complaint.

Table 3.32 Output of Utilization of E-Government Towards E-Report Application Convergent Validity

Variable	AVE		AVE		Explanation
	Y	S	Y	S	
Ut. E-Gov	**0.610**	**0.632**	0.781	0.795	Valid

Source: The data is compiled by the primary data, 2019

The validity test results in Table 3. show that dependent variables have a value of AVE bigger than 0.500. Therefore, it can be concluded that the dependent variables of this research are declared valid

Table 3.33 Lateen Variables Correlation of Utilization of E-Government Towards E-Report Application

	BI		EE		FC		PE		SI		Ut. E-Gov	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
Ut. E-Gov	0.746	0.423	0.573	0.458	0.680	0.703	0.620	0.420	0.563	0.219	1.000	1.000

Source: The data is compiled by the primary data, 2019

The data above shows that in Yogyakarta City, the greatest number of correlations in variable Utilization of E-Government Towards E-Report Application is towards behavior intention which is 0.746. Meanwhile for Sleman Regency, the greatest number of correlations in variable Utilization of E-Government Towards E-Report Application is towards Facilitating condition which is 0.703.

Based on the data AVE root value of Yogyakarta, the Utilization of E-Government Towards E-Report Application variable is worth (0.781). Its value is higher than the correlation between Utilization of E- Government with Performance Expectancy (0.620). Utilization of E-Government Towards E-Report Application and Facilitating Condition (0.680), Utilization of E-Government Towards E-Report Application with Effort Expectancy (0.573), Utilization of E-Government Towards E-Report Application with Social Influence (0.563), Utilization of E-Government Towards E-Report Application with Behavior Intention (0.746), and Meanwhile, based on the AVE root value of Sleman Regency data, the Utilization of E-Government Towards E-Report Application variable is worth (0.795). The value is higher than the correlation between Performance Expectancy with Utilization of E- Government (0.420). Utilization of E-Government Towards E-Report Application with Facilitating Condition (0.703), Utilization of E-Government Towards E-Report Application with Effort Expectancy (0.458), Utilization of E-Government Towards E-Report Application with Social Influence (0.219), Utilization of E-Government Towards E-Report Application with Behavior Intention (0.423), and From

both data, it can be concluded that, correlation value between Utilization of E-Government Towards E-Report Application towards other variables in both Yogyakarta City and Sleman Regency are *strong.*

Table 3.34 Output Reliability of Variable Utilization of E-Government Towards E-Report Application

Variable	Cronbach's Alpha		Composite Reliability		Critical Value	Explanation
	Y	S	Y	S		
E-GOV	0.840	0.855	0.845	0.845	>0.7	Reliable

Source: The data is compiled by the primary data, 2019

The reliability test results in Table 3.34 show that dependent variables have a Composite Reliability value greater than 0.70, and Cronbach's is alpha more than 0.06 so that it can be concluded that the questions contained in each dependent variable in the questionnaire are declared reliable.

The dependent variable in this research have a valid and reliable data, that are supported by the findings that the researcher found in the field. They are interview with the Smart City Development Section of the Technology and Information Sector of the Yogyakarta City Communication, Informatics, and Coding Department, Mr. Marwianto on February 4^{th,} 2019, and interview with the public communication and complaints service section Information and public communication services at the Department of Communication and Informatics, Sleman Regency, Mrs. Aya, on January 24th, 2019. Another finding is from a screenshot of the application. It can be said that overall, Jogja Smart Service and Lapor Sleman are well utilizing E-Government towards both applications. The previous research done by Sutiana, (2016), explained that the

development of integrated E-government through the application of Lapor Sleman public services in 2016 was running well and effectively. Lapor Sleman service has provided considerable benefits for the people who want to give aspirations, criticisms, and suggestions more easily to the Sleman Regency Government. The previous findings are in accordance with the findings that the researcher found in the field. Both Yogyakarta city and Sleman regency government have the same goals to make an easy way for citizen to propose their complaint or report. Their solving problem path also similar by distributing the complaint category chosen by the citizen to the relevant SKPD. In short, both applications have already received a positive feedback from the citizen.

2. Performance Expectancy

Performance expectancy is someone can trust someone in achieving work performance. This means, the higher the value of the benefits obtained by the user when using the application, the higher the intention to use this application.

Table 3.35 Output of Performance Expectancy Average Variance Extracted (AVE)

Source: The data is compiled by the primary data, 2019

Variable	AVE		AVE		Explanation
	Y	S	Y	S	Valid
PE	**0.574**	**0.687**	0.758	0.829	

The validity test results in Table 3.34 shows that dependent variables have a value of AVE bigger than 0.500, which can be concluded that the dependent variables of this research are declared valid.

Table 3.36 Lateen Variables Correlation of Performance Expectancy

	BI		EE		FC		PE		SI		Ut. E-Gov	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
PE	0.644	0.713	0.680	0.673	0.439	0.314	1.000	1.000	0.530	0.436	0.620	0.420

Source: The data is compiled by the primary data, 2019

The data above shows that in Yogyakarta City, the greatest number of correlations in variable performance expectancy is towards behavior intention which is 0.644. Meanwhile for Sleman Regency, the greatest number of correlations in variable performance expectancy is towards behavior intention which is 0.713.

Based on the data AVE root value of Yogyakarta, the Performance Expectancy variable is worth (0.758). Its value is higher than the correlation between Performance Expectancy and Facilitating Condition (0.439), Performance Expectancy with Effort Expectancy (0.680), Performance Expectancy with Social Influence (0.530), Performance Expectancy with Behavior Intention (0.644), and Performance Expectancy with Utilization of E- Government (0.620). Meanwhile, based on the AVE root value of Sleman Regency data, the Performance Expectancy variable is worth (0.829). The value is higher than the correlation between Performance Expectancy with Facilitating Condition (0.314), Performance Expectancy with Effort Expectancy (0.673), Performance Expectancy with Social Influence (0.436), Performance Expectancy with Behavior Intention (0.713), and Performance Expectancy with Utilization of E- Government (0.420). From both data, it can be concluded that, correlation value between performance expectancy towards other variables in both Yogyakarta City and Sleman Regency are strong.

Table 3.37 Output Reliability of Variable Performance Expectancy

Variable	Cronbach's Alpha		Composite Reliability		Critical Value	Explanation
	Y	S	Y	S		
PE	**0.758**	**0.743**	**0.758**	**0.758**	**>0.7**	**Reliable**

Source: The data is compiled by the primary data, 2019

The reliability test results in Table 3.36 shows that dependent variables have a Composite Reliability value greater than 0.70, and Cronbach's alpha is more than 0.06 so that it can be concluded that the questions contained in each dependent variable in the questionnaire are declared reliable.

The explanation above can be used as evidence to state that the hypothesis proposed H1: There is a positive and significant relationship between Performance Expectancy and Behavior Intention, are accepted. This statement is also supported by statistic data below:

Table 3.38 Path Coefficients Performance Expectancy towards behavior Intention

	Original Sample (O)		Sample Mean (M)		Standard Deviation (STDEV)		T Statistics (|O/STDEV|)		P Values	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
PE->BI	0.323	0.397	0.323	0.393	0.101	0.117	3.196	3.395	0.001	0.001

Source: The data is compiled by the primary data, 2019

Table 3.37 shows both Jogja Smart Service and Lapor Sleman have the positive influence between the Performance Expectancy variable on Behavior Intention with P Values less than 0.050. Therefore, H1 in this research is supported.

The use of Jogja Smart Service is useful for solving problems that exist in the community. Moreover, the problems reported are real time so they can be justified and cannot be manipulated. Meanwhile the use of Lapor Sleman is useful for solving

problems that exist in the community, as well as making the community more productive in reporting problems that occur in the society life. Besides, with supporting features such as locations that are detected directly through GPS and direct photo features, the reporter can provide evidence that the services that will be received by the community are real time. From the above explanations, it can be concluded that both applications are useful and have a real time service that makes the users become more productive and aware to the problem that occur around them. Therefore, they intend to use the application more often.

The previous research found that Performance Expectancy have a significant influence towards use behavior, Performance expectancy has a positive and significant effect on user's behavior which is in accordance with the results of research from (Venkatesh, Morris, Davis, & Davis, 2003) which revealed that performance expectancy is one of the constructs of UTAUT which has a significant positive effect on user behavior. This means that the better the performance of the technology according to the expectations of the user, the more likely the interest in using the technology. This finding is in accordance with the finding that researcher has found in the field. Both users of Lapor Sleman and Jogja Smart Service found the applications are useful. That means the performance of the Application already meet the user expectation. Therefore, the users intend to use the application voluntarily.

3. Effort Expectancy

Effort expectancy is the level of effort of everyone in the use of a system to support doing their works. This means that the higher the level of user convenience in using the application, the higher the intention to use this application.

Table 3.39 Output of Effort Expectancy Convergent Validity

Variable	AVE		AVE		Explanation
	Y	S	Y	S	
EE	**0.602**	**0.642**	0.775	0.801	Valid

Source: The data is compiled by the primary data, 2019

The validity test results in Table 3.38 show that dependent variables have a value of AVE bigger than 0.500, and it can be concluded that the dependent variables of this research are declared valid.

Table 3.40 Lateen Variables Correlation of Effort Expectancy

	BI		EE		FC		PE		SI		Ut. E-Gov	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
EE	0.618	0.697	1.000	1.000	0.412	0.456	0.680	0.673	0.551	0.436	0.573	0.458

Source: The data is compiled by the primary data, 2019

The data above shows that in Yogyakarta City, the greatest number of correlations in variable effort expectancy is towards behavior intention which is 0.618. Meanwhile for Sleman Regency, the greatest number of correlations in variable effort expectancy is towards behavior intention which is 0.697.

Based on the data AVE root value of Yogyakarta, the Effort expectancy variable is worth (0.775). Its value is higher than the correlation between Effort expectancy and Facilitating Condition (0.412), Performance Expectancy with Effort Expectancy (0.680), Effort expectancy with Social Influence (0.551), Effort expectancy with Behavior Intention (0.618), and Effort expectancy with Utilization of E- Government (0.573). Meanwhile, based on the AVE root value of Sleman Regency data, the Effort expectancy variable is worth (0.829). The value is higher than the correlation between Effort expectancy with

Facilitating Condition (0.314), Performance Expectancy with Effort Expectancy (0.673), Effort expectancy with Social Influence (0.436), Effort expectancy with Behavior Intention (0.697), and Effort expectancy with Utilization of E- Government (0.458). From both data, it can be concluded that, correlation value between Effort expectancy towards other variables in both Yogyakarta City and Sleman Regency are strong.

Table 3.41 Output Reliability of Variable Effort Expectancy

Variable	Cronbach's Alpha		Composite Reliability		Critical Value	Explanation
	Y	S	Y	S		
EE	**0.834**	**0.860**	**0.834**	**0.834**	>0.7	Reliable

Source: The data is compiled by the primary data, 2019

The reliability test results in Table 3.40 show that dependent variables have a Composite Reliability value greater than 0.70, and Cronbach's alpha more than 0.06 so that the questions contained in each dependent variable in the questionnaire are declared reliable.

People can use this application skillfully because they understand how to use both applications. The communities also agree that the creation of the Lapor Sleman and Jogja Smart Service application is the right and effective action to help people in setting get services.

The explanation above can be used as evidence to state that the hypothesis proposed; H2: There is a positive and significant relationship between Effort Expectancy and Behavior Intention. Are accepted. This statement is also supported by statistic data below:

Table 3.42 Path Coefficients Effort Expectancy towards behavior Intention

	Original Sample (O)		Sample Mean (M)		Standard Deviation (STDEV)		T Statistics (|O/STDEV|)		P Values	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
EE->BI	0.221	0.348	0.224	0.355	0.102	0.106	3.294	3.395	0.031	0.001

Source: The data is compiled by the primary data, 2019

Table 3.41 shows both Jogja Smart Service and Lapor Sleman have the positive influence between the Effort Expectancy variable on Behavior Intention with P Values less than 0.050. Therefore, H2 in this research is supported.

The previous research by (Fridayani & Nurmandi, 2016) found that Effort Expectancy had a positive and insignificant influence towards use behavior, because the findings on the research showed an ups and downs or a high or low effort expectancy of the government which cannot affect user's behavior. This finding is not in line with the finding that researcher found in the field. Both users of Lapor Sleman and Jogja Smart Service agreed that the applications are easy to use and have a simple operating system. The application is a good idea because it can reduce time and effort. That means the efforts of the application already meet the user expectation. Therefore, the users intend to use the application continuously. Later, this behavior intention will become user behavior. This finding is in accordance with the finding from (Venkatesh et al., 2003) that stated Effort Expectancy have a positive and significant Influence towards Behavior Intention. This means that the better the Effort of the technology according to the expectations of the user, the higher the interest in using the technology.

4. Social Influence

Social Influence is defined as the level at which an individual assumes that another person assures himself that he must use a new system. This means, the higher the

encouragement of people who are considered important by the user, the higher the intention to use this application.

Table 3.43 Output of Social Influence Convergent Validity

Variable	AVE		AVE		Explanation
	Y	S	Y	S	Valid
SI	**0.659**	**0.702**	0.811	0.837	

Source: The data is compiled by the primary data, 2019

The validity test results in Table 3.42 show that dependent variables have a value of AVE bigger than 0.500, Therefore, it can be concluded that the dependent variables of this research are declared valid**.**

Table 3.44 Lateen Variables Correlation of Social Influence

	BI		EE		FC		PE		SI		Ut. E-Gov	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
SI	0.615	0.513	0.551	0.436	0.464	0.131	0.530	0.436	1.000	1.000	0.563	0.219

Source: The data is compiled by the primary data, 2019

The data above shows that in Yogyakarta City, the greatest number of correlations in variable Social Influence is towards behavior intention which is 0.615. Meanwhile for Sleman Regency, the greatest number of correlations in variable social influence is towards behavior intention which is 0.513.

Based on the data AVE root value of Yogyakarta, the Social Influence variable is worth (0.811). Its value is higher than the correlation between Social Influence and Facilitating Condition (0.464), Performance Expectancy with Social Influence (0.530), Effort expectancy with Social Influence (0.551), Social Influence with Behavior Intention

(0.615), and Social Influence with Utilization of E- Government (0.563). Meanwhile, based on the AVE root value of Sleman Regency data, the Social Influence variable is worth (0.837). The value is higher than the correlation between Social Influence with Facilitating Condition (0.131), Social Influence with Effort Expectancy (0.436), Social Influence with Behavior Intention (0.513), and Social Influence with Utilization of E- Government (0.219). From both data, it can be concluded that, correlation value between Social Influence towards other variables in both Yogyakarta City and Sleman Regency are *strong.*

Table 3.45 Output Reliability of Variable Social Influence

Variable	Cronbach's Alpha		Composite Reliability		Critical Value	Explanation
	Y	S	Y	S		
SI	**0.806**	**0.828**	**0.808**	**0.808**	>0.7	Reliable

Source: The data is compiled by the primary data, 2019

The reliability test results in Table 3.44 show that dependent variables have a Composite Reliability value greater than 0.70, and Cronbach's alpha is more than 0.06. Thus, that it can be concluded that the questions contained in each dependent variable in the questionnaire are declared reliable.

The community will believe that by using the Jogja Smart Service Application it will be easier for the community to report an incident to the government thanks to the encouragement from the surrounding environment. The Department of Communication, Informatics and Coding of Yogyakarta City itself has tried to socialize Jogja Smart Service application through many parties. The marketing process of this application does not only involve influential parties such as community leaders, public figures, and

the government, but also from its own application features which are made as attractive as possible.

The explanation above can be used as evidence to state that the hypothesis proposed; H3: There is a positive and significant relationship between Social Influence and Behavior Intention are accepted. This statement is also supported by statistic data below:

Table 3.46 Path Coefficients Social Influence towards behavior Intention

	Original Sample (O)		Sample Mean (M)		Standard Deviation (STDEV)		T Statistics (|O/STDEV|)		P Values	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
SI->BI	0.322	0.189	0.325	0.183	0.100	0.079	3.212	2.398	0.001	0.017

Source: The data is compiled by the primary data, 2019

Table 3.45 shows that there is a positive effect between the Social Expectancy variable on Behavior Intention P Value less than 0.05 that H3 is acceptable.

The previous research by (Fridayani & Nurmandi, 2016) found that Social Influence are having a positive and significant influence towards use behavior, because the findings on the research shows a high and low social influence from other parties and causes significant changes in one's user's behavior. This finding is in line with the finding that researcher found in the field. Both users of Lapor Sleman and Jogja Smart Service agreed that they use the applications because they get an influence or suggestion from the social, and surrounding environment. Governments also take a role in suggesting the citizen to use this application. That means the socialization of the application already meets the user expectation. Therefore, the users intend to use the application. This finding is in accordance with the finding from (Venkatesh et al., 2003) that stated Social Influence have a positive and significant Influence towards Behavior Intention. This means that the better the socialization of the technology according to the expectations of the user, the higher the interest in using the technology.

5. Facilitating Condition

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. This means, the

higher the facilities provided, the higher the use of E-Government on E-Report Application

Table 3.47 Output of Facilitaing Condition Convergent Validity

Variable	AVE		AVE		Explanation
	Y	S	Y	S	Valid
FC	**0.633**	**0.658**	0.795	0.811	

Source: The data is compiled by the primary data, 2019

The validity test results in Table 3.45 show that dependent variables have a value of AVE bigger than 0.500 and it can be concluded that the dependent variables of this research are declared valid.

Table 3.48 Lateen Variables Correlation of Social Influence

	BI		EE		FC		PE		SI		Ut. E-Gov	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
FC	0.593	0.252	0.412	0.456	1.000	1.000	0.439	0.314	0.464	0.131	0.680	0.703

Source: The data is compiled by the primary data, 2019

The data above shows that in Yogyakarta City, the greatest number of correlations in variable facilitating condition is towards utilization of e-government which is 0.680. Meanwhile for Sleman Regency, the greatest number of correlations in variable facilitating condition is towards towards utilization of e-government which is 0.703.

Based on the data AVE root value of Yogyakarta, the Facilitating condition variable is worth (0.795). Its value is higher than the correlation between Social Influence and Facilitating Condition (0.464), Performance expectancy with Facilitating condition (0.439), Effort expectancy with Facilitating condition (0.412), Facilitating condition with Behavior Intention (0.593), and Facilitating condition with Utilization of E- Government (0.680). Meanwhile, based on the AVE root value of Sleman Regency data, the Facilitating

condition variable is worth (0.837). The value is higher than the correlation between Social Influence with Facilitating Condition (0.131), Facilitating condition with Effort Expectancy (0.456), Performance expectancy with Facilitating condition (0.551), Facilitating condition with Behavior Intention (0.252), and Facilitating condition with Utilization of E-Government (0.703). From both data, it can be concluded that, correlation value between Facilitating condition towards other variables in both Yogyakarta City and Sleman Regency are *strong.*

Table 3.49 Output Reliability of Variable Facilitating Condition

Variable	Cronbach's Alpha		Composite Reliability		Critical Value	Explanation
	Y	S	Y	S		
FC-> Ut. E-Gov (Towards E-Report)	**0.815**	**0.886**	**0.819**	**0.819**	>0.7	Reliable

Source: The data is compiled by the primary data, 2019

The reliability test results in Table 3.46 show that dependent variables have a Composite Reliability value greater than 0.70, and Cronbach's alpha is more than 0.06 so that it can be concluded that the questions contained in each dependent variable in the questionnaire are declared reliable.

The explanation above can be used as evidence to state that the hypothesis proposed; H4: There is a positive and significant relationship between Facilitating Condition and Utilization of E-Government towards E-Report Application are accepted. This statement is also supported by statistic data below:

Table 3.50 Path Coefficients Facilitating Condition towards behavior Intention

	Original Sample (O)		Sample Mean (M)		Standard Deviation (STDEV)		T Statistics (|O/STDEV|)		P Values	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
FC->Ut. E-Gov	0.366	0.637	0.369	0.645	0.092	0.068	3.960	9.398	0.000	0.000

Source: The data is compiled by the primary data, 2019

Table 3.48 shows that there is a positive effect between the Facilitating Condition variable on Utilization of E-Government towards Lapor Sleman and Jogja Smart Service P Value less than 0.05 that H4 is acceptable.

People have gadgets and have the knowledge to use applications so that the use of the Jogja Smart Service application is increasing. From the Government itself, the effort to facilitate the community in using this application is for example by having special technicians to maintain and develop this application in order to become better in the future. Even though this application is currently only available on the Google Play Store, the government is working to develop this application in the iOS server.

The previous research by (Venkatesh et al., 2003) stated that Facilitating Condition have a positive and significant Influence towards the Utilization of E-Government towards E-Report Application. This means that the better the facilitation of the technology according to the expectations of the user, the higher the interest in using the technology. This finding is in line with the finding that researcher has found in the field. Both users Lapor Sleman and Jogja Smart Service agreed that a facilitation provided by the government in the application is good condition. However, Lapor Sleman still needs a little improvement in the server so the server bugs will not develop. Moreover, the users found that the facilitation provided by the government in the application will affect

the use of the application. That means the facilitations of the application already meet the user expectation. Therefore, the users intend to use the application.

6. Behavior Intention

Behavior Intention is defined as a person's desire to perform a certain behavior. This means, the higher the intention to use the application, the higher the use of E-Government on E-Report Application.

Table 3.51 Output of Behavior Intention Convergent Validity

Variable	AVE		AVE		Explanation
	Y	S	Y	S	Valid
BI	**0.805**	**0.795**	0.898	0.891	

Source: The data is compiled by the primary data, 2019

The validity test results in Table 3.49 show that dependent variables have a value of AVE bigger than 0.500 and it can be concluded that the dependent variables of this research are declared valid

Table 3.52 Lateen Variables Correlation of Behavior Intention

	BI		EE		FC		PE		SI		Ut. E-Gov	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
BI	1.000	1.000	0.618	0.697	0.593	0.252	0.644	0.713	0.615	0.513	0.746	0.423

Source: The data is compiled by the primary data, 2019

The data above shows that in Yogyakarta City, the greatest number of correlations in variables behavior intention is towards the utilization of E-Government which is

0.746. Meanwhile for Sleman Regency, the greatest number of correlations in variables behavior intention is towards Performance Expectancy.

Based on the data AVE root value of Yogyakarta, the Behavior Intention variable is worth (0.898). Its value is higher than the correlation between Behavior Intention and Social Influence (0.615), Performance expectancy with Behavior Intention (0.644), Effort expectancy with Behavior Intention (0.697), Facilitating condition with Behavior Intention (0.593), and Behavior Intention with Utilization of E- Government (0.746). Meanwhile, based on the AVE root value of Sleman Regency data, the Behavior Intention variable is worth (0.891). The value is higher than the correlation between Social Influence with Behavior Intention (0.513), Behavior Intention with Effort Expectancy (0.456), Performance expectancy with Behavior Intention (0.551), Facilitating condition with Behavior Intention (0.252), and Behavior Intention with Utilization of E- Government (0.423). From both data, it can be concluded that, correlation value between Behavior Intention towards other variables in both Yogyakarta City and Sleman Regency are *strong*.

Table 3.53 Output Reliability of Variable Behavior Intention

Variable	Cronbach's Alpha		Composite Reliability		Critical Value	Explanation
	Y	S	Y	S		
BI	**0.870**	**0.893**	**0.885**	**0.885**	>0.7	Reliable

Source: The data is compiled by the primary data, 2019

The reliability test results in Table 3.50 show that dependent variables have a Composite Reliability value greater than 0.70, and Cronbach's alpha more than 0.06. Thus, it can be concluded that the questions contained in each dependent variable in the questionnaire are declared reliable.

The explanation above can be used as evidence to state that the hypothesis proposed; H5: There is a positive and significant relationship between Behavior Intention and Utilization of E-Government towards E-Report Application are accepted. This statement also supported by statistic data below.

Table 3.54 Path Coefficients Behavior Intention towards behavior Intention

	Original Sample (O)		Sample Mean (M)		Standard Deviation (STDEV)		T Statistics (|O/STDEV|)		P Values	
	Y	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**	**Y**	**S**
BI->Ut. E-Gov	0.529	0.263	0.529	0.261	0.091	0.078	5.809	3.369	0.000	0.001

Source: The data is compiled by the primary data, 2019

Table 3.52 shows that there is a positive effect between the Behavior Intention variable on Utilization of E-Government towards Lapor Sleman and Jogja Smart Service P Value less than 0.05 that H5 is acceptable.

The initiative of application users to use the Jogja Smart Service application influences the use of E-Government on the E-Report Application. Thus, later this application will become a mainstay of the Community in reporting problems and seeking information that will be used continuously.

The previous research by (Venkatesh et al., 2003) stated that Behavior Intention have a positive and significant Influence towards Utilization of E-Government towards E-Report Application. This means that the better the socialization of the technology according to the expectations of the user, the higher the initiative to use the application continuously. This statement is in line with the finding that researcher has found in the field. Both users of Lapor Sleman and Jogja Smart Service agreed that an initiative to use the application voluntarily and continuously will affect the use of the application.

That means the facilitation of the application is already meet the user expectation. Therefore, the users intend to use the application.