

Factors that Influence E-Government Utilizing Towards E-Report Application (Case Study: Comparison between Lapor Sleman and Jogja Smart Service (JSS) In 2018)

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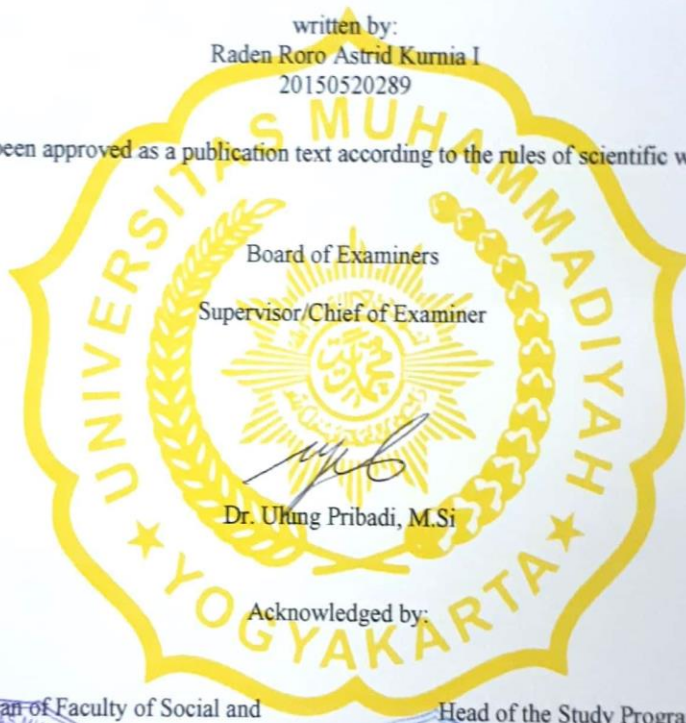
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PUBLICATION SCRIPT

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ABSTRACT

E-Government was created as an attribute to serve and communicate with the citizen. In 2005 the Digital Government Services (DGS) program was initiated which was followed up with the issuance of DIY Governor Regulation number 42, year 2006 regarding Jogja Cyber Province Blue print. The development of E-Government is an effort to develop the implementation of electronic-based DIY Government in order to effectively and efficiently improve the quality of public service. That is why the local government created a report portal as a media for the citizen to report anything related to the public services. Yogyakarta city have Jogja Smart Service as a public service application. Meanwhile, Sleman Regency have Lapor Sleman as a public service application. This study will discuss about how much is the e-government influencing the utilization of e-report (case study: *Lapor Sleman* and Jogja Smart Service (JSS) in 2018) and what are the factors that influence the utilization of *Lapor Sleman* and Jogja Smart Service These questions were answered in this research by using the Unified Theory of Acceptance and Use of Technology (UTAUT). This study uses a mixed research method (mix-method), In which questionnaire data were analyzed using Partial Least Squares (PLS) Analysis with a tool in the form of a SmartPLS 3.0 program. The results of this research showed that there is a positive and significant influence from performance expectancy, effort expectancy, social influence, towards behavior intention and facilitating condition, and behavior intention towards the E-Government utilizing towards Lapor Sleman and Jogja Smart Service. Furthermore, performance expectancy, effort expectancy, and behavioral intention should be enhanced to make the citizen use both applications Lapor Sleman and Jogja Smart Service even more. Managing the effectivity of facilitating condition will influence the use of both applications. Lastly, social influence should be more affecting the number of users of both applications.

Keywords: UTAUT, E-Government, Citizen, Public Service, Jogja Smart Service, Lapor

Sleman

A. Background

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

The similar reason also effected the local government of Yogyakarta city. The department of communication and informatics of Yogyakarta city also did the same thing in developing the report portal. Started with website, SMS telephone and meet in face with the state civil apparatus whose working in the public service department. The previous innovation is a website-base report portal called UPIK or Information and Complaints Service Unit. The flow of service starts from the handling of public complaints. The community sends messages in the form of information, complaints, suggestions, and questions to UPIK Yogyakarta through various electronic media provided. The message is entered, grouped, distributed, and followed up by the relevant Government unit (SKPD). lobalization means humans has witnessed the development of technology and information rapidly. Advances in information and communication technology can be use as supporters of daily activities of an individuals and groups. Indonesia has been struggled to realize the electronic based activity in daily life. However, the government tried to make this ICT development work along with the government process. Especially in serving and communicating with the citizen. That is why an innovation

was invented. Namely, E-Government or electronic government was born as an attribute to serve and communicate with the citizen.

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

The Special Region of Yogyakarta also applies the use of e-government in order to realize good governance. As a realization of President instruction Number 3, year 2003 to improve efficiency, effectiveness, transparency and accountability in the field of telematics (telematics, media and informatics), the DIY Government establishes the policy of developing Jogja Cyber Province. In 2005 the Digital Government Services (DGS) program was initiated which was followed up with the issuance of DIY Governor Regulation number 42 of 2006 regarding Blueprint Jogja Cyber Province. The development of e-Government is an effort to develop the implementation of electronic-based DIY Government in order to improve the quality of public services effectively and efficiently. That is why the local government create a report portal as a media for the citizen to report anything related to the public service on the portal.

As an upgrade of this website-base report portal, this year the local government of Yogyakarta city created an application to accommodate reports and to communicate with the citizen, called Jogja Smart Services (JSS). Different from *Lapor Sleman*, JSS has already gain 5000 more downloaders in only 4 months. JSS was made to meet both government and citizen's expectations to do the report easier and receive a fast respond to their report.

There is a significant difference between two report applications of regency in Special Region of Yogyakarta. *Lapor Sleman* needs 2 years after launching, to gain 1000 more downloaders and 93 reviewers on Google Play (September 2018). For JSS, it only needs 4 months to gain 5000 downloaders and has 175 reviewers on Google Play (September 2018), but both also have the similarities. Some users have found a crash server during using the applications. Also, not all citizen knows about these applications. From these data, we can conclude that *Lapor Sleman* still struggle in getting more attention from the citizen, so that the number of downloaders is away too much behind the JSS. The local government still need to socialize the applications so that it can be one of the aspects that support the smart city development.

From these explanations, there will be a question arise. What are the factors that influence the utilization of *Lapor Sleman* and Jogja Smart Service? These questions will be answer in this research by using the Unified Theory of Acceptance and Use of Technology (UTAUT).

B. Research Question

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

C. Goals of the research

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

D. Theoretical Overview

To measure the use of e-government in E-report application, this paper will use The Unified Theory of Acceptance and Use of Technology (UTAUT) as one of the technology acceptance

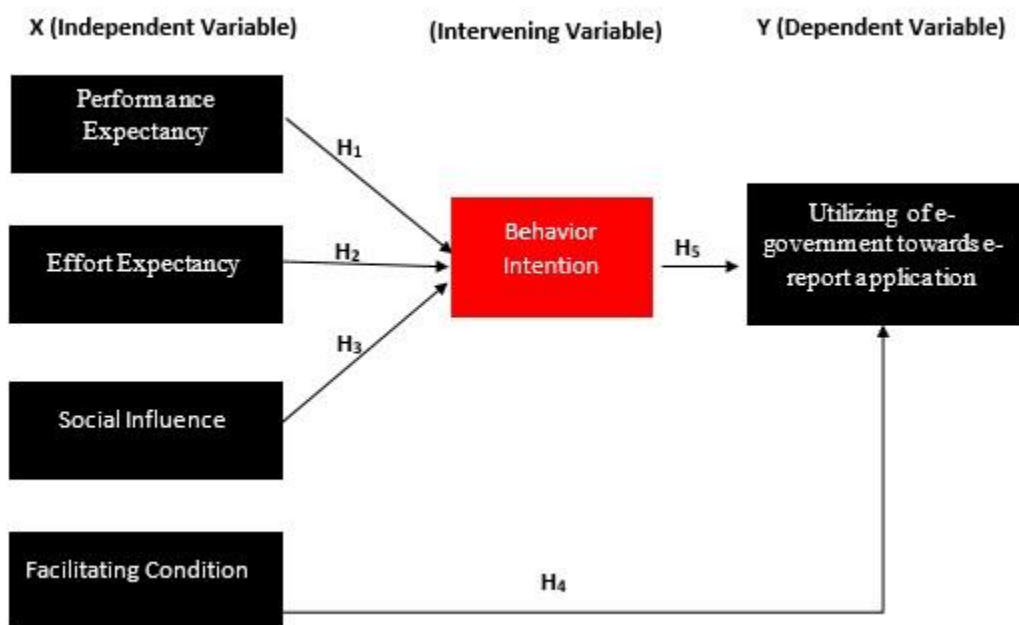
models that synthesizes elements in the eight technology acceptance models that have ever existed, namely, theory of reasoned action (TRA), technology acceptance model (TAM), motivation model (MM), theory of planned behavior (TPB), combined TAM & TPB, model of PC utilization (MPTU), innovation diffusion theory (IDT) dan social cognitive theory (SCT) to obtain a unified view of the acceptance of the latest technology (Venkatesh, Morris, and Davis, 2003)

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

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

Based on the model of UTAUT theory, the authors proposed a new one research model as shown in Figure 1 below.

Figure 1. Theoretical Framework



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

a. Performance expectancy

Performance expectancy is a UTAUT construct that is intended to measure a person's level of trust that by using a system can help someone in achieving work performance (Venkatesh et al., 2003) Performance expectancy is a variable that can be referred to as the ability to obtain significant benefits after using a system (Adenan, Mohmod, & Krishnasamy, 2015). In addition, performance expectancy is representation of five construct namely, perceived usefulness (technology acceptance model), external motivation (motivational model), work correlation (model of personal computer utilization), relative advantage (innovation diffusion theory) and expectancy to the achievement (social cognitive theory) (Adenan et al., 2015) The indicators used to measure are:

1. Using e-report applications can solve problems
2. The function of the e-report application is to help reporting a problem
3. E-Report Application are useful for users
4. E-Report applications can increase productivity
5. Services from e-report applications are real time

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

b. Effort expectancy

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

1. Consciousness of easy to use
2. Users understand using service applications
3. Operating Simplicity

4. The use of complaint services is the right and effective idea
5. The use of complaint services can reduce effort and time

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

c. Social influence

Social Influence is the level where someone considers it is important for others to convince themselves to use the new system (Venkatesh et al., 2003). Social influence refers to a person's feeling to feel that he must use an application (Venkatesh & Davis, 1996; Adenan, 2015). Social influence according to Venkatesh et al. (2003) is a representative of three constructs. Namely, subjective norm (theory of reasoned action, technology acceptance model and theory of planned behavior), public image (innovation diffusion theory) dan social factor (model of personal computer utilization). Social influence depends on the influence of the environment which includes volunteerism, and other contexts between individuals or influence on the organization (Hartwick & Barki, 1994; Karahanna & Straub, 1999; Adenan, 2015). Moore & Benbasat (1991) in Chang (2012) said that the use of a new technology is able to elevate the status of an individual in a social environment. In addition, individual behavior is also influenced by ways in which they believe that others will see them as a result of using a technology. The indicators used to measure are:

1. Social Media
2. Environment influence
3. Government influence

4. Public image

5. Following Trend

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

d. Facilitating conditions

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

1. Have a gadget to use the service application
2. Have the knowledge to use service applications
3. Compatibility of application
4. Application maintenance

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

e. Behavior Intention

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

1. There is initiative to use the application
2. Worth to use continuously

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

E. Research Method

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

Mixed Methods Research is a research design based on philosophical assumptions as well as inquiry methods. Mixed methods research is also referred to as a methodology

that provides philosophical assumptions in showing directions or giving instructions on how to collect data and analyze data and the combination of quantitative and qualitative approaches through several phases of the research process (Creswell, 2014).

This study uses a Sequential Mixed Method. According to (Creswell, 2010). Sequential explanatory strategy. In this strategy the first stage is collecting and analyzing quantitative data followed by collection and analysis which is built on the initial qualitative results. This weight or priority is given to quantitative data.

Data gathering technique is by interview, documentation, and questionnaire. The interview is from head or staff of public communication and complaints service section Information and public communication services at the Department of Communication and Informatics of Sleman Regency, Head or staff of The Smart City Development Section of the Technology and Information Sector of the Department of Communication, Informatics, and Coding of the Yogyakarta City, 4 users of *Lapor Sleman* and 6 users of *Jogja Smart Service*. Documentation method to find data about the number and details of reports from the *Lapor Sleman* and *Jogja Smart Service* applications. Data on the population of Sleman is 1,050, and the population of the city of Yogyakarta is 5,124 obtained from the Google Play Store on October 2018. This result is the accumulation of all *Lapor Sleman* and *Jogja Smart Service* application users since it was downloaded until 10th November 2018. The sample in this study were 98 users of the *Jogja Smart Service* Application and 91 users of the *Sleman Report* Application.

Questionnaire was data were analyzed using Partial Least Squares (PLS) Analysis with a tool in the form of a SmartPLS 3.0 program. According to Hartono and Abdillah (2015: 161) PLS is one of the alternative statistical methods of Structural Equation

Modeling (SEM) that is designed to complete multiple regression when specific problems occur in the data, such as the sample size of small studies and the presence of missing values and multicollinearity.

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

Analysis on PLS is done in three stages:

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

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

1. Convergent validity
2. Discriminant validity
3. Reliability

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

the model is "moderate", and R-Square (R^2) of 0.19 indicates that the model is "weak" (Ghozali, 2006).

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

F. Research Findings

This part will explain about 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 Coding of Yogyakarta city. The quantitative data analyzed by of SmartPLS 3.0 program.

The explanation was following the 3 stages of PLS analysis which is the convergent validity test, discriminant validity test results, reliability test and hypothesis testing, that are summarized in the loading factors figure and path coefficients table presented below.

Figure 1 Loading Factors of Yogyakarta City

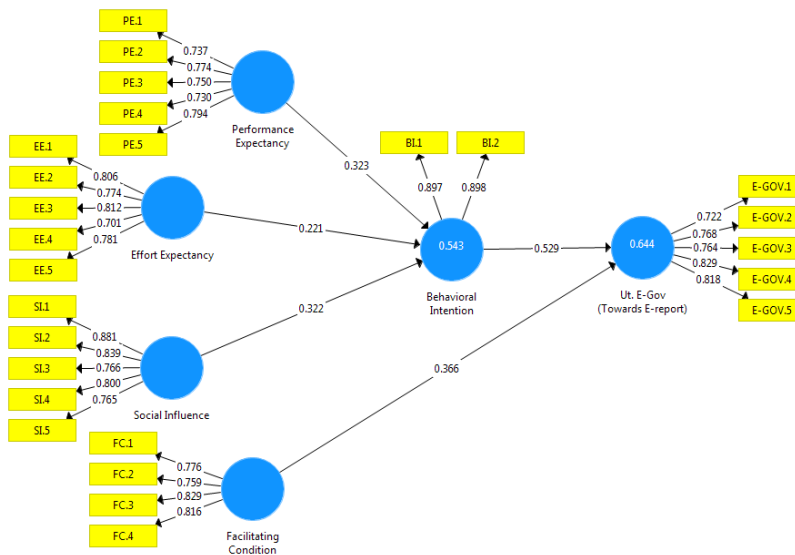


Figure 2 Loading Factors of Sleman Regency

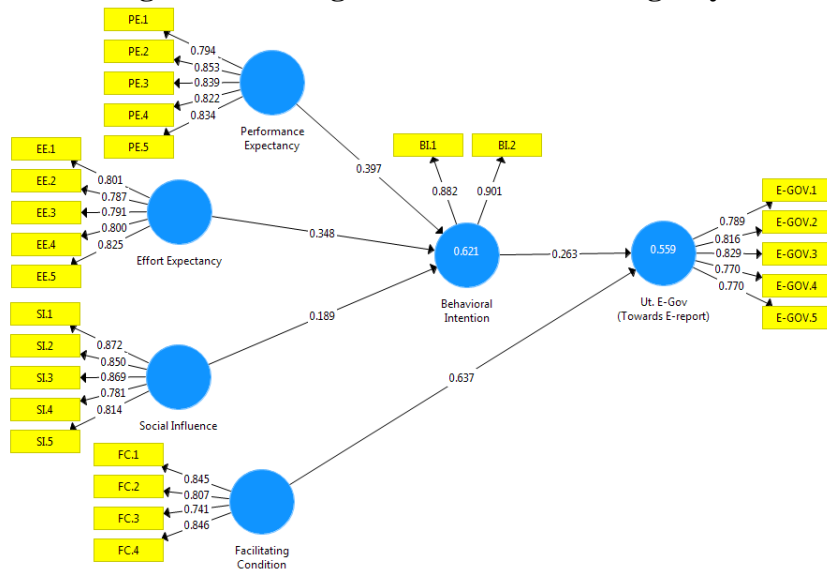


Figure 1 and 2 above show that each value on the indicator does not have a value of less than 0.50, so the next that can be done is by evaluating the model.

Table 1 Convergent Validity

<i>Measurement Model</i>	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

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.

Table 2 Composite Reliability Result

<i>Measurement Model</i>	Result				Critical Value	Model Evaluation		
Outer Model								
<i>Composite Reliability</i>	Variable	Cronbach's Alpha		Composite Reliability		>0.7		
		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

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

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.

Table 3 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.

Table 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.

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)

H1 Performance expectancy (X1) have a positive and significant influence towards the behavior intention (Z). Table 4 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.

H2: Effort expectancy (X2) have a positive and significant influence towards behavior intention (Z). Table 4 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.

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

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

H5: Behavior Intention (Z) have a positive and significant influence towards the utilization of e-government towards e-report application (Y). Table 4 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.

G. Conclusion

The result of this research shows that there is an influence from performance expectancy, effort expectancy, social influence, facilitating condition, and behavior intention towards the E-Government utilizing towards Lapor Sleman and Jogja Smart Service.

1. The utilization of E-Government towards e-report application has Well utilized because there is a positive and significant influence from performance expectancy, effort expectancy, social influence, towards behavior intention. And facilitating condition, and behavior intention towards the E-Government utilizing towards Lapor Sleman and Jogja Smart Service. The factors that influence the utilization of e-government towards

- e-report application, are performance expectancy, effort expectancy, social influence, facilitating condition, and behavior intention because all of the variable
2. Performance expectancy shows Jogja Smart Service have the positive influence between the Performance Expectancy variable on Behavior Intention for 32,3% meanwhile Lapor Sleman have the positive influence between the Performance Expectancy variable on Behavior Intention for 39,7% with P Values less than 0.050. This means that people as application users benefited from the use of the Jogja Smart Service application for 32.3%. While the community as users of the Lapor Sleman application benefited from the use of the Lapor Sleman application at 39.7%. Both regions have a same, the p value that is 0.001 Therefore, H1 in this research is supported. Both users Lapor Sleman and Jogja Smart Service has found the applications are useful. That means the performance of the Application is already meet the user expectation. Therefore, the users intend to use the application voluntarily.
 3. Effort expectancy shows Jogja Smart Service have the positive influence between the Effort Expectancy variable on Behavior Intention for 22,1% Meanwhile Lapor Sleman have the positive influence between the Effort Expectancy variable on Behavior Intention for 34,8% with P Values less than 0.050. This means that people as application users agreed to get the convenience of the Jogja Smart Service application for 22.1%. While the Citizen as users of the Lapor Sleman application agreed to get the convenience of the Lapor Sleman application for 34.8%. Yogyakarta city have p value 0.031 meanwhile Sleman regency have p value 0.001 Therefore, H2 in this research is supported. Both users Lapor Sleman and Jogja Smart Service has 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 effort of the application is already meet the user expectation. Therefore, the users intend to use the application voluntarily.

4. Social Influence shows Jogja Smart Service have the positive influence between the Social Influence variable on Behavior Intention for 32,2% Meanwhile Lapor Sleman have the positive influence between the Social Influence variable on Behavior Intention for 18,9% with P Values less than 0.050. This means that people as application users agreed that there is an influence from people surrounding to use Jogja Smart Service application for 32.2%. While the Citizen as users of the Lapor Sleman application agreed that there is an influence from people surrounding of the Lapor Sleman application for 18.9%. Yogyakarta city have p value 0.001 meanwhile Sleman regency have p value 0.007. Therefore, H3 in this research is supported. Both users Lapor Sleman and Jogja Smart Service has agreed that they use the applications because getting an influence or suggestion from the social, and environment surrounding. Government also take a role in suggesting the citizen to use this application. That means the socialization of the application is already meet the user expectation. Therefore, the users intend to use the application voluntarily.
5. Facilitating condition Jogja Smart Service have the positive influence between the facilitating condition variable on Utilizing of E-Government towards E-Report Application for 36,6% Meanwhile Lapor Sleman have the positive influence between the facilitating condition variable on Utilizing of E-Government towards E-Report Application for 63,7% with P Values less than 0.050. This means that people as application users agreed that the facilitation provided by the government have influence

in use of the Jogja Smart Service application for 36,6%. While the Citizen as users of the Lapor Sleman application agreed that facilitation provided by the government have influence in use of the Lapor Sleman application for 63,7%. Both regions have a same, the p value that is 0.001. Therefore, H4 in this research is supported. Both users Lapor Sleman and Jogja Smart Service has agreed that a facilitation provided by the government in the application has in a good condition. However, Lapor Sleman still need a little improving in the server so the server bugs will not develop. Also, the users found that the facilitation provided by the government in the application 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.

6. Behavior Intention shows Jogja Smart Service have the positive influence between the Behavior Intention variable on Utilizing of E-Government towards E-Report Application for 80,5% Meanwhile Lapor Sleman have the positive influence between the behavior intention variable on Utilizing of E-Government towards E-Report Application for 79,5% with P Values less than 0.050. This means that people as application users application agreed that the initiative to use the Lapor Sleman application have influence towards Utilizing of E-Government towards E-Report Application for 80.5%. While the Citizen as users of the Lapor Sleman application agreed that the initiative to use the Lapor Sleman application have influence towards Utilizing of E-Government towards E-Report Application for 79,5%. Yogyakarta city have p value 0.000 meanwhile Sleman regency have p value 0.001 Therefore, H5 in this research is supported. Both users Lapor Sleman and Jogja Smart Service has Service agreed that an initiative to use the application and the voluntarily to use the

application 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.

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Mrs. Adinda as a user of the Lapor Sleman Application, 10 January 2019)

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