THE INFLUENCE OF TECHNOLOGY ACCEPTANCE, SOCIAL INFLUENCE, FACILITATING CONDITION, AND COMPUTER SELF-EFFICACY ON E-OFFICE UTILIZATION IN IMMIGRATION OFFICE CLASS I MAKASSAR

Mediaty¹, Grace T. Pontoh², Kartini³

¹Faculty of Economics and Business, Hasanuddin University, Email_mediaty@unhas.ac.id
Faculty of Economics and Business, Hasanuddin University Email_gracetexample@gmail.com
Department of Master of Accounting, Faculty of Economics and Business, Postgraduate of Hasanuddin University, Email_kartinitjolli@gmail.com

ABSTRACT

Utilization of information technology systems is a means of support or encouragement for organizations to achieve organizational goals. The research aimed and analyse the influence of: (1) the technology acceptance (the perception usage easiness and utility perception) on the e-office utilization; (2) the social influence on the e-office utilization; (3) the facilitating condition on the e-office utilization; (4) the computer self-efficacy on the e-office utilization. This research was conducted Immigration Office Class I, Makassar, South Sulawesi. Data were collected through a survey by distributing a questionnaire which was filled in by 65 users of the e-office information technology system in Immigration Office Class I, Makassar, South Sulawesi. The data were analyzed using the Partial Least Square (PLS) approach using the software Smart PLS 3.0. PLS represented one of the statistical methods of the variance based Structural Equation Modeling (SEM). The research result indicates that the technology acceptance (the perception usage easiness and utility perception) has the positive and significant effect on the e-office utilization. The social influence has the positive and significant influence on the e-office utilization. The facilitating conditions have the positive and significant effect on e-office utilization. The computer self-efficacy not have any influence on the e-office utilization.

Keywords: Technology acceptance, social influence, facilitating condition, computer self-efficacy, e-office