

Abstract

This study aims to identify factors contributing to the adoption of electronic document among Tanjung Perak port community. 150 samples were used from member of Shipping Company, Stevedoring, and Freight Forwarder. This study found the factors contributing to the adoption of electronic document, only relative advantage, compatibility and complexity. More over, compatibility and complexity were inhibitor factors to the adoption of electronic document among Tanjung Perak port community.

Keywords: adoption, electronic document

Abstrak

Studi ini mengidentifikasi kontribusi faktor-faktor adopsi dokumen elektronik pada masyarakat pengguna jasa kepelabuhanan Tanjung Perak. Sampel sebanyak 150 yang digunakan berasal dari Perusahaan Pelayaran, Bongkar Muat dan *Freight Forwarder*. Studi ini menemukan bahwa kontribusi faktor-faktor adopsi dokumen elektronik hanya *relative advantage*, *compatibility* dan *complexity*. Selain itu *compatibility* dan *complexity* merupakan faktor-faktor penghambat adopsi dokumen elektronik pada masyarakat pengguna jasa kepelabuhanan Tanjung Perak.

Kata kunci: adopsi, dokumen elektronik.

