

## DAFTAR ISI

HALAMAN PENGESAHAN .....	2
PERNYATAAN BEBAS PLAGIASI.....	3
KATA PENGANTAR.....	4
INTISARI .....	6
ABSTRACT.....	7
DAFTAR ISI .....	1
DAFTAR TABEL.....	12
DAFTAR GAMBAR .....	13
BAB 1 PENDAHULUAN.....	14
1.1 Latar Belakang .....	14
1.2 Rumusan Masalah .....	23
1.3 Pertanyaan Penelitian .....	24
1.4 Tujuan Penelitian .....	25
1.5 Manfaat Penelitian .....	25
BAB II TINJAUAN PUSTAKA .....	27
2.1 Studi Literatur .....	27
2.2 Landasan Teori.....	30
2.2.1 E-Government .....	30
2.2.2 Faktor Yang Mempengaruhi Penggunaan Aplikasi E-Government .....	32
2.3 Unified Model of Electronic Government Adoption (UMEGA).....	35
2.3.1 Definisi UMEGA .....	35
2.3.2 Ekspektasi Kinerja (Performance Expectancy / PE).....	37
2.3.3 Ekspektasi Upaya (Effort Expectancy / EE).....	38
2.3.4 Pengaruh Sosial (Social Influence / SI) .....	39
2.3.5 Kondisi Fasilitasi (Facilitating Conditions/ FC) .....	40
2.3.6 Risiko yang dirasakan (Perceived Risk / PR) .....	41
2.3.7 Sikap (Attitude / ATT).....	42
2.3.8 Niat Perilaku (Behavioral Intention).....	43
2.3.9 Kepercayaan pada Pemerintahan (Trust in Government / TG) .....	44
2.4 Nilai Publik yang Dirasakan (Perceived Public Value / PPV) .....	45
2.5 Persepsi Selektif.....	47



2.6 Kerangka Berpikir dan Hipotesis .....	47
<b>BAB III METODE PENELITIAN .....</b>	<b>49</b>
3.1 Desain Penelitian .....	49
3.2 Definisi Operasional Variabel.....	50
3.2.1 Performance Expectancy (PE) .....	51
3.2.2 Effort Expectancy (EE).....	51
3.2.3 Social Influence (SI) .....	52
3.2.4 Perceived Risk (PR).....	52
3.2.5 Facilitating Conditions (FC) .....	53
3.2.6 Trust in Government (TG).....	53
3.2.7 Perceived Public Value (PPV).....	54
3.2.8 Attitude (ATT).....	55
3.2.9 Behavioral Intention (BI).....	55
3.3 Persepsi Pengguna .....	56
3.4 Lokasi Penelitian.....	56
3.5 Populasi dan Sampel .....	56
3.5.1 Metode Pengambilan Sampel dan Ukuran Sampel.....	57
3.6 Metode Pengumpulan Data.....	58
3.7 Instrumen Penelitian .....	58
3.8 Metode Analisis Data.....	59
3.8.1 Pengujian Model Pengukuran (Outer Model).....	59
3.8.2 Pengujian Model Struktural (Inner Model).....	61
3.8.3 Importance-Performance Map Analysis (IPMA).....	62
3.8.4 Analisis Kualitatif .....	63
3.9 Pengujian Instrumen Penelitian .....	63
3.9.1 Content Validity.....	63
3.9.2 Face Validity .....	64
3.9.3 Pilot Testing .....	64
<b>BAB 4 DESKRIPSI OBJEK PENELITIAN.....</b>	<b>66</b>
4.1 Profil Umum Kota Yogyakarta.....	66
4.1.1 Letak Geografis.....	66
4.1.2 Penduduk.....	67
4.2 Gambaran Aplikasi Jogja Smart Service .....	68
4.3 Deskripsi Responden Penelitian .....	72



<b>BAB 5 ANALISIS DATA DAN PEMBAHASAN.....</b>	<b>75</b>
5.1 Evaluasi Model Pengukuran (Outer Model Test) .....	75
5.1.1 Uji Validitas Konvergen .....	75
5.1.2 Uji Validitas Diskriminan .....	76
5.1.3 Uji Reliabilitas .....	78
5.2 Evaluasi Model Struktural (Inner Model Test) .....	79
5.2.1 Uji R-Square ( $R^2$ ).....	79
5.2.2 Uji Q-Square ( $Q^2$ ) .....	80
5.3 Pengujian dan Pembahasan Hipotesis.....	81
5.3.1 Hipotesis 1. Performance Expectancy → Attitude (Diterima) .....	83
5.3.2 Hipotesis 2. Social Influence → Attitude (Ditolak) .....	83
5.3.3 Hipotesis 3. Perceived Risk → Attitude (Ditolak) .....	84
5.3.4 Hipotesis 4. Perceived Public Value → Attitude (Diterima).....	85
5.3.5 Hipotesis 5. Facilitating Conditions → Effort Expectancy (Diterima) .....	86
5.3.6 Hipotesis 6. Effort Expectancy → Attitude (Diterima) .....	86
5.3.7 Hipotesis 7. Facilitating Conditions → Behavioral Intention (Diterima).....	87
5.3.8 Hipotesis 8. Trust in Government → Behavioral Intention (Diterima).....	88
5.3.9 Hipotesis 9. Attitude → Behavioral Intention (Diterima) .....	88
5.4 Pengujian IPMA.....	89
5.5 Persepsi Pengguna .....	95
5.5.1 Preferensi .....	95
5.5.2 Harapan /Saran .....	98
5.6 Interpretasi Hasil Gabungan .....	101
<b>BAB 6 KESIMPULAN DAN SARAN.....</b>	<b>103</b>
6.1 Kesimpulan .....	103
6.2 Keterbatasan Penelitian.....	103
6.3 Saran .....	104
<b>DAFTAR PUSTAKA .....</b>	<b>105</b>