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**Pengaruh kepemimpinan transaksional dan transformasional pada kegunaan dan kemudahan persepsian pengadopsian teknologi informasi dengan kepercayaan sebagai variabel pemoderasi di PT Pos Indonesia**

WIBOWO, Dias Aryo, Hani Handoko, Dr., MBA

Unit Penelitian dan Pengabdian Masyarakat, Universitas Gadjah Mada

**THE MODERATING EFFECT OF TRUST ON THE EFFECT OF  
TRANSACTIONAL AND TRANSFORMATIONAL LEADERSHIP  
TOWARD PERCEIVED OF USEFULNESS AND PERCEIVED EASE OF  
USE THE ADOPTION OF INFORMATION TECHNOLOGY IN PT POS  
INDONESIA**

**ABSTRACT**

Firm attempt to implement new information technology to retain their competitive advantage compared to their rivals. Implementing new information technology in a firm is by no means easy and poses many challenges like the acceptance and adoption of new technologies by employees as the user. To have an optimal result and generate the expected performance of the new implementation of information technology, therefore it require leadership that can encourage employee as the user to increase the information technology acceptance level, and trust in the leader that perform such significant role in this kind of relationship. The purpose of this paper is to test and examined the moderating effect of trust on the effect of transactional and transformational leadership toward perceived of usefulness and perceived ease of use of the new information technology.

This paper applied three standardized questionnaire, the multifactor leadership questionnaire, trust to the leader questionnaire and perceived of usefulness and perceived ease of use questionnaire (technology acceptance model). The research was conducted in PT Pos Indonesia in Bandung. 35 questionnaires were distributed to 5 departments in PT Pos Indonesia in Bandung.

Hierarchical regression analysis revealed that the positive effect of transactional and transformational leadership toward the perceived of usefulness and perceived ease of use were not moderated by trust. This research also found that only transformational leadership has significantly effect toward the information technology perceived of usefulness.

**Keywords:** leadership, trust, technology acceptance model, transactional leadership, transformational leadership