

TABLE OF CONTENT

1	<i>Chapter 1 Research Background.....</i>	<i>1</i>
1.1	Introduction	1
1.2	Research Question	6
1.3	Research Objective	6
1.4	Research Contribution	6
1.5	Research Limitation	7
1.6	Research Systematic	7
2	<i>Chapter 2 Literature Review.....</i>	<i>9</i>
2.1	E-government	9
2.2	Technology Acceptance Model (TAM)	11
2.2.1	PERCIEVED USEFULNESS (PU)	13
2.2.2	PERCEIVED EASE OF USE (PEOU)	15
2.2.3	ATTITUDE TOWARD USING (AT)	16
2.2.4	BEHAVIORAL INTENTION TO USE	17
2.2.5	ACTUAL USE (AU).....	18
3	<i>Chapter 3 Research Methods.....</i>	<i>20</i>
3.1	Research Subject and Object.....	20
3.2	Research Design	21
3.3	Data Collection Methods	22
3.3.1	Primary Data	22
3.3.2	Secondary Data	23
3.4	Research Instrument.....	23
3.5	Research Variable	24
3.6	Data Validity and Reliability Testing Techniques	25
3.7	Variable Descriptive Analysis	26
4	<i>Chapter 4 The Context of KPP Pratama Sleman</i>	<i>28</i>
4.1	General History of KPP Pratama Sleman.....	28
4.2	KPP Pratama Sleman Working Territory	29
4.3	KPP Pratama Sleman Potential Taxes	30
4.4	Vision and Mission	30
5	<i>Chapter 5 Research Findings</i>	<i>32</i>
5.1	Data Description	32
5.2	Respondents Category	32

5.3	Instrument Validity and Reliability Test Results.....	34
5.4	Characteristics of Respondents' Answers.....	36
5.4.1	Use of E-filling Variable.....	36
5.4.2	Perceived Usefulness Variable	37
5.4.3	Ease of Use Variable	38
5.4.4	User Satisfaction Variable	39
5.4.5	Characteristics of Respondents' Answers Averages	40
5.5	Dimension Analysis based on TAM.....	40
5.5.1	Use of E-filling Variable.....	41
5.5.2	Perceived Usefulness Variable	42
5.5.3	Ease of Use Variable	43
5.5.4	User Satisfaction Variable	44
5.6	Analysis and General Discussion of the Adoption of TAM (Technology Acceptance Model) in the use of E-filling	44
6	Chapter 6 Conclusion and Recommendation	51
6.1	Conclusion	51
6.2	Recommendation.....	51
6.3	Limitation.....	52
	Bibliography.....	53
	Appendix	58

LIST OF TABLE

Table 3. 1 Research Variable	24
Table 3. 2 Respondent Level of Achievment	27
Table 5. 1 Data Validity	35
Table 5. 2 Use of e-filing average	36
Table 5. 3 Perceived usefulness average	37
Table 5. 4 Ease of use average	38
Table 5. 5 User satisfaction average	39
Table 5. 6 Total average	40
Table 5. 7 Respondent level of achievement	41
Table 5. 8 Use of e-filing analysis	41
Table 5. 9 Perceived usefulness analysis	42
Table 5. 10 Ease of use analysis	43
Table 5. 11 User satisfaction analysis	44
Table 5. 12 TCR Resume	44

LIST OF FIGURES

Figure 2. 1 Technology Acceptance Model	12
Figure 5. 1 Respondent based on gender	32
Figure 5. 2 Respondent based on educational level.....	33
Figure 5. 3 Respondent based on tax knowledge	33
Figure 5. 4 Respondent based on using duration of e-filing	34
Figure 5. 5 Data validity summary	36
Figure 5. 6 Reliability summary.....	36