

Daftar Pustaka

- Allwinkle, Sam & Cruickshank, Peter (2011). Creating Smart-er Cities: An Overview. *Journal of Urban Technology*. Vol. 18, No. 2. 1–16. Routledge.
- Apriyanti, Diah Rachma. 2016. Penerapan Kebijakan E-Government Dalam Peningkatan Mutu Pelayanan Publik Di Kantor Kecamatan Sambutan Kota Samarinda. *eJournal Ilmu Pemerintahan*, 4 (4): 1589-1602
- Agus Eko Sujianto, *Aplikasi Statistik Dengan SPSS 16.0*, (Jakarta: PT. Prestasi Pustakarya, 2009), hal. 94
- Alsheri,M.,& Drew,S & Alghamdi (2010). E-goverment service: Applying The UTAUT Model 69-76
- Batara, Enrique., Nurmandi, Achmad., Warsito, Tulus., & Pribadi, Ulung. 2017. Are government employees adopting local e-government transformation? The need for having the right attitude, facilitating conditions and performance expectations. *Transforming Government: People, Process and Policy*, 11(4), 612-638
- Ben Letaifa, S. (2015). How To Strategize Smart Cities: Revealing The SMART Model. *Journal of Business Research*. Vol 68. Issue (7), 1414–1419.
- Bhuasiri, W., Zo, H., Lee, H., & Ciganek, A. P., 2016. User Acceptance of e-government Services: Examining an e -tax Filing and Payment System in Thailand. *Information Technology for Development Volume 22, 2016 -Issue 4: Conceptualizing and Researching the Socio-Economic Development Impact of ICT* ISSN: 0268-1102 (Print) 1554-017
- Chourabi dkk. 2012. *Understanding Smart Cities: An Intergrative Framework*.
- Caragliu. A, 2009. Smart Cities in Europe. In 3 rd Central European Conference In Regional Saence-CERS, [online] Available <http://www.Cers.tuke.sk/cers 2009/PDF/01-03.pdf>
- Carter, L., Shaupp, L. C., Hobbs, J., & Campbell, R. (2011). The role of security and trust in the adoption of online tax filing. *Transforming Government: People, Process and Policy*, 5(4), 303–318. <https://doi.org/10.1108/17506161111173568>
- Chen, J. V., Jubilado, R. J. M., Capistrano, E. P. S., & Yen, D. C. (2015). Factors affecting online tax filing – An application of the IS success model and trust theory. *Computers in Human Behavior*, 43, 251-262. doi:<http://doi.org/10.1016/j.chb.2014.11.017>

- Choucri, N. *Global E-readiness – for What? Online*. [Http://ebusiness.mit.edu/research/papers/177_Choucri_GLOBAL_eREADINESS.pdf](http://ebusiness.mit.edu/research/papers/177_Choucri_GLOBAL_eREADINESS.pdf), 2003.
- Chung, H, Lee,G.,& Kuo, R (2016) Determinants of public servant' intention to adopt E-government Learning Review of *public personnel administration*,36(4),396-411. <https://doi.org/10.1177/0734371x15590482>
- Dada,Danish. E-readiness for developing countries Moving the focus from environment to the users. *The Electronic Journal on Information System in Developing Countries*. Issue 27(6), 1-14, 2006. [Http://ejisdc.org](http://ejisdc.org).
- Davis, F., Bagozzi, R., & Warshaw, P . (1992) Extrinsic and Intrinsic Motivation to use Computers in the workplace. *Journal of Applied Social Psychology*, 22(14), 1111-1132
- Didi Kurniadi. 2017. Penerapan “Live” Smart City Kota Tangerang. *Jurnal TAM Technology Acceptance Model*. Volume 8. No 1
- Dukic. *et.al.*, (2016). Public Administration Employee “ readiness and acceptance of e-government” : Finding from a Croatia Survey. *International Jurnal Information Development*. Volume: 33 issue: 5, page (s) 525-539
- Duwi Priyatno (2012). Cara kilat belajar Analisis Data SPSS 20. Yogyakarta: ANDI
- Dwivedi, Yogesh & Rana, Nripendra & Janssen, Marijn & Lal, Banita & Williams, Michael & Clement, Marc. 2017. *An empirical validation of a unified model of electronic government adoption (UMEGA)*. *Journal Government Information Quarterly*. 10.1016/j.giq.2017.03.001.
- Fishbein, M., & Ajzen, I (1975). *Belief, Attitude, Intention and behavior: An Introduction to theory and research* . Addison- Wesley, Reading. MA
- Giffinger,R,Fertner,C,Kramar, H., Kalasek, R.,Pichler-Milanoic, N., & Meijers, R. (2007). *Smart Cities Rangking Of European Medium-Size Cities*. Vienna.
- Hourali. M.dkk (2013) A model for E-readiness Assessment of Iranan Small and Medium Enterprise. *Journal of Faculty of Engineering*, 41(7), 969-985.
- Haider, Z., Shuwen, C., & Zareen, A. (2015). Adoption of e-government in Pakistan : Demand perspective. (*IJACSA*) *International Journal of Advanced Computer Science and Applications*, 6(5), 71–80. <https://doi.org/10.14569/IJACSA.2015.060512>
- Handayani,T.,& Sudiana. 2015 Analisis penerapan model UTAUT (Unified Theory of Acceptance and use of Technoogy) terhadap perilaku npengguna sistem informasi

(studi kasus: Sistem Informasi Akademik pada STTNAS yogyakarta). *Jurnal Angkasa*. Vol VII No.2 165-180

Indrajit, Richardus Eko. 2004. *Electronic Government (Strategi Pembangunan dan Pengembangan Sistem Pelayanan Publik Berbasis Teknologi Digital)*. Yogyakarta: ANDI.

Joubert, M. D., & Prihantoko, A. (2015). User Acceptance Analysis On Irrigation Operation Management System Using Technology Acceptance Model(TAM) (Case Study Boro Irrigation Area , Purworejo) Oleh :, 10(1), 11–20

Kripanont, N. (2007) *Examining a Technology Acceptance Model of Internet Usage by Academics within Thai Business Schools*. PhD Thesis, Victoria University, Melbourne.

Kurfali, M., Arifo, A., Tokdemir, G., & Paçin, Y. (2017). Adoption of e-government services in Turkey. *Computers in Human Behavior*, 66, 168–178. <https://doi.org/10.1016/j.chb.2016.09.041>

Lallmahomed, M. Z. I., Lallmahomed, N., & Lallmahomed, G. M. (2017). Factors influencing the adoption of e-Government services in Mauritius. *Telematics and Informatics*, 34(4), 57–72. <https://doi.org/10.1016/j.tele.2017.01.003>

Lee, H.,Irani,Z, Osman, I, Balci, A.,Ozkan, S.,& Medani, T. (2008). Research Note: Toward a reference Process model for Citizen-oriented Evaluation of E-goverment Services. *Transforming Government: People,Process, and Policy*, 2(4), 297-310

Muqitha & Handyaningsih S. 2013. E-Readiness Pembuatanmodel Sistem M-Government(Studi Kasus Pemerintah Kota Yogyakarta), *Jurnal Sarjana Teknik Informatika*. Volume 1. Nomor 2, e-ISSN: 2338-5197

Moghavvemi, S., & Salleh, N. A. M. (2014). Effect of precipitating events on information system adoption and use behaviour. *Journal of Enterprise Information Management*, 27(5), 599–622. <https://doi.org/10.1108/JEIM-11-2012-0079>

Napitulu, Darmawan. 2017. A Conceptual Model of E-government Adoption in Indonesia. *International Journal on Advanced Science Engineering Information Technology*. Vol. 7 No. 4

Odendaal, C.L. 2003. The Management of Myofascial Pain Syndrome. *Southern African Journal of Anaesthesia & Analgesia*. 19-24.

Paul,T.B.J (2013). Applying the UTAUT to understand Factors Affecting the use of english E-learning website in taiwan 1-2 <https://doi.org/10.1177/2158244013503837>

Rogers, E (1995) *Diffusion in Innovation*: New York: Free Press

Santoso, Singgih. (2015). *Menguasai Statistik Multivariat*. Jakarta : PT Elex Media Komputindo.

Susanti, et. al, 2014, *Perbandingan Kemampuan dan Kemauan Membayar Iuran Jaminan Kesehatan Nasional Antara PT Tiga Serangkai dan CV Fajar Elektronik Kabupaten Jember (A Comparative of Ability and Willingness to Pay Of National Health Care Premium Between PT Tiga Serangkai and CV*

Susanto, Anton. 2011. Analisis Citizen E-Readiness Dalam Pengembangan Desa Berbasis Teknologi Informasi. *Jurnal Teknologi Informasi*. Vol 2. No 1

Supangkat, S. H., & dkk. (2015). *Pengenalan dan Pengembangan Smart City*. Bandung: e-Indonesia Initiative dan Institut Teknologi Bandung(ITB).

UNDESA, UN Departmrent of Economic social affairs (2015). Report of the Expert Group Meeting: E-government for sustainble development Division for public Administration and Development Management, UNDESA, 16-17 March.2015. STESA/PAD/SER.E/205.

Venkatesh, V., & Davis, F. D. 2000. A theoretical extension of the technology acceptance model: Four longitudinal filed studies. *Management Science*, 46, 186 –204.

Vankatesh, Viswanath, dkk. 2016. Unified Theory of Acceptance and Use of Technology: A *Synthesis and the Road Ahead*. Volume 17 Issue 5 pp. 328 – 376

Wahed, Wahedduzaman & Shah, J. Miah (2015), Readiness Assessment of e- Government : a developing country perspective. *Transforming Government: People, Process and Policy; Bradford* Vol. 9, Iss. 4, (2015): 498-516.

Yeh, H. (2017). The effects of successful ICT-based smart city services: From citizens' perspectives. *Government Information Quarterly*, (May 2016). <https://doi.org/10.1016/j.giq.2017.05.001>

Zuiderwijk, A., Marijn Janssen, M., & Dwivedi, Y. K., 2015. Acceptance and use predictors of open data technologies: Drawing upon the unified theory of acceptance and use of technolog y. *Government Information Quarterly* 32 (2015) 429– 440

Zweers, K & Planque, K. 2001. Electronic Government. From an Organizational Based Perspective Toward a Client-Oriented Approach. In J.E.J Prince (Ed), *Designing E-Government: On the Crossroads of Technological Innovation and Institutional Change*. The Hague, The Netherlands: Kluwer Law International

Kepada Yth. Responden

Perihal: Kuesioner Faktor-faktor yang mempengaruhi masyarakat (Pengguna) dalam penerimaan teknologi

Responden yang terhormat, perkenalkan saya Auliya Try Anggraini, mahasiswa Magister Administrasi Publik, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Gadjah Mada. Saat ini saya sedang melakukan penelitian tentang kesiapan dan penerimaan teknologi Masyarakat Kota Yogyakarta terhadap program Aplikasi Jogja Smart Service. Melalui pengantar ini, saya memohon bantuan dan kesediaan Bapak/Ibu/saudara/i untuk mengisi angket ini dengan jujur dan obyektif. Kerahasiaan identitas responden akan dijaga sesuai dengan kode etik penelitian. Apabila pada pertanyaan, Bapak/Ibu/Saudara/i dapat menghubungi saya melalui email: tryaauliya@gmail.com. Atas bantuan Bapak/Ibu/ Saudara/i saya mengucapkan terimakasih.

Yogyakarta, September 2019

Peneliti

Auliya Try Anggraini

kualitas maupun kuantitas

3	Menggunakan aplikasi Jogja Smart City dapat meningkatkan produktivitas	1	2	3	4	5
4	Menggunakan aplikasi Jogja Smart City membuat lebih efektif	1	2	3	4	5

EKSPEKTASI USAHA (Effort Expectancy)

5	Aplikasi Jogja Smart Service mudah diakses	1	2	3	4	5
7	Aplikasi Jogja Smart Service mudah dimengerti dan dioperasikan	1	2	3	4	5
8	Menggunakan aplikasi Jogja Smart Service secara fleksibel dimanapun saya berada dan kapanpun	1	2	3	4	5
9	Menggunakan aplikasi Jogja Smart Service akan mempersingkat waktu saya dalam mencari informasi dari pada saya mencari informasi secara manual	1	2	3	4	5

PENGARUH SOSIAL (SOSIAL INFLUENCE)

10	Saya menggunakan aplikasi Jogja Smart Service karena diajak oleh teman maupun rekan kerja	1	2	3	4	5
11	Saya menggunakan aplikasi Jogja Smart Service karena diajak oleh keluarga	1	2	3	4	5
12	Saya menggunakan aplikasi Jogja Smart Services karena adanya sosialisasi oleh pemerintah	1	2	3	4	5

USE-E-GOVERNMENT

Ada keinginan untuk terus menerus menggunakan aplikasi Jogja Smart Service	1	2	3	4	5
Menggunakan aplikasi jogja smart service merupakan ide yang bagus	1	2	3	4	5
Menggunakan aplikasi jogja smart service merupakan hal yang bermanfaat	1	2	3	4	5

LAMPIRAN 1.1

Hasil Uji Validitas Variabel Penelitian

1. Uji Validitas Performance Expectancy

Correlations						
		X1.1	X1.2	X1.3	X1.4	EkspektasiKinerja
X1.1	Pearson Correlation	1	.563**	.596**	.582**	.841**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	99	99	99	99	99
X1.2	Pearson Correlation	.563**	1	.589**	.556**	.818**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	99	99	99	99	99
X1.3	Pearson Correlation	.596**	.589**	1	.477**	.808**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	99	99	99	99	99
X1.4	Pearson Correlation	.582**	.556**	.477**	1	.808**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	99	99	99	99	99
EkspektasiKinerja	Pearson Correlation	.841**	.818**	.808**	.808**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	99	99	99	99	99

Correlations

		X1.1	X1.2	X1.3	X1.4	EkspektasiKinerja
X1.1	Pearson Correlation	1	.563**	.596**	.582**	.841**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	99	99	99	99	99
X1.2	Pearson Correlation	.563**	1	.589**	.556**	.818**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	99	99	99	99	99
X1.3	Pearson Correlation	.596**	.589**	1	.477**	.808**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	99	99	99	99	99
X1.4	Pearson Correlation	.582**	.556**	.477**	1	.808**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	99	99	99	99	99
EkspektasiKinerja	Pearson Correlation	.841**	.818**	.808**	.808**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	99	99	99	99	99

** . Correlation is significant at the 0.01 level (2-tailed).

2. Uji Validitas Effort Expectancy

Correlations

		X2.1	X2.2	X2.3	X2.4	EkspektasiUsaha
X2.1	Pearson Correlation	1	.652**	.471**	.553**	.817**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	99	99	99	99	99
X2.2	Pearson Correlation	.652**	1	.574**	.558**	.856**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	99	99	99	99	99
X2.3	Pearson Correlation	.471**	.574**	1	.493**	.779**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	99	99	99	99	99

X2.4	Pearson Correlation	.553**	.558**	.493**	1	.803**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	99	99	99	99	99
EkspektasiUsaha	Pearson Correlation	.817**	.856**	.779**	.803**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	99	99	99	99	99

** . Correlation is significant at the 0.01 level (2-tailed).

3. Uji Validitas Sosial influence

Correlations					
		X3.1	X3.2	X3.3	PengaruhSosial
X3.1	Pearson Correlation	1	.484**	.474**	.783**
	Sig. (2-tailed)		.000	.000	.000
	N	99	99	99	99
X3.2	Pearson Correlation	.484**	1	.488**	.815**
	Sig. (2-tailed)	.000		.000	.000
	N	99	99	99	99
X3.3	Pearson Correlation	.474**	.488**	1	.828**
	Sig. (2-tailed)	.000	.000		.000
	N	99	99	99	99
PengaruhSosial	Pearson Correlation	.783**	.815**	.828**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	99	99	99	99

** . Correlation is significant at the 0.01 level (2-tailed).

4. Uji Validitas Use-egoverment

Correlations					
		Y1	Y2	Y3	Use-egoverment
Y1	Pearson Correlation	1	.613**	.794**	.902**
	Sig. (2-tailed)		.000	.000	.000

N		99	99	99	99
Y2	Pearson Correlation	.613**	1	.668**	.850**
	Sig. (2-tailed)	.000		.000	.000
N		99	99	99	99
Y3	Pearson Correlation	.794**	.668**	1	.922**
	Sig. (2-tailed)	.000	.000		.000
N		99	99	99	99
Use-egov erm ent	Pearson Correlation	.902**	.850**	.922**	1
	Sig. (2-tailed)	.000	.000	.000	
N		99	99	99	99

** . Correlation is significant at the 0.01 level (2-tailed).

1. Uji Reliabilitas Performance Expectacy

Reliability Statistics

Cronbach's Alpha	N of Items
.835	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	11.51	4.661	.698	.776
X1.2	11.67	5.020	.679	.786
X1.3	11.76	4.961	.654	.796
X1.4	11.68	4.752	.634	.806

2. Uji Reliabilitas Effort Expectancy

Reliability Statistics



Cronbach's Alpha	N of Items
.830	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	11.57	5.452	.671	.780
X2.2	11.58	5.083	.725	.754
X2.3	11.62	5.565	.603	.809
X2.4	11.55	5.353	.634	.796

3. Uji Reliabilitas Social Influenced

Reliability Statistics

Cronbach's Alpha	N of Items
.733	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	7.22	1.440	.555	.655
X3.2	7.43	1.269	.565	.635
X3.3	7.38	1.178	.559	.649

4. Uji Reliabilitas Use-egoverment

Reliability Statistics

Cronbach's Alpha	N of Items
.871	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	8.09	1.879	.772	.800
Y2	8.06	2.078	.676	.885
Y3	8.01	1.826	.815	.760