

INTISARI

Tantangan reformasi birokrasi yang dihadapi Mahkamah Agung menuntut tersedianya informasi mengenai proses peradilan. Hal ini disambut positif Mahkamah Agung dengan mengeluarkan aplikasi Case Tracking System (CTS). Penelitian ini bertujuan menguji dan menganalisis pengaruh komitmen afektif terhadap perubahan, effort expectancy, performance expectancy, terhadap penolakan terhadap perubahan pada pengguna CTS Pengadilan Negeri se-Wilayah Daerah Istimewa Yogyakarta. Sampel yang digunakan dalam penelitian ini sebanyak 222 responden. Metode pengumpulan data yang diterapkan adalah melalui metode survey dengan menyebarkan kuesioner kepada seluruh pengguna CTS PN se-wilayah Daerah Istimewa Yogyakarta. Pengujian hipotesis dilakukan dengan regresi berganda.

Hasil penelitian ini menyatakan bahwa semua hipotesis yang diajukan didukung. Hal ini berarti bahwa komitmen afektif terhadap perubahan, effort expectancy, performance expectancy, berpengaruh negatif dan signifikan terhadap penolakan terhadap perubahan.

Kata Kunci: komitmen afektif terhadap perubahan, effort expectancy, performance expectancy, penolakan terhadap perubahan

ABSTRACT

Bureaucratic reform challenges faced by the Supreme Court demanding the availability of information about the judicial process. It was greeted positively by the Supreme Court issued an application Case Tracking System (CTS). This study aims to examine and analyze the influence of affective commitment to change, effort expectancy, performance expectancy, the resistance to change on the user CTS se-Regional Court Yogyakarta. The sample used in this study were 222 respondents. Data collection method applied is through survey by distributing questionnaires to all users throughout the territory CTS PN Yogyakarta.

Hypothesis testing is done by multiple regression. The results of this study states that all the proposed hypothesis is supported. This means that the affective commitment to change, effort expectancy, and performance expectancy has a significant negative effect on the resistance to change.

Keywords: affective commitment to change, effort expectancy, performance expectancy, resistance to change.