Unlocking E-Government Success: Key Factors Driving E-Absence Adoption in Public Sector

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ARTICLE INFO

ABSTRACT

The use of e-absence for government servants is currently an innovative way to improve the efficiency of work activities in local government. The focus on how the system is implemented and used by government servants is also important to discuss. The research aims to explore how government servants intend to use the e-absence application provided by the Dumai city government. The unified theory of acceptance and use of technology (UTAUT) model is used for examining research problems in which the model has been modified to include a new variable, attitude. This study used a quantitative approach and quota sampling technique that included 100 respondents, all of whom were government servants working for different Dumai government agencies. Questionnaires were distributed using Google forms, with questions adapted from previous research. The study showed that performance expectancy, social influence, and attitude are all significantly and positively connected to intention to use e-absence dan effort expectation and social impact are not significantly and negatively to the intention to use e-absence. Several recommendations for theoretical advancement and the development of the e-attendance system itself have been provided.

Introduction

Nowadays, the advancement of information and technology worldwide has been quite remarkable. This technological advancement has a significant impact on the way humans behave. Humans use computers, smartphones, and other devices to communicate, work, learn, and perform other things. The development of information technology forces all lines in this life to continue to follow it, including the government. Information disclosure to the public is now an obligation of the government as part of transparency to the public (Luthfi, Putra, et al., 2023). This public information disclosure can be seen from the development of government websites that contain information related to activities carried out by the government (Luthfi, Hanifan, et al., 2023; Syailalhikma et al., 2024). Transparency and the development of information technology are then used by the government to improve government performance. Governments that include technology as part of themselves are generally called e-governments (Ferdika & Nasution, 2020) .

The extensive deployment of digitalization in government is beneficial in efforts to boost efficiency in carrying out activities to serve citizens (Afrizal, 2020; Afrizal et al., 2023; Rais et al., 2024). The rapid growth of information and communication technology has continually driven the government to enhance its work operations through technology and information. In Indonesia, the implementation of electronic-based governance started with Presidential Regulation No. 95 of 2018, covering Electronic-Based Government Systems (SPBE). SPBE is the application of government operations using information and communication technologies to provide services. SPBE strives to achieve higher-quality government management (Wahyuni, 2023). Implementing SPBE is expected to increase the efficiency and effectiveness of public administration, transparency, accountability, and public participation in government processes (Prayitno, 2023; Rusdy & Flambonita, 2023; Rusli, 2023).

One of the most important elements of administering an electronic-based government is ensuring that government servants can utilize all the devices provided. Similarly, Dumai City aggressively implements its government tasks using electronic systems (Dumai, 2019). Dumai City is now one of the cities that continuously implement e-government (Afrizal & Wallang, 2021). As a city that wants to become a smart city, it continually changes its government activities. Especially when it comes to maintaining electronic attendance records for government servants. Empirically, government servants are a crucial component of public service delivery that must be enhanced. To develop government servants who are disciplined and accountable for their responsibilities and obligations assigned. The presence of government innovation regarding the attendance list of government servants in all agencies is carried out online using the Dumai city government's e-absence application via the website https://absensi.dumaikota.go.id.

The implementation of e-attendance not only intends to strengthen apparatus discipline, but additionally to modernize the bureaucracy, making it more anticipatory, proactive, and successful in increasing administrative service quality.
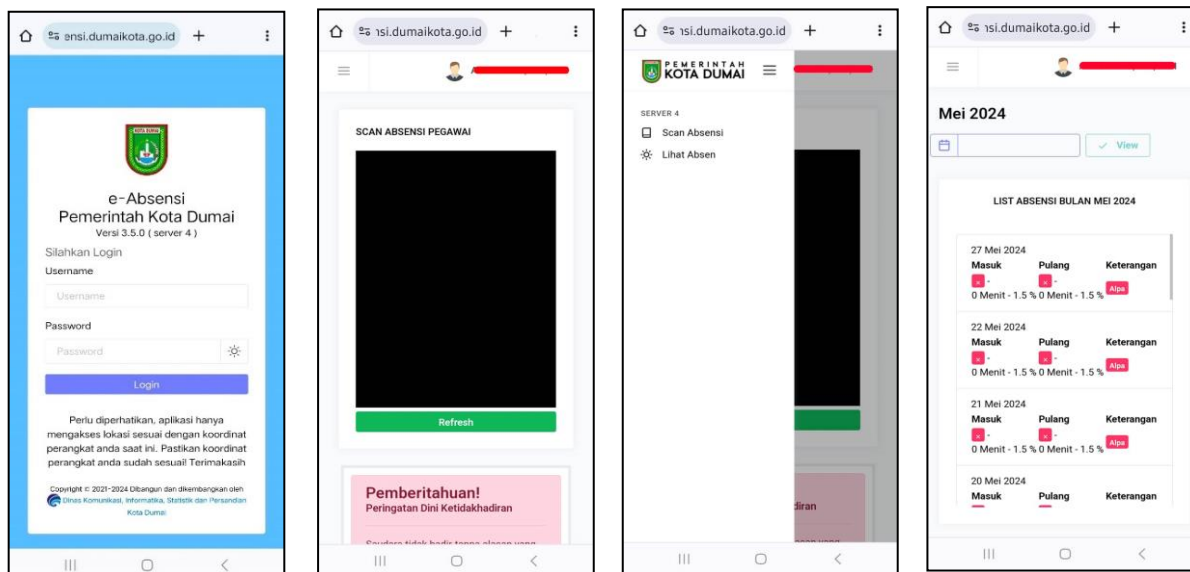
Figure 1. E-absence application display
Source: https://absensi.dumaikota.go.id

Government servants continued to face challenges with the implementation of e-attendance. Some common complaints in e-attendance include the presence of "Code 502 bad gateway" when accessing the official website. Aside from that, the application is slow to use, particularly during and after work hours. The research intends to investigate how government employees expect to use the Dumai city government's e-absence application based on numerous descriptions of the symptoms that develop during e-absence use.

Literature Review

Implementing e- absence

E- absence of government servants is not a novel feature of e-government in local governments. Several studies related to implementing e-attendance, such as ⬜ The E-Absen system, launched in Palu City to strengthen staff discipline, are as effective as planned. However, while implementing this application, many barriers were discovered that were connected to the organization's readiness and apparatus. Furthermore, study of Ruauw et al. (2023) at the Manado city government on implementing electronic-based attendance shows it successfully increases staff discipline. However, user knowledge and supervision are still required to deploy electronic-based attendance successfully.

Similarly, Saroinsong et al. (2023) research conducted in the northern Sulawesi provincial government concluded that electronic attendance is highly effective in strengthening apparatus discipline. The electronic attendance system is thought to be more effective and efficient than previous manual methods. Hence, it has an impact on performance. Electronic attendance at the Yogyakarta government is also considered a venue for strengthening discipline while arriving and leaving staff (Reniaty, 2019). A similar study was conducted at Wajo Regency, where electronic

attendance favorably impacted employee work discipline. The study's results on the variable effect of the effectiveness of the application of fingerprint electronic attendance on the work discipline of government servants at the Wajo Regency Education and Culture Office showed that a. The effectiveness of applying fingerprint electronic attendance at the Wajo Regency education and Culture office is generally in the good category in terms of achieving targets, adaptability, job satisfaction, and responsibility. b. The work discipline of government servants at the Wajo Regency Education and Culture Office is generally in the good category in terms of time discipline, regulatory discipline, and dress and work responsibility discipline. There is a positive and significant influence on the effectiveness of the application of fingerprint electronic attendance on the work discipline of government servants at the Wajo Regency Education and Culture Office (Mamminanga, 2020).

The Unified Theory of Acceptance and Use of Technology (UTAUT)

The enormous number of studies on e-attendance for government employees is one of the foundations for this research. However, this research will fill a gap in studies relating to application users, namely government employees. The study focused on government servants' intention to use government-provided e-government services. The most recent and widely utilized theory for determining user intentions is the unified theory of acceptance and use of technology (UTAUT) (Venkatesh et al., 2003). UTAUT has shown to be a full model because it integrates eight previously extensively utilized ideas on technology acceptance. The primary variables are performance expectancy, effort expectancy, social influence, facilitating conditions, behavioral intention, and use behavior.

Performance Expectancy (PE)

Performance Expectations are the advantages that users perceive when utilizing a system (Venkatesh et al., 2003). Performance expectations are the amount to which an individual believes that using a system will be highly useful in his task (Afrizal & Wallang, 2021). Several studies show a significant positive correlation between performance expectancy and intention to use technology (Zeebaree et al., 2022). Performance expectancy is a construct that determines user intentions to a given technology (Wa & Zhang, 2023).

Effort Expectancy (EE)

Effort Expectancy is considered the ease users feel when using a system (Venkatesh, 2021). Effort expectancy is a significant variable in determining user intent to use technology (Talukder et al., 2019 Tugiman et al., 2023). The same findings show that effort expectancy correlates significantly with technology user intentions (Zeebaree et al., 2022 Wa & Zhang, 2023).

Social Influence (SI)

Social influence can be defined as the influence the user feels that requires the user to use the system (Venkatesh et al, 2016). Social influence appears to be an important factor when looking at technology users (Li, 2021). Several studies have

indicated that social influence has an important effect on individual views towards using technology (Geci et al., 2017).

Facilitating conditions (FC)

The facilitating condition is the extent to which users perceive that the infrastructure has been equipped to accommodate users using the system (Venkatesh, 2021). Facilitating conditions are an essential factor in determining the interest of technology users. Several research investigations support the finding that facilitating conditions have a strong and positive correlation with user intentions ☐ Rabaa'i, 2017) .

Attitude (AT)

Human intention begins with an attitude, either positive or negative. Therefore, the attitude is favorable or unfavorable, depending on the projection (Zahid & Din, 2019). Attitude is a concept in one of the Theory of Reasoned Action (TRA) frameworks (Ajzen & Fishbein, 1977). TRA theory is an element that is frequently investigated, especially regarding human psychology (Ajzen, I & Fishbein, 1991). Attitude has a significant effect on intentions toward new technology systems (Huang, 2023). Several scholars have utilized this model to investigate the intentions of technology users. ☐ Attitude is a significant factor in determining the intentions of technology users, particularly those using e-government services (Iong & Phillips, 2023). Understanding the significance of new technologies regarding intention to use e-government services. Several researchers throughout the world have developed this model with many additional variables (Mhina, Julius Raphael and Athuman, 2018). Attitude is one of the variables that are now being examined.

Based on the descriptions provided above, this research concludes the research framework and hypotheses as follows:
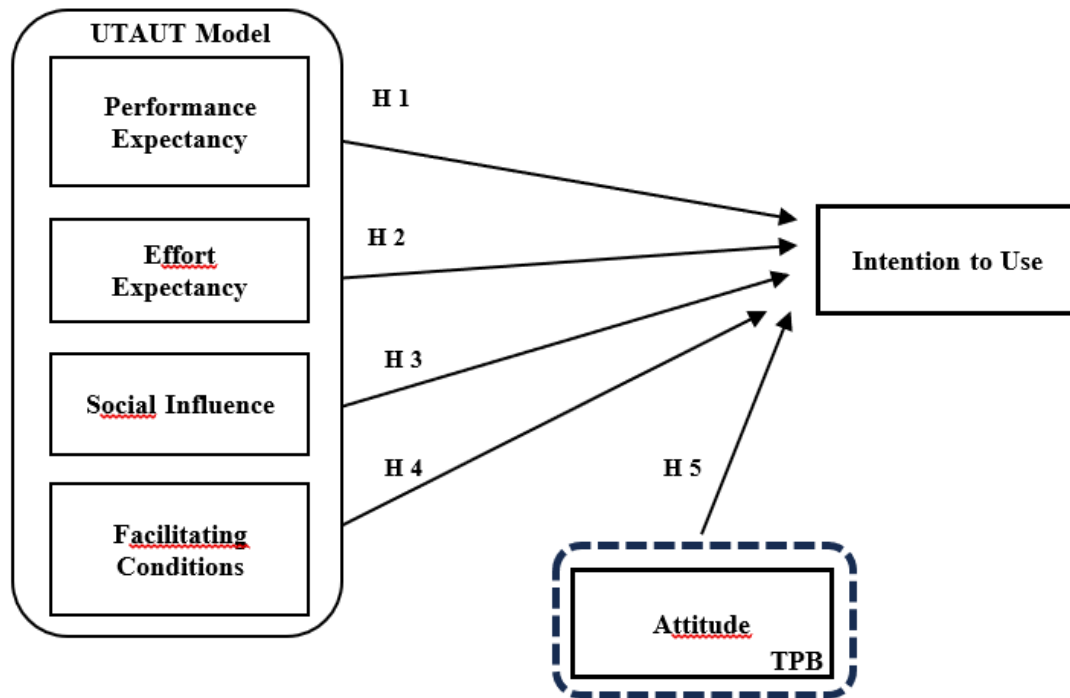
Figure 2. Research Framework

Hypothesis:

H1   Performance expectancy is significantly and positively related to intention to use E- Absence

H2   Effort expectancy is significantly and positively related to intention to use E- Absence

H3   Social influence is significantly and positively related to intention to use E- Absence

H4   Facilitating conditions is significantly and positively related to intention to use E- Absence

H5   Attitude is significantly and positively related to intention to use E- Absence

Research Methods

The research used a qualitative approach and included government servants from all agencies under the Dumai city government. The quota sampling technique was employed to determine the total number of respondents; there were 100. The questionnaire was developed using a Google form, and the link was distributed through the government servant WhatsApp group to several agencies. The data used in this research is primary data (Kothari, 2004; Pandey, 2015) derived from

respondents' answers and secondary data from many reference sources relating to the issues addressed. Data was analyzed using SEM-PLS, then with Smart PLS application.

Results and Discussion

Result

Validity And Reliability Test

Initially, all primary data collected will be tested to ensure its validity and reliability. This will be done with a lot of testing. For instance, loading factor, average variance extracted (AVE), fornell-larcker criterion, and cross-loading. The first process evaluates the loading factor through an examination of the outer loading value as follows:

Table 1. Loading factor test

	ATT	EE	FC	ITU	PE	SI
AT1	*0.861*					
AT2	*0.885*					
AT3	*0.914*					
AT4	*0.877*					
AT5	*0.820*					
EE1		*0.846*				
EE2		*0.894*				
EE3		*0.929*				
EE4		*0.861*				
EE5		*0.862*				
FC1			*0.874*			
FC2			*0.887*			
FC3			*0.815*			
FC5			*0.749*			
ITU1				*0.833*		
ITU2				*0.732*		
ITU3				*0.861*		
ITU4				*0.823*		
PE1					*0.792*	
PE2					*0.887*	
PE3					*0.819*	

	ATT	EE	FC	ITU	PE	SI
PE4					*0.727*	
PE5					*0.785*	
SI1						*0.729*
SI2						*0.860*
SI3						*0.822*
SI4						*0.830*
SI5						*0.774*

Source: Data analysis Smart PLS

Based on the data, it is clear that all of the other loading values are completely valid. This is consistent with the opinion of Hair Jr *et al.* (2014) stated that the outer loading value that fits the requirements is greater than 0.7, implying that all indicator in data can measure the variables used.
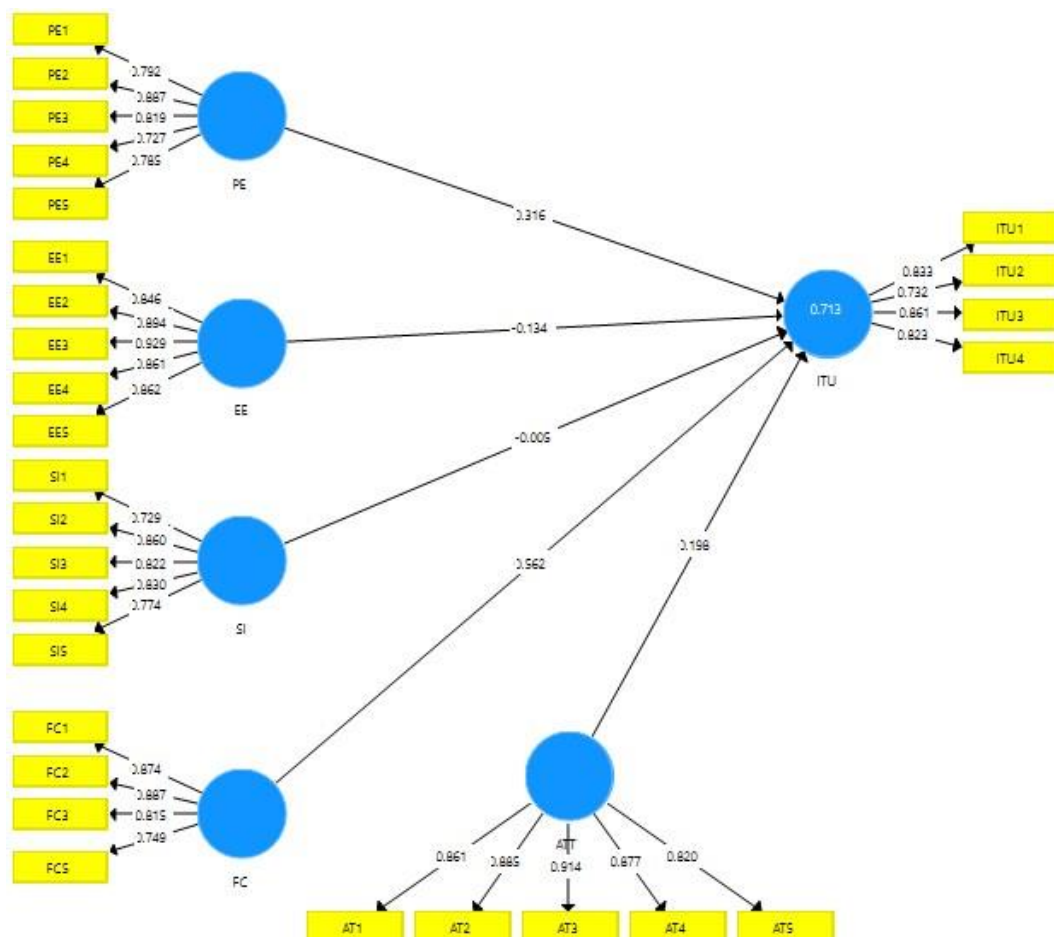

Figure 3. Data analysis
Source: Smart PLS

The next step is examining the average variance extracted (AVE), Cronbach's alpha, and composite reliability test. Following testing, some results were obtained:

Table 2. Cronbach's Alpha and Composite CR and AVE

	Cronbach's Alpha	Composite Reliability	Average Variance Extracted (AVE)
ATT	0.921	0.941	0.760
EE	0.926	0.944	0.772
FC	0.852	0.900	0.693
ITU	0.829	0.886	0.662
PE	0.862	0.901	0.646
SI	0.864	0.901	0.647

Source: Data analysis Smart PLS

The data indicate that all variables are valid. This can be shown by all variables having AVE values greater than 0.5. Meanwhile, Cronbach's alpha and composite reliability are all higher than 0.7 (□; this indicates that all variables are reliable. Aside from that, the fornell-larcker criterion test was used to determine the correlation between variables and how they correlate with other variables. The fornell larcker criterion produces the following results:

Table 3. Fornell Larcker Criterion

	ATT	EE	FC	ITU	PE	SI
ATT	**0.872**					
EE	0.633	**0.879**				
FC	0.749	0.790	**0.833**			
ITU	0.718	0.635	0.790	**0.814**		
PE	0.590	0.641	0.600	0.681	**0.804**	
SI	0.668	0.725	0.798	0.691	0.672	**0.804**

Source: Data analysis Smart PLS

The correlation value of related variables is greater than that of other variables. As a result, the received results are deemed adequate for evaluating structural model test.

Evaluation of Structural Model

During this stage, the R-Square, Original Sample (O), and T-Statistics tests are used to evaluate the structural model. Following testing, the results are shown as follows:

Table 4. R-Square

	R Square
ITU	0.712

Source: Data analysis Smart PLS

The R Square value achieved was 0.712. This indicates that PP, EE, FC, SI, and attitude have a 71% influence on intention to use. Meanwhile, 29% was influenced by variables outside of this study. Meanwhile, T-statistics (bootstrapping) is also used to answer the hypothesis. T-statistics can be used to test statistical significance. For more details, see the following table:

Table 5. Result

	Original Sample (O)	T Statistics (|O/STDEV|)	Analysis
ATT -> ITU	0.198	2.962	*positive and significant*
EE -> ITU	-0.134	1.493	*negative and no significant*
FC -> ITU	0.562	5.885	*positive and significant*
PE -> ITU	0.316	4.025	*positive and significant*
SI -> ITU	-0.005	0.080	*negative and no significant*

Source: Data analysis Smart PLS

The results show that the relationship between the EE -> ITU original sample (O) is -0,134, and the -> ITU is -0,005, indicating a negative relationship. Meanwhile, all other variables show a positive relationship. Meanwhile, Hair Jr *et al.* (2014)it requires that the t-statistics value be greater than 1.96. Meanwhile, it is found that the EE -> ITU value is 1.493, and the SI -> ITU t-statistics value is 0.080, which is a value below 1.96, indicating that the association is not significant. Meanwhile, ATT - ITU is 2.962, FC - ITU is 5.885, and PE - ITU is 4.025, indicating a significant relationship. In the context of predictive relevance, the Q^2 value (=1-SSE/SSO) is 0.445. A value above "zero (0)" indicates a good observation value. Meanwhile, in the test, the FIT model value in terms of the NFI value is 0.637, indicating that the model utilized is a 60% fit.

Discussion

The findings show that, for hypothesis 1, performance expectancy is positive and significant to the intention to use e-absence. In this situation, public servants who utilize the e-attendance system respond that the application saves time and money and is practical for filling out attendance forms. This is because e-attendance will make it easier and more desirable for civil workers to use it daily, particularly when performing routine work duties. Meanwhile, the second hypothesis, effort expectancy, is found to be negative and not significant, implying that there is no association between effort expectancy and intention to use e-attendance. When

utilizing the e-absence system, it turns out that government servants do not see a correlation between perceived ease of use and desire to use e-absence again. This is extremely logical because users believe that the system was developed solely to fill out attendance forms, and they only have access to it in the morning when they arrive at work and in the afternoon when they leave work. This finding is likewise consistent with Geci *et al.* (2017) findings effort expectancy was found not to affect intention to adopt e-government.

The third hypothesis is that social influence is negative and has no significant effect on the intention to use e-absence. Government servants believe that their social context, such as coworkers, does not influence how they use this system. This is common because the system was designed and used by government servants in response to regional government legislation requiring (mayor's policy) all agencies to use e-absence. The statement matches de Moraes & Meirelles (2017) the opinion that important people in the citizen's social circle influence the usage of e-government programs. This contradicts Rabaa'i (2017) the statement that five factors from UTAUT, such as social influence, significantly affect people's adoption of e-government services.

Furthermore, hypotheses for four facilitating conditions that provide significant and positive relationships with the use of e-absence. There is a link between the facilities provided by the Dumai city's responsibility to help government servants access this system. The perfect operation of this e-absence system undoubtedly makes it easier for consumers to access it immediately from their smartphones. Aside from that, this system allows each agency to extract summary findings from the presence of government servants, which are then used for reporting.

The final hypothesis is that attitude significantly correlates with intention to use e-absence. This expression is also consistent with the findings of Dwivedi *et al.* (2017) which revealed that attitude had a significant effect on the adoption of e-government services. Besides that, the attitude of government employees towards adopting e-government services is positive (Iong & Phillips, 2023). Thus, in this scenario, it is clear that attitudes play an essential role in determining government servants' intentions to use the present e-attendance system. Government servants use the e-attendance system and frequently cherish accessing the service, believing it is a good idea. This means that government servants care about how useful and user-friendly technology is while working.

Conclusion

The study's findings revealed that performance expectancy, social influence, and attitude are significantly and positively connected to the intention to use E-Absence. Meanwhile, effort expectation and social impact are not significantly and negatively to the intention to use E-Absence. It is recommended that Dumai mayors continue to focus on increasing the system's simplicity of use and usefulness so that innovations can be accepted and used more successfully. Further research is needed

to fully apply this theory by utilizing the main mediators and including additional factors to develop findings, particularly in e-government.

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