CHAPTER V

RESULT AND DISCUSSION

This part of this chapter presents the results and discussion from the data gathered from a 100 sample population. The data is analyzed quantitatively with the use of Amos (version 21).

This chapter is divided into four parts and subsections to provide a clear and cohesive presentation of results. The first part of illustrates the demographic profile of the respondents of the study. The second part of the paper provides the statistical and descriptive analysis of the responses gathered from the respondents. The third part delves on the proposed model of study derived from the findings of the research. The last part is discussion about the citizen behavior of using technology in term of Sleman smart regency.

5.1. Description of Respondents Profile

General description or description of the characteristics of respondents in this study include gender, age, occupation, and

recent education. Detailed description of each respondent's profile as follows.

1. Gender

    The description of the characteristics of respondents based on gender is presented in figure of 5.1.

Figure 5.1. Characteristics of Respondents by Gender

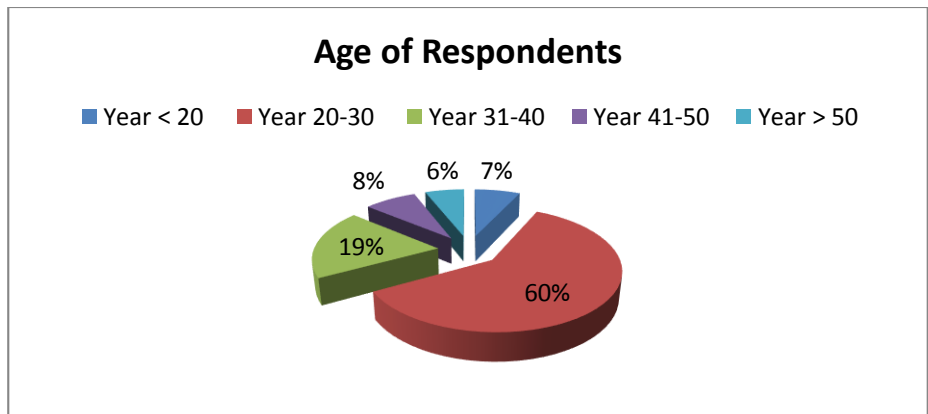**A Total of Respondents**

■ Frequency (Persons)
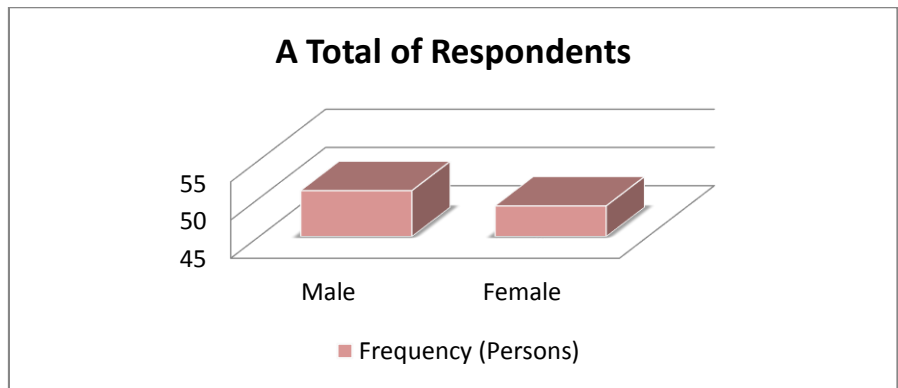
Source: The data is compiled from primary data, 2018.

Graph 5.1 shows that most of the respondents were male (51%), and the remaining 49 (49%) were female. It can be concluded that most of the study respondents were men from the 100 respondents.

2. Age

   Description of the characteristics of respondents based on age can be seen in pie figure of 5.2.

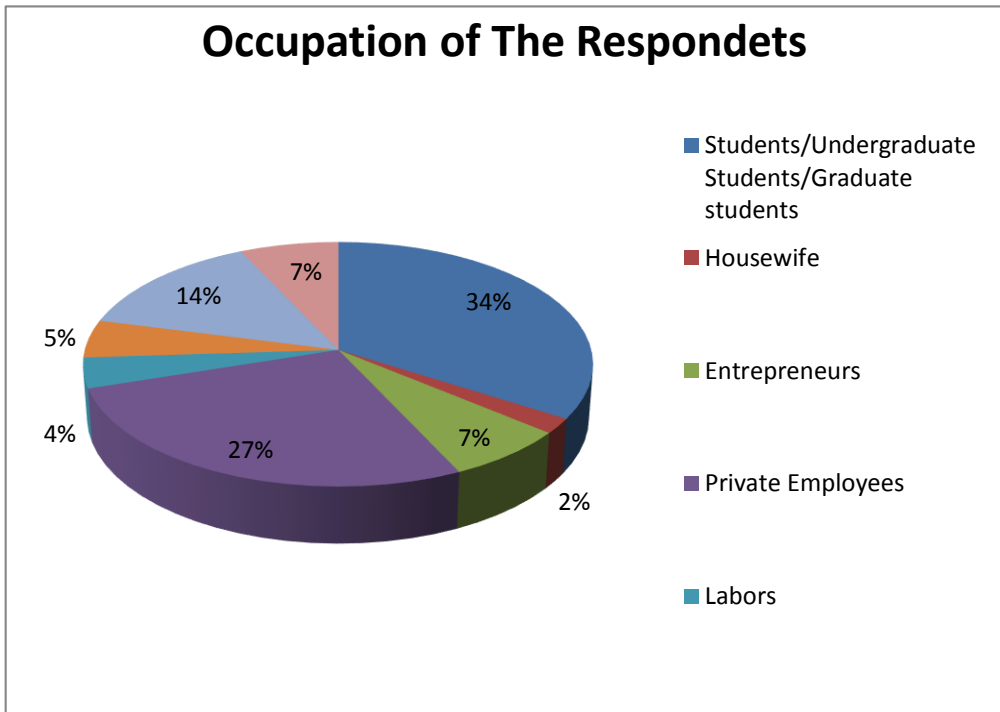**Figure 5.2. Characteristics of Respondents by Age**

Source: The data is compiled by primary data, 2018.

   Chart of 5.2 shows that the majority of respondents aged around 20-30 years were 60 people (60%), and respondents who were at least> 50 years old were 6 people (6%). It can be concluded that most respondents are around 20-30 years old.

3. Occupation

   Description of the characteristics of respondents based on work can be seen in figure of 5.3.

Figure 5.3. Characteristics of Respondents by Occupation

Occupation of The Respondets

- Students/Undergraduate Students/Graduate students — 34%
- Housewife — 2%
- Entrepreneurs — 7%
- Private Employees — 27%
- Labors — 4%
- 5%
- 14%
- 7%

source: The data is compiled by primary data, 2018.

Chart of 5.3 shows that most of the respondents worked as students/undergraduate students there are 34 students (34%), and the respondents who worked as housewives/IRT were at least 2 people (2%). It can be concluded that most respondents work as students.

4. Latest Education

Description of the characteristics of respondents based on the latest education can be seen in chart of 5.4.

Figure 5.4. Characteristics of Respondents Based on Latest Education
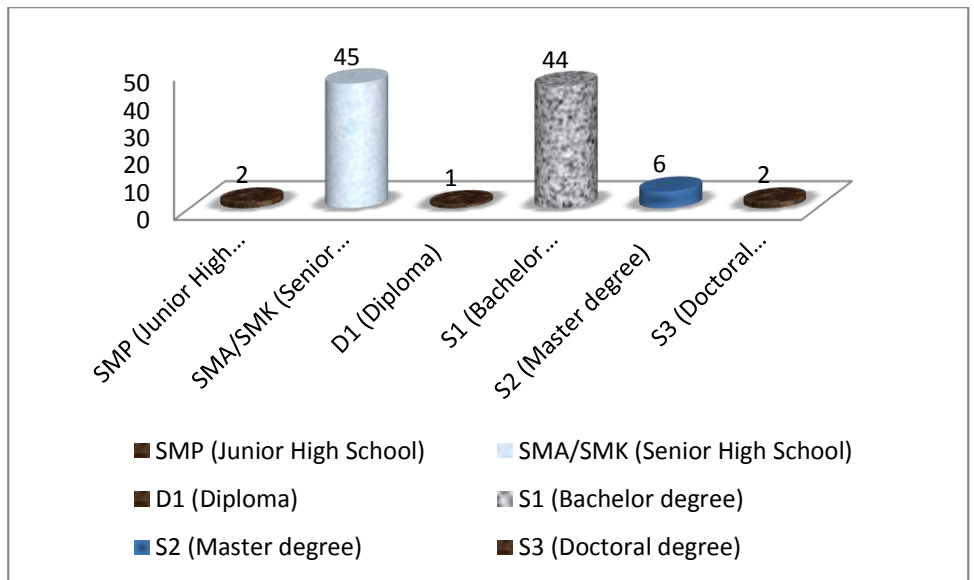
Table 5.4 shows that the majority of respondents completed their final education at the senior high school/vocational high school level of 45 people (45%), and the respondents who at least completed their last education at Diploma 1 level (D1) were 1 person (1%). It can be concluded that the majority of respondents completed their last education at the SMA / SMK level.

5.2. Description of the Research Variable Category

The description of the research variable category describes the answers/responses of respondents regarding the research variables which include Performance Expectancy, Effort Expectancy, Social Influence, Facilitating Condition, Behavioral Intention, and Users Behavior. The results of research data on research variables that have been obtained are then categorized into three categories of categories by using the category interval formula according to Azwar (2009: 108) as follows:

1. Height: $X \geq Mi + Sdi$
2. Medium: $Mi - SDi \leq X < Mi + Sdi$
3. Low: $X < Mi - SDi$

The information from the formula of the category is Mi = ideal average value (ideal mean) of each research variable, and SDi is the ideal standard deviation of each research variable. The categorization results of each variable in this study are presented as follows.

1. Performance Expectancy

Performance expectancy variable has 4 statement items, so the ideal maximum value is 16, ideal minimum value = 4, ideal mean value = 10, and standard deviation value = 2. Based on the range of values, and the standard deviation value, the performance expectancy variable categorization is presented in Table 5.1 below.

Table 5.1. Categorization of Variable Performance Expectancy

Category	Interval Score	Frequency (Persons)	Percentage (%)
High	12 – 16	97	97
Medium	8 – 11	3	3
Low	4 – 7	0	0
Total		100	100

Source: The data is compiled by primary data, 2018.

Table 5.1 shows that respondents who gave an assessment of performance expectancy variables in the high category were 97 people (97%), respondents who gave an assessment of expectancy performance variables in the medium category were 3 people (3%), and respondents who gave an assessment the expectancy performance variable in the low category does not exist (0%).

2. Effort Expectancy

Effort expectancy variable has 4 statement items, so the ideal maximum value is 16, ideal minimum value = 4, ideal mean value = 10, and the standard deviation value = 2. Based on the range of values, and the standard deviation value, the variable categorization effort expectancy is presented in Table 5.2.

Table 5.2. Categorization of Variable Effort Expectancy

Category	Interval Score	Frequency (Persons)	Percentage (%)
High	12 – 16	91	91
Medium	8 – 11	8	8
Low	4 – 7	1	1
Total		100	100

Source: The data is compiled by primary data, 2018.

Table 5.2 shows that respondents who gave an assessment of effort expectancy variables in the high category were 91 people (91%), respondents who gave an assessment of effort expectancy variables in the medium category were 8 people (8%), and respondents who gave an assessment the effort expectancy variable in the low category is 1 person (1%).

3. Social Influence

Social influence variables have 4 statement items, so the ideal maximum value is 16, ideal minimum value = 4, ideal mean value = 10, and the standard deviation value = 2. Based on the range of values, and the standard deviation value, the categorization of social influence variables is presented in Table 5.3.

Table 5.3. Categorization of Social Influence Variables

Category	Interval Score	Frequency (Persons)	Percentage (%)
High	12 – 16	46	46
Medium	8 – 11	50	50
Low	4 – 7	4	4
Total		100	100

Source: The data is compiled by primary data, 2018.

Table 5.3 shows that respondents who rated social influence variables in the high category were 46 people (46%), respondents who rated social influence variables in the medium category were 50 people (50%), and respondents who gave an assessment against social influence variables in the low category as many as 4 people (4%).

4. Facilitating Condition

The facilitating condition variable has 4 statement items, so the ideal maximum value is 16, ideal minimum value = 4, ideal mean value = 10, and the standard deviation value = 2. Based on the range of values, as well as the standard deviation value, facilitating condition variable categorization is presented in Table 5.4.

Table 5..4. Categorization of Facilitating Variables Condition

Category	Interval Score	Frequency (Persons)	Percentage (%)
High	12 – 16	92	92
Medium	8 – 11	8	8
Low	4 – 7	0	0
Total		100	100

Source: The data is compiled by primary data, 2018.

Table 5.4 shows that respondents who rated facilitating condition variables in the high category were 92 people (92%), respondents who rated facilitating condition variables in the medium category were 8 people (8%), and respondents who gave assessment there are no facilitating condition variables in the low category (0%).

5. Behavioral Intention

The behavioral intention variable has 3 statement items, so the ideal maximum value is 12, ideal minimum value = 3, ideal mean value = 7.5, and the standard deviation value = 1.5. Based on the range of values, as well as the standard deviation values, the categorization of behavioral intention variables is presented in Table 5.5.

Table 5.5. Categorization of Variable Behavioral Intention

Category	Interval Score	Frequency (Persons)	Percentage (%)
High	9 – 12	93	93
Medium	6 – 8	7	7
Low	3 – 5	0	0
Total		100	100

Souce: The data is compiled by primary data, 2018.

Table 5.5 shows that respondents who rated behavioral intention variables in the high category were 93 people (93%), respondents who gave behavioral intention variables in the moderate category were 7 people (7%), and respondents who gave assessment the behavioral intention variable in the low category does not exist (0%).

6. Users Behavior

Users behavior variable has 2 statement items, so the ideal maximum value is 8, ideal minimum value = 2, ideal mean value = 5, and standard deviation value = 1. Based on the range of values, and the standard deviation value, the categorization of users behavior variables is presented in Table 5.6.

Table 5.6. Categorization of Variable Users Behavior

Category	Interval Score	Frequency (Persons)	Percentage (%)
High	6 – 8	78	78
Medium	4 – 5	22	22
Low	2 – 3	0	0
Total		100	100

Source: The data is compiled by primary data, 2018.

Table 5.6 shows that respondents who gave an assessment of users behavior variables in the high category were as many as 78 people (78%), respondents who gave an assessment of users behavior variables in the medium category were 22 people (22%), and respondents who gave an assessment against users behavior variables in the low category no (0%).

5.3. The Test Results of Research Instruments

5.3.1. Validity Test Results

Validity test is a test of the accuracy and accuracy of the questions in revealing what is measured by the questionnaire. Validity test in this research was conducted using convergent validity test, and discriminant validity. Question items are declared valid based on convergent validity test if the value of the loading factor is greater than 0.500, and the value of Average Variance Extracted (AVE) is greater than 0.500. Whereas the questionnaire is stated to have fulfilled discriminant validity if the square root value AVE is greater or higher than the correlation coefficient between research variables. Test results are presented in Table 5.7.

Table 5.7. Convergent Validity Test Results

Variable	Item	Loading factor	AVE	Explanation
Performance Expectancy (PE)	PE1	0,801	0,64 4	Valid
	PE2	0,749		Valid
	PE3	0,823		Valid
	PE4	0,835		Valid
Effort Expectancy (EE)	EE1	0,930	0,72 0	Valid
	EE2	0,931		Valid
	EE3	0,865		Valid
	EE4	0,632		Valid
Social Influence	SI1	0,904		Valid

(SI)	SI2	0,904	0,76 4	Valid
	SI3	0,878		Valid
	SI4	0,807		Valid
Facilitating Condition (FC)	FC1	0,632	0,48 2	Valid
	FC2	0,750		Valid
	FC3	0,711		Valid
	FC4	0,678		Valid
Behavioral Intention (BI)	BI1	0,800	0,46 5	Valid
	BI2	0,616		Valid
	BI3	0,611		Valid
Users Behavior (UB)	UB1	0,793	0,62 3	Valid
	UB2	0,785		Valid

Source: The data is compiled by primary data, 2018.

Validity test results in Table 5.7 show that all the questions in each research variable consisting of Performance Expectancy, Effort Expectancy, Social Influence, Facilitating Condition, Behavioral Intention, and Users Behavior have a value of loading factor greater than 0.500 and most variables research has AVE value greater than 0.500, it can be concluded that all questions in all research variables are declared valid or have fulfilled the corvergent validity.

The next validity test uses discriminant validity test. Discriminant validity measures how far a construct is completely different from other constructs (variables). The high value of discriminant validity provides evidence that a construct is unique

101

and able to capture the measured phenomena. Variables and their questions are declared valid based on discriminant validity test if the square root value of AVE ($\sqrt{AVE}$) is greater or higher than the correlation coefficient between variables (construct), the results of which can be seen in Table 5.8.

5.3.2. Reliability Test Results

Reliability test is a questionnaire consistency test or test the consistency of each indicator in measuring variables or constructs. A questionnaire is said to be reliable or reliable if the respondent's answer to the statement is consistent or stable over time. The questionnaire was declared reliable or if the composite reliability value was greater than 0.70. The reliability test results can be seen in Table 5.8.

Table 5.8. Reliability Test Results

The research variable	Composite Reliability value	Conclusion
Performance Expectancy	0,793	Reliabel
Effort Expectancy	0,788	Reliabel
Social Influence	0,800	Reliabel
Facilitating Condition	0,797	Reliabel
Behavior Intention	0,712	Reliabel

Source: The data is compiled by primary data, 2018.

The reliability test results in Table 5.8 show that all research variables have a Composite Reliability value greater than 0.60, so that it can be concluded that all the questions contained in each research variable in the questionnaire are declared reliable or reliable, then the questionnaire can be used to retrieve research data.

5.3.3. Hypothesis Testing

To find out the relationship between the independent variable and the dependent variable can be described as follows:
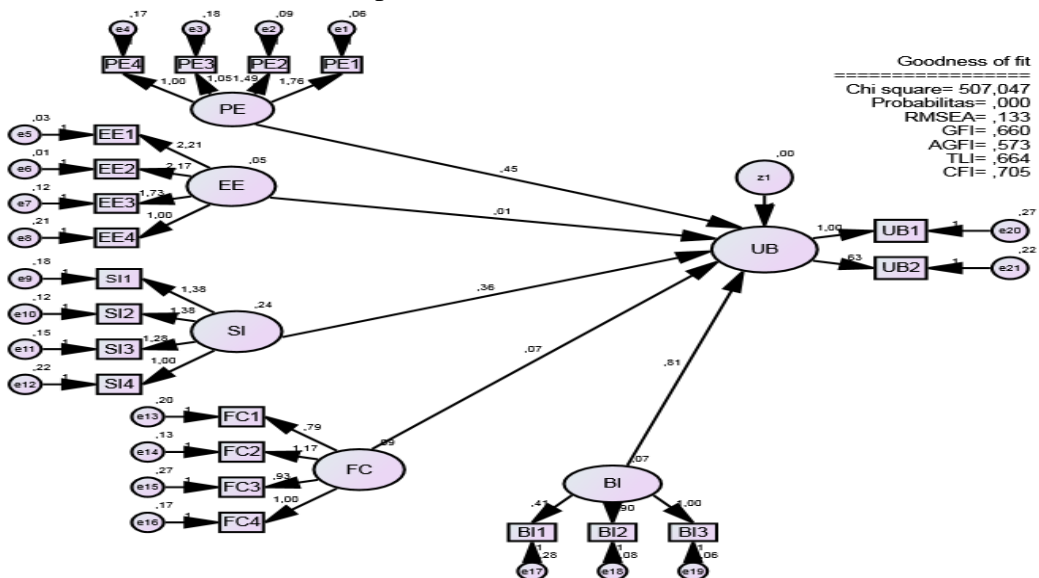

Figure 5.5. Hypothesis Testing Results

In testing the hypothesis first, the goodness of fit is tested. Test the suitability of the model which is hypothesized to "fit" or match the data sample. The goodness of fit test aims to measure whether or not the "structural" structural equation model is proposed, with the help of AMOS 21 software. The following is a summary of the results of the goodness of fit test as shown in Table 5.9 below.

Table 5.9. The Test Result of Goodness and fit

No	Criteria	Cut off value	Estimation result	Conclusion
1	*Chi square (X2)*	Small expected	507,047	-
2	*Probability (p)*	≥0,05	0,000	Margin
4	*GFI*	≥0,90	0,660	Margin
5	*AGFI*	≥0,90	0,573	Margin
6	*CFI*	≥0,95	0,705	Margin
7	*RMSEA*	≤0,08	0,133	Margin
8	*TLI*	≥0,95	0,664	Margin

Source: The data is compiled by primary data, 2018.

Based on the results of the goodness of fit test in table 5.9. above, the model used in this study can be said to have a goodness of fit in the margin category, because all the criteria for testing the goodness of fit have all been fulfilled.

The next test is a research hypothesis test. All testing of

research hypotheses are summarized in the path coefficients table

which can be seen in Table 5.10

Tabel 5.10. The Hypothesis Result

Hypothesis	Lane	Lane Coefficient	The Line of Influence	*P value* (Sig)	Information	Conclusion
H1	PE->UB	0,450	(+)	0,031	Significant	Supported
H2	EE->UB	0,005	(+)	0,984	Not Significant	Rejected
H3	SI->UB	0,365	(+)	0,008	Significant	Supported
H4	FC->UB	0,067	(+)	0,790	Not Significant	Rejected
H5	BI->UB	0,815	(+)	0,011	Significant	Supported

Source: The data is compiled by primary data, 2018.

Information:
PE   = Performance Expectancy
EE   = Effort Expectancy
SI   = Social Influence
FC   = Facilitating Condition
BI   = Behavior Intention
UB   = Users Behavior

Explanation of each hypothesis test results as shown in

Table 5.10. are as follows:

1. **Hypothesis 1 Test Results**

The first hypothesis proposed in this study is as follows:

Ha = Performance expectancy has a significant effect on users behavior.

H0 = Performance expectancy has no significant effect on users behavior.

In Table 5.10. it can be seen that in H1 line the path coefficient has a positive influence direction of 0.450 and is significant because the significance value (p value) = 0.031 is less than 0.05, so it can be said that performance expectancy has a positive and significant effect on users behavior, which means if performance expectancy increases or increases by one unit, then user behavior increases or increases by 0.450 assuming the other independent variables remain or equal to zero, so it can be concluded that H0 is rejected and Ha is accepted, which means that performance expectancy has a significant effect on users behavior. Based on these results, the first hypothesis of this study is accepted or proven.

The results of hypothesis 1 indicate that performance expectancy has a positive influence, but does not significantly influence user behavior. This means that the public cannot fully trust the government if using the sleman report application is able to help the community to achieve profits in improving performance. In this hypothesis it was found that performance expectancy cannot directly influence people's behavior to use technology. Like what Sumini said, it is:

> "If asked what the government did then I changed my behavior to use technology immediately, I didn't. But look first from the government effort, if the government can show the belief maybe I will always use the application later on. And if the government is able to provide better services to the public, I will continue to use not only this application in the future, maybe others too". (Interview with Sumini, 2018).

From the excerpt of the interview, it can be concluded that the government's performance after create the *Lapor Sleman* application seems to have not been trusted by the public 100%. This must be proven first with the progress of the government in increasing public services. So that if public services are increasing, the behavioral intention will become user behavior. However, on

the contrary, if later the sleman report application does not show the expected progress, the community will hesitate to use the technology in the form of the *Lapor Sleman* application. It supported research that did by Yang, et. al., (2007) that there is no effect of performance expectancy on user behavior.

2. Hypothesis 2 Test Results

The second hypothesis proposed in this study is as follows:

Ha = Effort expectancy has a significant effect on users behavior.

H0 = Effort expectancy has no significant effect on users behavior.

In Table 5.10. it can be seen that in line H2 the path coefficient has a positive influence direction of 0.005 and is not significant because the significance value (p value) = 0.984 is greater than 0.05, so the effort expectancy has a positive and insignificant effect on users behavior, which that is, if effort expectancy increases or increases by one unit, then users behavior does not increase or increases by 0.005 assuming the other

independent variables remain or equal to zero, so it can be concluded that H0 is accepted and Ha is rejected, which means that effort expectancy has no significant effect against users behavior. Based on these results, the second hypothesis of this study was rejected or not proven.

The result of hypothesis 6 shows that effort expectancy has a negative influence, and does not significantly influence user behavior. This means that people still find it difficult to use this technology, which is using the *Lapor Sleman* application. This is supported by the statement of an entrepreneur who complained to the government through the *Lapor Sleman* application, Burhan stated that:

> *"I was confused at first using this application, indeed registering is easy, but after trying to report something, sometimes it continues to fail, so I'm confused. Not only that, for the comment column when it has been replied by the application admin sometimes we cannot comment back, so it is still not effective the way I see it. And especially people like me, have to study for days to understand the application. The hope is that the application can be improved so that it is easy to use. Therefore, if people want to use it continuously if the application is still not working sometimes like this, can't promise*". (Interview with an entrepreneur, Burhan, 2018).

From the results of the interview it can be seen that the *Lapor Sleman* application has not fully provided convenience for its users. There is some content that is erroneous and must be corrected immediately. So that later the community wants to use the application continuously. The ease for the community to use technology greatly affects the use of the application, because the intensity of use will continue to decline if the application is difficult to use. It can be said that a smart society has not yet appeared if the case is like interviewee above. Besides, the result of hypotesis is similar with Yang, et. al (2007) argue that the effort expectancy has significant effect on user behavior.

3. **Hypothesis 3 Test Result**

The third hypothesis proposed in this study is as follows:

Ha = Social influence has a significant effect on users behavior.

H0 = Social influence has no significant effect on users behavior.

In Table 5.10. it can be seen that on the H3 line the path coefficient has a positive influence direction of 0.365 and is

significant because the significance value (p value) = 0.008 is smaller than 0.05, so social influence can be positively and significantly affected on users behavior, which means if social influence increases or increases by one unit, then user behavior increases or increases by 0.365 assuming the other independent variables remain or equal to zero, so it can be concluded that H0 is rejected and Ha is accepted, which means that social influence has a significant effect on users behavior. Based on these results, the third hypothesis of this study is accepted or proven.

The result of hypothesis 3 shows that social influeance has a positive influence, and has a significant effect on user behavior. This means that the influence of people around, as well as others, greatly affects the use of technology, or the application of the report sleman. The community believes that if anyone helps and provides information about the application, he will also use it. Like what Mujiono said, that:

> "*Of course the community, family, and neighbors greatly influence the behavior of technology use, especially the sleman report application. If no one notifies, socializing the community wants to know where the application is. And*

surely, if the application is profitable, it will benefit us as a society, of course we will often to use it ". (Interview with Mujiono, 2018).

From the interview and in accordance with the third hypothesis it can be seen that social influence does tend to be very positive in influencing the use of technology and *Lapor Sleman* application, although it is not too significant in the intensity of technology use. But in this hypothesis social influence has a significant influence on user behavior. This means that if there is socialization, being told how to use the *Lapor Sleman* application, people around using the application will certainly make that person use the application. It supported by Yang et.al., (2007) argue that social influence has significant influence on users behavior.

4. **Hypothesis 4 Test Result**

The fourth hypothesis proposed in this study is as follows:

Ha = Facilitating condition has a significant effect on user behavior.

H0 = Facilitating condition has no significant effect on users behavior.

Table 4.4 shows that on the H4 line path coefficient has a positive influence of 0.067 and is not significant because the significance value (p value) = 0.790 is greater than 0.05, so facilitating condition can be positively and insignificantly affected to users behavior, which that is, if the facilitating condition increases or increases by one unit, then the user behavior does not increase or does not increase by 0.067 assuming another independent variable remains or equals zero, so it can be concluded that H0 is accepted and Ha is rejected, which means that facilitating condition has no significant effect against users behavior. Based on these results, the fourth hypothesis of this study is rejected or not proven.

The result of hypothesis 4 shows that facilitating condition has a negative influence, and does not significantly affect on user behavior. This means that the good and bad of a facility cannot influence people's behavior to use technology. This was supported by the results of interviews with the community, which stated that:

"I thought the behavior to use technology is not only determined by the good and bad of a facility. But with the socialization, the ease of the application, and so on. So I

don't necessarily have a good cellphone but in my opinion the application is inconsistent and difficult to use, I might stop using the application". (Interview with Adi, 2018).

From the results of the interview, it can be concluded that facilities are not the main determinant of society's willingness to use technology. When having a sophisticated cellphone but the application is not supportive, it will not affect user behavior. Vice versa, if the application is good and supportive, when you don't have a mobile phone that supports the application, the public can use the website, borrow someone else's cellphone, and even be interested in buying a smartphone. Also, Maldonado, Khan, Moon and Rho (2009) did not found that facilitating condition has no effect on users behavior.

5. **Hypothesis 5 Test Result**

The fifth hypothesis proposed in this study is as follows:

Ha = Behavior intention has a significant effect on users behavior.

H0 = Behavior intention has no significant effect on users behavior.

Table 4.4 shows that on the H5 line the path coefficient has a positive influence direction of 0.815 and is significant because the significance value (p value) = 0.011 is smaller than 0.05, it can be stated that intention behavior has a positive and significant effect on users behavior, which means if Intention behavior increases or increases by one unit, then users behavior increases or increases by 0.815 with the assumption that the other independent variables remain or equal to zero, so it can be concluded that H0 is rejected and Ha is accepted, which means that the intention behavior has a significant effect on users behavior. Based on these results, the fifth hypothesis of this study is accepted or proven.

The results of hypothesis 5 indicate that behavioral intention has a positive influence, and has a significant effect on user behavior. This means that if the intention behavior is higher, then the user behavior is higher, on the contrary if the intention intention is lower, then the user behavior tends to be lower. The same is said by Sumini, that:

"*Obviously, an intensity of interest in using the sleman report application will affect the use of sleman*

report application behavior. If you already have the intention and interest to use something, for example like this application, then over time it will become a behavior". (Interview with Sumini, 2018).

The above explains that behavioral intention will automatically influence on user behavior. Therefore, if someone's behavioral intention in using the *Lapor Sleman* application is high, it will later become a user behavior. Vice versa, if later a person's behavioral intention in using the *Lapor Slmena* application is a low, it will not affect on user behavior in the use of *Lapor Sleman* application. It is related to the previous research from He & Lu (2007), and Maldonado, et.al., (2009) analyze that behavioral intention has significant effect on users behavior.

5.4. Discussion of the Hypothesis Testing

The results of the first hypothesis test in this study indicate that performance expectancy has a positive effect of 0.450 and is significant (p value = 0.031 <0.05) to users behavior, which means if the performance expectancy increases or increases by one unit, then the user behavior increases or increases by 0.450 assuming

116

the other independent variables remain or equal to zero, so the first hypothesis in this study is accepted or proven. This shows that the higher the performance of one's expectancy, the higher the user behavior.

Performance expectancy has a positive and significant effect on users behavior in accordance with the results of research from Yang, et.al., (2007); Song, et. al., (2008), and Qian, et. al., (2008) which revealed that performance expectancy is one of the constructs of UTAUT which has a significant positive effect on user behavior. This means that the better the performance of the technology according to the expectations of the user, the more likely the interest in using the technology by the user is also higher.

The results of the second hypothesis test in this study indicate that effort expectancy has a positive effect of 0.005 and is not significant (p value = 0.984> 0.05) to users behavior, which means if the effort expectancy increases or increases by one unit, then the user behavior does not increase or not increase by 0.005

assuming the other independent variables remain or equal to zero, so the second hypothesis in this study is rejected or not proven.

This shows that an ups and downs or a high or low effort expectancy of the government cannot affect users behavior. These results are in line with the results of research from Tibenderana & Ogao (2008); Qian, et. al., (2008), and Šumak, Polančič & Heričko (2010) which concluded that effort expectancy had no significant effect on users behavior.

The results of the third hypothesis testing in this study indicate that social influence has a positive effect of 0.365 and significant (p value = 0.008 <0.05) on users behavior, which means that if social influence increases or increases one unit, then user behavior increases or increases by 0.365 assuming the other independent variables remain or equal to zero, so the third hypothesis in this study is accepted or proven. This means high and low social influence from other parties, causing significant changes in one's users behavior. The results of this study are supported by the results of research from Yang, et.al., (2007)

which states that social influence has a significant effect on users behavior.

The results of the fourth hypothesis in this study indicate that facilitating condition has a positive effect of 0.067 and is not significant (p value = 0.790> 0.05) for users behavior, which means that if the facilitating condition increases or increases by one unit, then the user behavior does not increase or not increased by 0.067 assuming the other independent variables remain or equal to zero, so the fourth hypothesis in this study is rejected or not proven. This shows that the good and bad facilitation of existing conditions does not have a significant effect on users behavior. These results are consistent with the results of research conducted by Maldonado, Khan, Moon and Rho (2009) which found that facilitating conditions did not significantly influence users behavior.

The results of the fifth hypothesis test in this study indicate that the behavior intention has a positive effect of 0.815 and is significant (p value = 0.011 <0.05) to users behavior, which means

that if the intention behavior increases or increases one unit, then the user behavior increases or increases by 0.815 assuming the other independent variables remain or equal to zero, so the fifth hypothesis in this study is accepted or proven. This shows that if the intention behavior is higher, then the user behavior will be higher, on the contrary if the behavior intention is lower, then the user behavior tends to be lower. This means that intention behavior has a positive and significant effect on users behavior.

This result is consistent with the results of previous studies from He & Lu (2007), as well as Maldonado et al. (2009) which revealed that behavior intention had a significant effect on user behavior.

5.5. Proposed Model

The results in this study demonstrates that there are several independent variables that have no significant effect on the dependent variable, hence this proposed model is constructed suitable for the variables with goodness of fit for this research. Proposed model is created by eliminating the lines of independent

variables that do not have a significant effect on the dependent variable, as well as an invalid indicator of independent variables.

The line of influence that is omitted is the line of influence that represents the second hypothesis and the fourth hypothesis and the indicator of variable intention is the BI1 indicator, and modification indices that connects the indicator error variance (e) between the study variables according to the instructions contained in the AMOS Version 21 software on table modification indices so that the proposed model proposed meets the goodness of fit. The results of the proposed goodness of fit model can be seen in Table 5.11.

Tabel 5.11 Goodness of Fit Proposed Model Test Result

No	Criteria	Cut off value	Estimation Result	Conclusion
1	*Chi square (X^2)*	Small Expected	38,920	-
2	*Probability (p)*	≥0,05	0,383	Fit
4	*GFI*	≥0,90	0,942	Fit
5	*AGFI*	≥0,90	0,878	Good
6	*CFI*	≥0,95	0,996	Fit
7	*RMSEA*	≤0,08	0,032	Fit
8	*TLI*	≥0,95	0,994	Fit

Source: The data is compiled by the primary data, 2018.

Based on the results of the goodness of fit test in table 5.11., the proposed model in this study is stated to have suitability or fit, because all the criteria for testing the goodness of fit are in the fit category and the goodness of fit of the proposed model has been fulfilled. The proposed model is presented as follows.
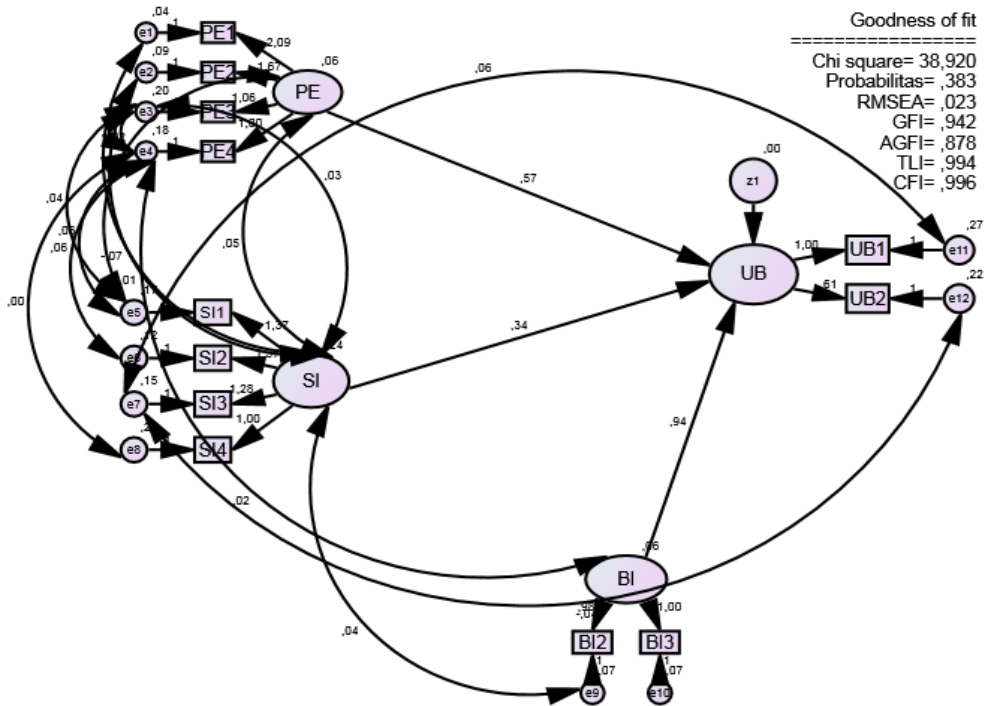

Figure 5.6. Proposel Model

Based on Figure 5.11 shows the path of influence of the proposed model that has fulfilled the goodness of fit or the fit model like table 5.12

Table 5.12. Influence of Proposed Models

Hypothesis	Lane	Lane Coefficient	Influence Line	*P value* (Sig)	Information	Conclusion
H1	PE->UB	0,568	(+)	0,016	Significant	Supported
H2	SI->UB	0,335	(+)	0,013	Significant	Supported
H3	BI->UB	0,943	(+)	0,003	Significant	Supported

Source: The data is compiled by primary data, 2018.

Table 5.12. can be explained as follows:

1. Line of H1 shows that expectancy performance variable has a positive path coefficient of 0.568 and is significant because the significance value (p value) = 0.016 is smaller than 0.05, so it can be said that the performance expectancy has a positive and significant effect on users behavior, which means that if the performance expectancy increases or increases by one unit, then users behavior increases or increases by 0.568 assuming the other independent variables remain or equal to zero. Based

on these results, the first hypothesis of the proposed research model is accepted or proven.

2. The H2 line shows the social influence variable has a positive path coefficient of 0.335 and is significant because the significance value (p value) = 0.013 is smaller than 0.05, so social influence can be said to have a positive and significant effect on users behavior, which means that if social influence increases or increases by one unit, then the user behavior increases or increases by 0.335 assuming the other independent variables remain or equal to zero. Based on these results, the second hypothesis of the proposed research model is accepted or proven.

3. Line H3 shows the intention behavior variable has a positive path coefficient of 0.943 and is significant because the significance value (p value) = 0.003 is smaller than 0.05, it can be said that intention behavior has a positive and significant effect on users behavior, which means that if the behavior intention increases or increases by one unit, then users behavior increases or increases by 0.943 assuming the other

independent variables remain or equal to zero. Based on these results, the third hypothesis of the proposed research model is accepted or proven.

4. The most dominant independent variables influencing users behavior in the proposed model is the behavioral intention variable because it has the greatest influence path coefficient of 0.943, compared with the performance expectancy path coefficient = 0.568, and social infleunce = 0.335. This means that 94.3% of changes that occur in users behavior variables are influenced or can be explained by the variable intention behavior.

5.6. The Factors That Influence The User Behavior on Using Lapor Sleman Mobile Application In Sleman Regency

After testing the hypothesis on 4 independent indicators, and proposed model that is fit affecting the community using technology in smart citizens, the factors that influence the behavior of the community to use the technology on Sleman smart citizen 2021 are as follows:

1. Performance Expectancy
2. Social Influence

3. Behavioral Intention

As mentioned previously, the most dominant independent variables influencing users behavior in the proposed model is the behavioral intention variable because it has the greatest influence path coefficient of 0.943, compared with the performance expectancy path coefficient = 0.568, and social infleunce = 0.335. This means that 94.3% of changes that occur in users behavior variables is influenced by the behavioral intention.

This finding is critical of the UTAUT theory (Vankatesh, 2003), since the results of the study shows that not all independent variables significantly influence behavioral intention and user behavior of using technology in Sleman. The case in Sleman Regency provides an illustration that only 3 independent variables can be accepted as indicators that affect the use of technology, namely performance expectancy, social influence, and also behavioral intention. In addition to this, facilitating conditions and also effort expectancy in Sleman apparently does not affect the user behavior. Unlike the UTAUT theory (Vankatesh, 2003) which states that facilitating conditions and effort expectancy directly

affect user behavior. In accordance with the results of interviews which stated that the community believed that with the government's efforts to improve the quality of public services and shown by better performance, the utilization of e-government apps like Lapor Sleman increases when community trust the government, as in the case of *Lapor Sleman* application, there is community's participation and fair use of technology. This confirmed the UTAUT theory that behavioral intention will automatically influence user behavior. When there is intention and willingness to use a technology, the longer it will become a habit and behavior (Vankatesh, 2003).

As shown from the result of the study, social influence has the lowest significance in relation to the utilization of Lapor Sleman. In order to achieve smart citizens, there has to be support from all parties, including the government, the private sector, and the community must work together in realizing this. Based on the results of the interview, it was revealed that socialization increases the likelihood of the community to learn and use Lapor Sleman mobile app. Next to the existence of social influence, accessibility

of the e-governmet apps to the public is an imperative. On the other hand performance expectancy and behavioral intention contributes to the shaping of smart citizens. For instance, the belief of the people that mobile application can improve public services to the community increases the significance and utilization of the users' technology. Through this, the community finally intends to use the application then become a user behavior.

Through the hypothesis testing supported by interviews, there are two most dominant factors which affect the citizens' behavior on the use of mobile apps; behavioral intention and performance expectancy. The indicators of a smart city, with making smart citizens include flexibility, active participation in public life, and cooperation in the community (Giffinger at al., 2007; Hendiawan 2017). The results of the hypotheses revealed a fairly good performance expectancy, social influence, and also facilitating conditions, it will form the construction of community participation in a broader regional development agenda, information related to the public agenda is also increasingly widespread with the use of broader technology with maximum use.

Of course, in addition to this, it will follow one's flexibility, activeness in expressing opinions on how a region is built on the basis of discussion on two sides, not only the government to the community but also the community can provide input to the government how regional development should proceed. After that, of course it will also have an impact on good cooperation between the government and the community to realize smart citizens in smart regency.

Therefore, it can be seen that of the three independent variables; performance expectancy, social influence, and behavioral intention significantly affect the making of smart citizens in Sleman Regency. A smart citizen is a good citizen. Validating the theory of Giffinger at al. (2007) and Hendiawan (2017) with a good performance, social influence and facilitating conditions, a smart citizen will be reached, as the case of Sleman smart regency, the vision of making smart citizens towards the achievement of a smart city by the year 2021.

In the implementation of a smart regency, good technology and good governance must be complemented by the support from

the community called smart citizens. Smart citizen is one of the pillar components of a smary city, as in the case of this study, Sleamn regency. ICT applications in local governance must be supported by the people which are conscious on using technology for support in impementing a smart city.