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Public Official Perception of Digital Human Resource Management in Karanganyar, Indonesia

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Abstract

This study investigates user perceptions of Digital Human Resource Management through the MySAPK application in Karanganyar, Indonesia, using the Unified Model of Electronic Government Adoption (UMEGA). UMEGA includes seven key variables: performance expectancy, effort expectancy, social influence, facilitating conditions, perceived risk, user attitude, and behavioral intention. The study adopts a quantitative, associative research approach, employing a survey method with a structured questionnaire for data collection. The sample consists of 124 civil servants (ASN) in Karanganyar Regency who actively use the MySAPK application. Data were analyzed using Structural Equation Modeling with Partial Least Squares (SEM-PLS) via SmartPLS 3.0. The results reveal that effort expectancy, social influence, and user attitudes significantly influence ASN perceptions and behavioral intentions toward MySAPK. In contrast, performance expectancy, facilitating conditions, and perceived risk do not significantly affect users' behavioral intentions. Furthermore, user attitude is a mediating variable, successfully transmitting the influence of social influence and effort expectancy on behavioral intention. This study contributes to the growing literature on digital government adoption by offering empirical evidence from a local Indonesian context, highlighting the behavioral dynamics influencing civil servant engagement with digital HRM tools. The findings underscore the urgency for public sector organizations to provide reliable digital infrastructure and foster positive user attitudes and supportive environments to enhance adoption. Policymakers and system developers are advised to focus on usability, social reinforcement, and user engagement strategies to ensure the successful and sustainable implementation of digital HRM systems like MySAPK.

Keywords:

digital human resource management; mySAPK; public officials; technology adoption; UMEGA.

Introduction

The development of views on information and communication technology (ICT) is also a challenge for ASN management in maximizing technology to achieve the goals and objectives of the ASN organization. Information and communication technology (ICT) now plays an important role in increasing the effectiveness, efficiency, and productivity of the organization. Information and communication technology (ICT) no longer only functions as an additional supporting function (Wheelan & Hunger, 2004). In this case, the principle of good governance becomes increasingly important to ensure accountability, transparency, and public participation in the decision-making process.

The Indonesian government issued Law Number 25 of 2009 concerning Public Services which emphasizes the importance of quality and people-oriented public services to create good and people-oriented governance. This regulation has direct implications for personnel services

where effective and efficient human resource management is key to ensuring optimal public service delivery, and human resource management is also responsible for managing human resources to ensure alignment with organizational needs (Chaudhary, 2024). Continuous employee development is essential in improving employee skills and competencies (Dan and Rindaningsih, 2025). Fulfillment of ASN rights and obligations, transparent recruitment, and development and improvement of human resource quality are the main concerns. This is then in line with the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform (Permen PANRB) Number 19 of 2021 concerning service standards within the Ministry of PANRB where this regulation regulates service standards as guidelines in assessing the quality and performance of services covering various aspects including data and information, consultation, public service complaints, and so on. As one of the implementations of public service regulations, good personnel management will support the realization of good governance, ensure the availability of competent employees, and increase the responsiveness and efficiency of public services as a whole (Abduh & Suriani, 2022).

Currently, Indonesia has a total of more than 27,000 public service applications managed by ministries and institutions. Of course, this has the potential to cause confusion for people who need public services because they have to create many accounts, download and upload documents, and fill in lots of repetitive data. (Ministry of Empowerment of State Apparatus and Bureaucratic Reform, 2023). Integration of the many applications is certainly needed to simplify the public service process and make it easier for people to obtain public services.

As one of the districts in the integration of the MySAPK application, Karanganyar carries out data updates for all civil servants and civil servants within the Karanganyar Regency Government, all PPPK, and agency leaders. In improving the quality of service, productivity is important because it is one of the indicators of the success of an agency or organization. To create effective and efficient services, the Karanganyar Regency Government carries out the mandate of the central government regarding the implementation of MYSAPK with the aim of One Data Indonesia in the employment sector. Where this data update was carried out from August 15, 2021 to September 14, 2021 (Karanganyar Regent Instruction Number 800/29 of 2021). The large number of applications in each sub-personnel makes ASN often make mistakes in inputting and searching for data (Wijoyo, et al. 2021). Then, with the new system that emerged, it required re-adaptation from ASN to follow the development of the current system, this certainly became a challenge for the Regional Government in providing training to ASN in utilizing and operating MYSAPK.

Furthermore, the SPBE Index value predicate according to Presidential Decree No. 95/2018 is divided into 5 scales, namely <1.8 means the predicate is Less; scale 1.8 - 2.6 Sufficient; scale 2.6 - 3.5 Good; scale 3.5 - 4.2 Very Good and; scale 4.2 - 5.0 Satisfactory (Purnomo, 2023). In terms of this SPBE index, Karanganyar Regency is ranked 25th out of 35 regencies/cities in Central Java with an index of 1.78 with a predicate of less (Central Java Communication and Information Service, 2017). Based on the report of the Ministry of Communication and Information (2022), if the national SPBE index increases, this reflects the widespread adoption of technology in government. Of course, with this predicate, the Karanganyar Regency government can improve digital-based public services in order to get a better service index and E-Government assessment and provide maximum service to the community. Another problem in implementing G2E is the constraints on the devices used in adapting it to work at every level of society. E-government is the utilization and management of communication and information technology to achieve effective and efficient public service goals (Habibullah, 2010). In implementing E-Government, which is the utilization of digital

media for government interests, infrastructure in the field and ASN capabilities are very important. The Digital Literacy Status Survey in Indonesia shows data on inhibiting factors in the utilization of digital technology.

Before MySAPK, the obstacles to the bureaucratic process at BKN were that personnel administration seemed complicated, involved many civil servants, and lost personnel data due to the use of a manual system (manual script). Management of job promotions, confusing mutations, and even difficult-to-understand management requirements were some of the complicated administrative obstacles. As a result, data processing based on priorities took a long time and generally took three to four days (Theresia et al., 2023). This made the process ineffective and made it difficult to handle letters. Therefore, the SAPK program is expected to prevent long delays in handling letters. Supported by a statement from the State Civil Service Agency (2022) that MySAPK has succeeded in increasing the efficiency of personnel administration by accelerating the data updating process and minimizing administrative errors. However, the implementation of E-Government-based civil servants still has problems such as obstacles in adjusting to the new application system.

Literature Review

In previous research, it was stated that the lack of interest of ASN employees in controlling their personnel data was the cause of the suboptimal utilization of the personnel information system. In fact, the personnel information system is very important in recording and storing information related to employees in each organization (Valmai and Santoso, 2015). They are still hesitant to use the personnel management information system in updating and submitting changes to personnel data. As a result, data storage becomes outdated and inaccurate because it is rarely updated, resulting in poor data completeness, accuracy, and integrity. This makes it increasingly difficult for personnel organizing organizations to manage personnel data. In addition, most of the state civil servants who know the personnel system are the older generation and are not used to or are not yet able to operate it effectively (Nanda Aldi, 2020).

Another study entitled The Role of Human Resource Practices in the Implementation of Digital Transformation presents findings that human resource management practices are a way to align organizational strategy with digital transformation. Human resource management is important in the implementation of innovation in the context of digital transformation where remote work practices, teamwork, and employee engagement are essential to drive innovative behavior and implement the digital transformation process. Digital transformation in the aspect of governance, especially the aspect of human resource management, is the government's main strategy in increasing the efficiency and transparency of public services (Ministry of PANRB, 2023). Effective human resource management includes a work evaluation system that can encourage employee development and organizational productivity (Deshmukh, 2024). The implementation of human resource management will encourage employee behavior that is consistent with the organization's strategic plan so that the alignment of organizational strategy with human resource management allows organizations to implement digital transformation to improve employee performance in an organization (Pallavi Singh, 2021).

The literature is interrelated by showing the use of digitalization in ASN management in various regions. The three studies did not examine the implementation of E-government using the perspective of management, effectiveness, and implementation of information technology in running ASN management, no study examined the perspective of acceptance in the implementation of ASN management that focuses on employees. Therefore, this topic is

interesting to study in relation to the acceptance of the MySAPK application by employees in Karanganyar Regency, supported by the low SPBE rating in Karanganyar Regency, which also supports this study.

Based on the background description above, this study aims to explain user acceptance of the MySAPK application in Karanganyar Regency. This study is important to understand and predict the use of technology by individuals, including the use of information technology in public services by employees (Marikyan, Papagiannidis, & Stewart, 2023). Research on the MySAPK object using the UMEGA model has not been found until now, so this study needs to be conducted.

Karanganyar Regency will be the location of the study because Karanganyar Regency is still lagging behind in the E-Government Ranking in Indonesia, which is ranked 25th out of 35 regencies in Central Java. By understanding employee perceptions in using MySAPK, it is hoped that solutions can be found to overcome various existing problems and increase the effectiveness of application use in human resource management so that it can improve the quality of E-Government in Karanganyar Regency. Furthermore, the existence of these problems can also make it difficult for personnel service providers to manage employee data, thus impacting other aspects. Therefore, this study is important to be conducted in Karanganyar Regency.

Academically, this study can provide additional information related to the analysis and evaluation of E-Government and the quality of digital-based personnel services in the context of user perceptions in using the MySAPK application. Meanwhile, practically the findings in this study can be used as a reference in formulating policies related to human resource management applications. Based on the background description above, this study aims to explain user perceptions of the MySAPK application in Karanganyar Regency. This study will analyze using the Unified Model of Electronic Government Adoption (UMEGA) Theory and use quantitative research methods by looking at performance expectations (Performance Expectancy), effort expectations (Effort Expectancy), social influence (Social Influence), facilitating conditions, perceived risks, attitudes (Attitude), and user interests (Behavioral Intention) (Dwivedi et al., 2017).

Method

Data and Scope of Study

Karanganyar Regency, located in Central Java Province, has unique geographical characteristics. The western region of Karanganyar Regency is a lowland, namely the Bengawan Solo valley which stretches to the north. This regency has an area of approximately 775.44 km2 and a population of approximately 947,642 people as of mid-2022. Karanganyar Regency has the nickname Bumi Intanpari which describes the combination of industry, agriculture, and tourism. With the majority of the population of Karanganyar Regency working as employees and independent or private businesses.

Karanganyar Regency is one of the regions that implemented the use of the MySAPK application in 2021, since the National Civil Service Agency of the Republic of Indonesia issued the application with the aim of facilitating personnel services. The following personnel services can be accessed on the MySAPK application, including Civil Servant Profile Data, Virtual KPE, Promotion and Retirement Notification Services, E-Lapkin, KTP Data, BPJS Kesehatan, Taspen, and so on.

This study is an associative quantitative study using a survey method conducted in the Karanganyar Regency government environment. The associative quantitative approach is used in this study because this study aims to see the factors that influence user usage in the MySAPK

application. Data collection for this study was carried out by distributing questionnaires to predetermined samples. The population in this study consisted of 8,990 active civil servants (PNS) in Karanganyar Regency. Initially, the sample size in this study was 383, calculated using the Slovin formula with an error level of 5%. However, in the end, the researcher only received 124 responses, which still met the criteria using a 10% error level and was calculated using a finite population survey (Slovin formula), resulting in a minimum number of respondents of 99. In the distribution of questionnaires, only 107 questionnaires were processed from a total of 171 questionnaires distributed offline and 17 questionnaires that were filled out and processed that were distributed online.

The sampling technique used the quota sampling technique, namely determining the sample based on the criteria set from the population studied (Sugiyono, 2016). While the questionnaire used in this study was a closed questionnaire using a Likert scale measurement scale. The dependent variable in this study is behavioral intention, while the independent variables of the study are performance expectancy, effort expectancy, social influence, facilitating conditions, perceived risk, and attitude as mediating variables.

Furthermore, the data analysis technique in this study uses the Structural Equation Model-Partial Least Square (SEM-PLS). PLS is a regression method that can be used to identify factors that are a combination of variable x as an explanatory variable and variable y as a response (Abdillah & Hartono, 2015). PLS is a powerful analysis method because it does not assume that the data must be on a certain scale and the number of samples is small (Ghozali, 2014). The analysis stages in this study are divided into three parts, the first is to evaluate the outer model by conducting validity and reliability tests, then evaluate the inner model, and the last is to test the research hypothesis. The reliability test in this study used Cronbach's Alpha reliability to measure the degree of instrument dependence and Composite to see the consistency of internal instrument measurements. Meanwhile, the validity test was conducted using convergent validity to highlight the relationship between indicator scores and scores of the same variable and discriminant to contrast the construct value of an item with the construct value of another item.

Integrated Model for Electronic Government Implementation (UMEGA)

The Unified Model of Electronic Government Adoption (UMEGA) is a model developed from the Unified Theory of Acceptance and Use of Technology model. The dimensions contained in UMEGA are considered more appropriate for testing the acceptance of e-government programs (Dweivedi et al., 2017). The dimensions in UMEGA consist of benefit expectations, convenience expectations, facility conditions, perceived risk social influence, user attitudes, and user interest. The explanation of these dimensions is as follows (1) Performance Expectancy is a metric used to assess how much users expect benefits from using a system (Venkatesh et al., 2003). The research findings of Venkatesh et al. (2003) also show that the idea of Performance Expectations has a major influence on user interest in adopting a system. (2) Effort Expectancy is the level of ease of a system referring to the extent to which the system can be operated with minimal user effort. This level of convenience seeks to make the system simpler to use and more convenient for users, which in turn will motivate them to use it more often (Venkatesh et al., 2003). (3) Social Influence is how those who value an e-government system can influence a person's decision to use it (Venkatesh et al., 2003). Social influence occurs when people feel pressured to act in a certain way because of social expectations or standards. According to Venkatesh et al.'s research, social influence has a significant effect on users' desire to use a system. (4) Facilitating Conditions are a person's belief scale that existing organizations and infrastructure will support the use of the system

(Venkatesh et al., 2003; Chiu et al., 2012 in Dwivedi et al., 2017) showing that individual acceptance of technology is significantly supported by facilitating conditions. (5) Risk Perception According to Gefen et al, (2003) in (Dwivedi et al, 2017) a person's perception of risk is their subjective assessment of the potential losses that may arise due to the achievement of desired results. There are possible risks associated with the use of technology that can impact users, such as concerns about the privacy of personal data that is not secure. User perception of danger, whether high or low, will have a major impact on their feelings towards technology. (6) Attitude is a variable that shows a person's motivation to adopt a system. According to Ajzen (1991) quoted in Dwivedi et al.'s research (2017), attitude towards behavior is a person's evaluation of behavior, which can be positive or negative depending on the criteria accepted. (7) User Interest (Behavioral Intention) is the motivation or desire of users to continue using a system. Users will be very interested in using the system if they think that it will improve their performance (Dwivedi et al., 2017).

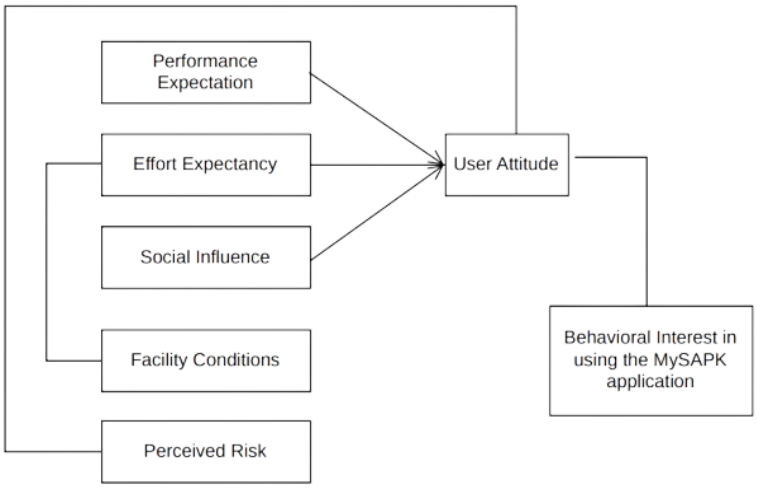

Figure 1. Framework of Thought

Based on the framework of thought, the hypotheses proposed in this study are as follows: (1) Expectancy of benefits (performance expectancy) has a positive effect on the attitude of users of the MySAPK application (2) Expectancy of ease (effort expectancy) has a positive and significant effect on the attitude of users of the MySAPK application (3) Social influence has a positive and significant effect on the attitude of users of the MySAPK application (4) Facilitating conditions have a positive and significant effect on (5) Facilitating conditions have a positive and significant effect on effort expectancy in using the MySAPK application (6) Perceived risk has a positive and significant effect on the attitude of users of the MySAPK application (7) User attitude (attitude) has a positive and significant effect on behavioral intention of the MySAPK application.

Results and Discussion

Respondent Characteristics

This study was conducted on 124 respondents who actively use the MySAPK application in organizing personnel in Karanganyar Regency. The characteristics of respondents based on gender are dominated by women at 64% and men at 36%, then based on age in this study are dominated by ages 41 - 45 years at 29%, then ages 51 years or more at 28%, ages 46 - 50 years at 25%, ages 36 - 40 years at 9%, ages 26 - 30 years at 6%, ages 31 - 35 years at 2%, and 20 - 25% at 1%. Meanwhile, based on the origin of the agency, the Karanganyar Education and

Culture Office dominates by 27%, the Health Office by 5.9%, the Social Office by 3%, the Public Works and Public Housing Office (PUPR) by 8.3%, and as many as 56 respondents came from the Education and Culture Office or 27%, and 39 respondents or 11.8% each came from, the Archives and Library Office, the Transportation Office, the DPMPTSP Office, the Research and Development Planning Agency, the DP3AP2KB Office, and the National and Political Office.

External Model Evaluation (Validity Test and Reliability Test)

There are three criteria in evaluating the outer model with reflective indicators, namely conducting validity tests with convergent validity and discriminant validity, while in the reliability test by looking at the composite reliability value. The following are the results of validity and reliability testing.

Table 1. Convergent Validity

Variables	Indicator	External Loading	AVE	Information
Performance Expectations	PE 1	0.727	0.605	Legitimate
	PE 2	0.865		
	PE 3	0.759		
	PE 4	0.866		
	PE 5	0.733		
	PE 6	0.766		
	PE 7	0.712		
Effort Expectancy	EE 1	0.862	0.721	Legitimate
	EE 2	0.804		
	EE 3	0.867		
	EE 4	0.890		
	EE 5	0.874		
	EE 6	0.792		
Social Influence	SI 1	0.708	0.557	Legitimate
	SI 2	0.766		
	SI 3	0.727		
	SI 4	0.762		
	SI 5	0.765		
Facilitating Conditions	FC 1	0.723	0.617	Legitimate
	FC 2	0.701		
	FC 3	0.825		
	FC 4	0.760		
	FC 5	0.917		
	FC 6	0.769		
Perceived Risk	PR 1	0.910	0.753	Legitimate
	PR 2	0.897		
	PR 3	0.883		
	PR 4	0.774		
Attitude	ATT 1	0.981	0.961	Legitimate
	ATT 2	0.979		
Behavioral Intentions	BI 1	0.733	0.801	Legitimate
	BI 2	0.931		
	BI 3	0.937		
	BI 4	0.960		

Source: processed data (2024)

In convergent validity, if the outer loading value shows a number greater than 0.70 with the measured variable, it is declared valid and the AVE value is greater than 0.50. Based on table 1 above, it shows that all indicators meet convergent validity, because all indicators have outer values above 0.70. Then based on the AVE value, it shows that all variables in this study

have an AVE value above 0.50, which means that the variable meets the minimum value of the variable that is said to be valid.

Table 2. Fornell Lacker

Variables	ATT	BI	EE	FC	PE	PR	SI
ATT	**0.98**						
BI	0.616	**0.895**					
EE	0.323	0.591	**0.849**				
FC	0.66	0.528	0.588	**0.786**			
PE	0.298	0.409	0.513	0.312	**0.778**		
PR	-0.206	-0.096	-0.063	-0.18	0.026	**0.868**	
SI	0.6	0.686	0.756	0.806	0.427	-0.217	**0.746**

Source: processed data (2024)

In convergent validity, if the outer loading value shows a number greater than 0.70 with the measured variable, it is declared valid and the AVE value is greater than 0.50. Based on table 1 above, it shows that all indicators meet convergent validity, because all indicators have outer values above 0.70. Then based on the AVE value, it shows that all variables in this study have an AVE value above 0.50, which means that the variable meets the minimum value of the variable that is said to be valid.

Table 3. HTMT Output

Variables	ATT	BI	EE	FC	PE	PR	SI
ATT							
BI	0.615						
EE	0.317	0.631					
FC	0.729	0.552	0.621				
PE	0.296	0.505	0.551	0.364			
PR	0.210	0.138	0.123	0.214	0.126		
SI	0.649	0.796	0.887	0.903	0.506	0.267	

Source: processed data (2024)

Hair, et al (2019) recommend HTMT because this measure of discriminant validity is considered more sensitive in detecting discriminant validity. The recommended value is below 0.90. In this study, the results of the HTMT value test showed a value below 0.90 for a pair of variables, so that the discriminant validity achieved by the variable dividing the variation of the measurement indicator against the indicator that measures it is stronger than dividing the variance into other variable items.

Table 4. Reliability Test

Variables	Composite Reliability	Cronbach Alpha	Information
Performance Expectations	0.914	0.892	Reliable
Effort Expectancy	0.939	0.923	Reliable
Social Influence	0.862	0.805	Reliable
Facilitating Conditions	0.906	0.874	Reliable
Perceived Risk	0.924	0.893	Reliable
Attitude	0.98	0.959	Reliable
Behavioral Intentions	0.941	0.918	Reliable

Source: processed data (2024)

Reliability test is measured through two criteria, namely composite reliability and Cronbach's Alpha, with the provision that the value of each variable must be above 0.70 to be

considered reliable. Based on Table 4, the composite reliability value and Cronbach's Alpha show that the value of each variable is above 0.70, so it can be concluded that each variable has good reliability.

Internal Model Evaluation

The next stage after the evaluation of the outer model successfully meets the specified criteria is the evaluation of the inner model. The stages of this structural model include multicolony tests, R Square, Q Square, path coefficient significance tests, path coefficient confidence intervals, and F Square effect sizes. Evaluation of the variable model is related to hypothesis testing on the influence of research variables. Checking the evaluation of the variable model is carried out in three stages, namely the first is checking for the absence of multicollinearity between variables with the inner VIF (Variance Inflated Factor) measure. An inner VIF value below 5 indicates the absence of multicollinearity between variables (Hair et al, 2021).

Table 5. Multicollinearity Test

	ATT	BI	EE	FC	PE	PR	SI
ATT		1,772					
BI							
EE	2,638						
FC		1,772	1				
PE	1.375						
PR	1,084						
SI	2,517						

Source: primary data (processed in 2024)

Before testing the structural model hypothesis, it is necessary to first see whether there is multicollinearity between variables, namely by measuring the inner VIF statistic. The estimation results show an inner VIF value <5, so the level of multicollinearity between variables is low. These results strengthen the results of parameter estimation in SEM PLS which is robust (unbiased).

Table 6. F Square, R Square, Q Square

	F Square						R Square	Q Square
	ATT	EE	FC	PE	PR	SI		
ATT		0.081		0.025	0.006	0.429	0.417	0.376
BI	0.213		0.044				0.406	0.299
EE	0.081		0.530				0.346	0.232

Source: primary data (processed in 2024)

The F Square value shows the influence of direct variables on the structural level with F-Square criteria of 0.02 low, 0.15 medium, and 0.5 high. Based on Table 6, the F2 value of the Attitude variable has a moderate influence on Behavioral Intention with a value of 0.213, the Performance Expectancy and Effort Expectancy variables show a low influence on the Attitude variable with values of 0.025 and 0.081, while the Social Influence variable has a weak influence on the Attitude variable as evidenced by its F2 value of 0.429. The Facilitating Conditions variable shows a low influence on the Behavioral Intention variable, which is 0.044. However, the influence of the Facilitating Conditions variable on the Effort Expectancy variable shows a high influence with a value of 0.530.

The statistical measure of R Square describes the variation of endogenous variables that can be explained by other exogenous/endogenous variables in the model. According to Chin (1998), the qualitative interpretation value of R2 is 0.19 (low influence), 0.33 (moderate influence), and 0.66 (high influence). Based on the results of the processing above, it can be said that the combined influence of performance expectations, effort expectations, social influences, facilitating conditions, and perceived risks on teacher attitudes is 41.7% (moderate influence). The magnitude of the influence of attitudes and facilitating conditions on the behavioral intentions of MySAPK application users is 40.6% (moderate influence). The influence of facilitating conditions on the effort expectations of MySAPK application users is 34.6%.

Q square describes the measure of predictive accuracy, namely how well each change in exogenous/endogenous variables can predict endogenous variables. This measure is a form of validity in PLS to state the suitability of model predictions (predictive relevance). A Q square value above 0 indicates the suitability of predictive relevance, but in Hair et al (2019) the qualitative Q square interpretation value is 0 (low influence), 0.25 (moderate influence), and 0.50 (high influence). Based on the processing results above, the Q Square value is above 0, so the model has predictive relevance.

Hypothesis Testing

Hypothesis testing is carried out by looking at the T-Statistic value and P-Values in the path correlation output from bootstrapping on the smartPLS 4 application. If the t-statistic calculation result is greater than 1.96 (t table) or the p-value of the test result is less than 0.05, then there is a significant influence between the variables. In addition, it is necessary to convey the results and 95% confidence interval of the path correlation estimation parameters. The third is the f square value, namely the influence of direct variables on the structural level with f square criteria of 0.02 low, 0.15 medium, and 0.5 high). Hair et al (2021) and the f square of the mediation effect is called the upsilon v statistic which is obtained by squaring the mediation coefficient, Ogbeibu et al (2022) stated that the mediation effect is low (0.02), the mediation effect is medium (0.075) and the mediation effect is high (0.175).

Table 7. Hypothesis Testing

Hypothesis	Path coefficient	P Value	T Statistics	95% C=confidence interval path coefficient		F square	Upsilon v
				Lower Limit	Upper Limit		
PE -> ATT	0.143	0.364	0.907	-0.260	0.437	0.025	0.0044
EE -> ATT	-0.353	0.028	2.191	-0.617	0.003	0.081	0.027
SI -> ATT	0.793	0.000	5.234	0.417	1.025	0.429	0.140
FC -> EE	0.588	0.000	8. 848	0.465	0.723	0.530	0.0009
FC -> BI	0.216	0.191	1.308	-0.096	0.541	0.044	
PR -> ATT	-0.060	0.464	0.733	-0.025	0.161	0.006	0.0006
ATT -> BI	0.474	0.012	2.499	0.120	0.838	0.213	

Source: primary data (processed in 2024)

Evaluation of Goodness of Fit and Suitability of Model

PLS is a variance-based SEM analysis with the aim of testing model theories that focus on prediction studies. Therefore, several measures were developed to state that the proposed model is flexible such as R square, Q square, PLS predict, Hair et al (2019) and Goodness of Fit Index (GoF Index).

Table 9. Conformity

Meaning of Community	Average R Square	GoF Index
0.660	0.389	0.506

Source: primary data (processed in 2024)

Goodness of Fit Index (GoF Index) is an overall assessment of the model which is an assessment of the measurement model and structural model. This GoF index can only be calculated from a reflective measurement model, namely the geometric mean multiplication root of communalities with the average R square. According to Wtzels et al (2009) in Yamin (2022) the interpretation of the GoF index value is 0.1 (low GoF), 0.25 (moderate GoF), and 0.36 (high GoF). The calculation results show that the GoF value of the model is 0.506, including the high GoF category. So it can be interpreted that empirical data can explain the measurement model and the measurement model has a high level of fit.

Table 10. PLS Prediction

Measurement Items	PLS		LM	
	RMSE	MAE	RMSE	MAE
AT2	0.664	0.526	0.571	0.417
AT1	0.631	0.459	0.579	0.421
BI4	0.595	0.465	0.576	0.438
BI2	0.567	0.416	0.554	0.387
BI1	0.632	0.387	0.509	0.36
BI3	0.561	0.442	0.585	0.446
EE3	0.587	0.467	0.293	0.177
EE4	0.632	0.487	0.549	0.408
EE1	0.528	0.387	0.39	0.277
EE2	0.629	0.489	0.486	0.359
EE5	0.556	0.433	0.424	0.294
EE6	0.568	0.446	0.554	0.396

Source: primary data (processed in 2024)

Hair et al (2019) stated that PLS is an SEM analysis with predictive purposes. Therefore, it is necessary to develop a form of model size validation to show how good the predictive power of the proposed model is. PLS prediction functions as a form of validation of the strength of the PLS prediction test to show that the PLS results have a good measure of predictive power, it needs to be compared with the basic model, namely the linear regression model (LM). The PLS model is said to have predictive power if the RMSE (Root mean square error) or MAE (mean absolute error) of the PLS model is lower than the linear regression model. If all measurement items of the PLS model have lower RMSE and MAE values than the linear regression model, the PLS model has high predictive power. If most have moderate predictive power. Based on the results of processing 24 observations of RMSE and MAE values of 1 measurement item, the number of measurement items of the PLS model with RMSE and MAE values is mostly more than the LM model (linear regression). This shows that the proposed PLS model has moderate predictive power.

The influence of performance expectations on the attitudes of MySAPK application users

Based on the hypothesis testing, it can be seen that H1 is rejected, this is evidenced by the results of the t-statistic output for the performance expectancy variable on attitude does not meet the requirements of the t-table (1.96) which is 0.907 with a p-value of 0.364> 0.05 which also does not meet the required value. The results of this study reject the research conducted by Dwivedi et al (2017) and (Verkijika & De Wet, 2018) which showed that there was a significant influence between the performance expectancy variable and effort expectation. This study also calculated the influence of mediating variables, where based on the calculation above, the upsilon v value was obtained of 0.0044 <0.01, so the role of the attitude variable is classified as a low mediating influence. So it can be said that the benefits felt by MySAPK application users do not affect MySAPK application users to want to use the MySAPK application.

The influence of business expectations on the attitudes of MySAPK application users

Based on the hypothesis testing, it can be seen that H2 is accepted, this is proven by the results of the t-statistic output for the effort expectancy variable on attitudes that have met the t-table requirements (1.96) which is 2.191 with a p-value of 0.028 <0.05 which value has not met the required value. The results of this study support the research conducted by Dwivedi et al (2017) which states that effort expectancy has a positive and significant effect on the attitudes of MySAPK application users. Effort expectancy is defined as the extent to which someone feels the ease of learning and adapting to using the MySAPK application. This study also calculates the influence of attitude variables, based on the calculations above, the upsilon v value is 0.027> 0.01, so the role of the attitude variable is classified as a low mediation influence. So it can be said that users of the MySAPK application in Karanganyar Regency in obtaining civil services feel the ease of using the MySAPK application.

The Influence of Social Influence on the Attitudes of MySAPK Application Users

Based on the hypothesis testing, it can be seen that H3 is accepted, this is proven by the results of the t-statistic output for the social influence variable on attitudes that has met the requirements of the t-table (1.96) which is 5,234 with a p-value of 0.000 <0.05 which value has met the required value. The results of this study support the research conducted by (Verkijika & De Wet, 2018) which states that there is an influence of social conditions (social influence) on the attitudes of users of a system. Based on the calculations above, the upsilon v value is 0.140> 0.175, so the role of the attitude variable is classified as a moderate mediation influence. So it can be said that users of the MySAPK application feel that there is encouragement from the surrounding environment such as support from the government and organizations influencing their attitudes in using the MySAPK application.

The influence of facilitation conditions on the business expectations of MySAPK application users

Based on the hypothesis testing, it can be seen that H4 is accepted, this is proven by the results of the t-statistic output for the facilitating conditions variable on effort expectancy which has met the requirements of the t-table (1.96) of 8,848 with a p-value of 0.000 <0.05,

which value has met the required value. The results of this study support the research conducted by (Verkijika & De Wet, 2018) that there are facilitating conditions for users of a system. Based on the calculation above, the upsilon v value of 0.0009 <0.01 is obtained, so the role of the attitude variable is classified as a low mediation influence. So it can be said that the more conveniences obtained by users such as training and socialization programs and the presence of officers or contact persons who can be contacted if they experience problems, the easier it will be for users to use the MySAPK application.

The Influence of Facilitating Conditions on the Behavioral Intentions of MySAPK Application Users

Based on the hypothesis testing, it can be seen that H5 is rejected, this is evidenced by the results of the t-statistic output for the facilitating conditions variable on attitudes that have not met the t-table requirements (1.96), which is 1.308 with a p-value of 0.191> 0.05, which value has met the requirements. The results of this study reject the research conducted by Dwivedi et al (2017) and (Mellouli, Bouaziz, & Bentahar, 2020) which showed that there was a significant influence between facilitating conditions on behavioral intentions. So it can be said that users of the MySAK application in Karanganyar Regency pay less attention to facilities such as officers who help with difficulties, training programs and socialization to support the successful use of the MySAPK application. So it can also be said that the completeness or incompleteness of the facility conditions does not affect users of the MySPAK application to want to use the MySAPK application continuously.

The influence of risk perception on the attitudes of MySAPK application users

Based on the hypothesis testing, it can be seen that H6 is rejected, this is evidenced by the results of the t-statistic output for the risk perception variable on attitudes that have not met the requirements greater than the t-table (1.96) which is 0.733 with a p-value of 0.464 > 0.05 which value has met the requirements. The results of this study reject the research conducted by Dwivedi et al (2017) which shows that there is a significant influence between risk perception and attitude. Based on the calculation above, the upsilon v value is 0.0006 <0.01, so the role of the attitude variable is classified as a low mediation influence. So it can be said that risk perception does not affect or is not considered by users in using the MySAPK application.

The Influence of Attitudes on the Behavioral Intentions of MySAPK Application Users

Based on the hypothesis testing, it can be seen that H7 is accepted, this is evidenced by the results of the t-statistic output for the attitude variable towards behavioral interest has met the requirements greater than the t-table (1.96) which is 2.238 with a p-value of 0.026 <0.05 which value has met the requirements. The results of this study support the research conducted by Dwivedi et al (2017) and (Long & Phillips, 2023) which stated that there is an influence between the user attitude variable on the user's behavioral interest in using a system. So it can be said that MySAPK application users are happy because they feel the many benefits of the MySAPK application.

Conclusion

This study investigates the factors influencing the acceptance of the MySAPK application among civil servants (ASN) in Karanganyar Regency. The findings reveal that business

expectations, social influence, and user attitudes significantly affect the intention to use the MySAPK application. Specifically, business expectations positively influence user attitudes (β = 0.353, p = 0.028), social influence positively impacts user attitudes (β = 0.027, p = 0.000), and facilities positively affect business expectations (β = 0.588, p = 0.000). Additionally, user attitudes strongly influence behavioral intention to use the application (β = 0.474, p = 0.012). The mediating role of user attitudes is also confirmed, as it bridges the influence of social influence and facility conditions on behavioral intentions. These results indicate that civil servants in Karanganyar have a favorable attitude toward MySAPK and are motivated to continue using it, supporting the application's positive reception in personnel-based e-government systems. Despite its contributions, this study is limited by focusing solely on public officials within Karanganyar Regency. As such, the generalizability of the findings is constrained. Future research is encouraged to explore the general public's perceptions or users in other regions to provide a more comprehensive understanding of MySAPK acceptance. Expanding the scope beyond ASN could enrich the literature on e-government adoption, offering insights into how broader user groups interact with and perceive digital public service platforms.

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