# User Behavior of Online Public Complaint and Aspiration Service (LAPOR!) in Mataram City

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***Abstract***

*Public Complaint and Aspiration Service (LAPOR!) was initially a program spearheaded by the Presidential Work Unit for Development Supervision and Control (UK4). This program is associated with the administration of public services by all government agencies. Furthermore, it is used by the Mataram City Government as a medium to facilitate public aspirations and complaints. Therefore, this research aims to comprehend the factors influencing the community in applying the LAPOR! Application in the Mataram city in 2019. This is a mixed method research with data obtained from 70 user communities through interviews with related agencies and by distributing questionnaires, with the PLS and SPSS applications used for analysis. The results showed that the variable performance expectancy, effort expectancy, and social influence significantly affect behavioral intention. Meanwhile, facilitating condition and behavioral intention has a positive and significant impact on the utilization of LAPOR! Application. These were indicated by the P-value <0.005 and the T statistical value> 1.96, thereby concluding that each hypothesis proposed in this study is accepted.*
***Keywords:*** *E-Government; E-Lapor; Participation; Mataram City*

## Abstrak

Layanan Aspirasi dan Pengaduan Online Rakyat (LAPOR!) yang pada awalnya merupakan program pengaduan yang dipelopori oleh Unit Kerja Presiden Bidang Pengawasan dan Pengendalian Pembangunan (UK4). Program ini juga mengikutsertakan seluruh instansi pemerintah sebagai penyelenggaraan pelayanan publik. Kemudian, dalam perkembangannya, Pemerintah Kota Mataram ikut serta dan bekerjasama dalam menggunakan aplikasi LAPOR! sebagai media untuk memfasilitasi aspirasi dan aduan masyarakat. Penelitian ini dilakukan untuk melihat faktor-faktor apa saja yang mempengaruhi masyarakat dalam menggunakan aplikasi LAPOR! di Kota Mataram pada tahun 2019. Metode yang digunakan dalam penelitian ini adalah mix method. Adapun data yang didapatkan berdasarkan hasil wawancara dengan dinas terkait dan kuesioner yang disebar ke 70 masyarakat pengguna untuk kemudian diolah menggunakan aplikasi PLS dan SPSS. Dari hasil uji tersebut didapatkan hasil bahwa variabel performance expectancy, effort expectancy, sosial influence memiliki pengaruh yang signifikan terhadap behavioral intention. Sedangkan untuk variabel facilitating condition, behavioral intention memiliki pengaruh yang positif dan signifikan terhadap penggunaan aplikasi LAPOR!. Hal tersebut ditunjukkan dari nilai P value <0,005 dan nilai T statistic >1.96 sehingga disimpulkan setiap hipotesa yang diajukan dalam penelitian ini diterima.

**Kata kunci:** E-Government; E-Lapor; Partisipasi; Kota Mataram

## INTRODUCTION

The provision of public services by the government is associated with applying the state apparatus functions by civil and public servants to direct, guide, and support community activities for state welfare. It can be in the form of facilities and infrastructure to provide information and attend to community needs/expectations (Anggraeny et al., 2020; Anggraini & Iqbal, 2020).

Maximum cooperation between government officials and the community is highly essential to achieve good governance. Furthermore, it is also important for communities to participate in public services provided by the government. These participations can be in the form of complaints regarding service quality. Meanwhile, receiving and managing complaints is the government's obligation, as stated in Law No. 25 of 2009 article 18. According to this law, society has the right to receive government officials' responses on submitted feedback, notifying them to improve their services (Somantri & Hasta, 2017).

A public complaint is a form of community participation in public services implementation. Over the years, the Indonesian government has attempted to enhance public services by making provisions for the community to make suggestions, as a vital part of improvement through the laws and regulations issued (Siradjuddin & Do Abdullah, 2018; Suci Pratiwi, 2020). According to Brewer, the lead indicator of participatory governance is the involvement or participation of the community in government administration and public services, which is usually achieved

through complaints (Ju, Liu, & Feng, 2019; Muhammad Yusuf, 2017; Pirannejad, Janssen, & Rezaei, 2019; Yusuf, Alamsyah, Syarif, Muntasa, & Muzakki, 2019). This indicator has to be managed properly since it shows the government's seriousness in involving the community in policymaking and enhancing public services (Napitupulu, 2020; Napitupulu, Adiyarta, & Albar, 2019).

However, in the implementation of the service, there was neglect or no response to complaints (Naranjo-Zolotov, Oliveira, Casteleyn, & Irani, 2019; Technology, Naranjo-zolotov, & Oliveira, 2018). Another problem is the difficulty or lack of space for the community to convey their complaints or aspirations. In the end, this leads to a decrease in the public's trust in the government, with the majority discouraged from submitting their complaints (Shofia, Trisetyarso, Abbas, & Suparta, 2020). Therefore, the community failed to provide an adequate report because they are uncertain of the government's ability to respond to their needs (Mahardika & Akbar, 2019; Putri, Syahansyah, & Tazaroh, 2019).

According to Somantri & Hasta (2017), the government needs to provide system innovation by utilizing communication and information technology in responding to complaints arising from community dissatisfaction. E-government is an interactive system that enables adequate communication between government and society using computerized systems. It is a new way of leadership that establishes strategies, transactions, listens to the community's aspirations, and acts as a new way of organizing and conveying information (Brown, 2005; Napitupulu, 2020; Napitupulu et al., 2019; Naranjo-Zolotov et al., 2018).

A survey by the Indonesian Internet Service Providers Association (APJII) showed that internet users' growth increased by 54.68% in 2017, thereby amounting to 143.26 million people out of the total population of 262 million. Therefore, the application of e-government or internet-based government is strongly influenced by internet users' support (Napitupulu, 2020; Napitupulu et al., 2019; Shofia et al., 2020). This system cannot run by itself without internet access. Therefore, the relationship between the two can be analogized as a reciprocal relationship that affects each other.

The use of information and communication technology is determined from government websites and online public services for various purposes, including conveying aspirations and complaints. In principle, the complaint service aims to facilitate the public in submitting complaints or aspirations through a hotline, facsimile, and a website. Article 33 of Presidential Regulation Number 95 of 2018 on Electronic Based Government Systems (SPBE) stated that every central and local government agency needs to utilize a government service interface system to integrate all SPBE services.

Online Public Complaints and Aspirations Service (LAPOR!) program is a mechanism for realizing the integration above. LAPOR! was developed as a complaints program pioneered by the Presidential Work Unit for Development Supervision and Control (UK4) and managed in a coordinative manner with the Empowerment of State Apparatus and Bureaucratic Reform (KemenPANRB) (Siradjuddin & Do Abdullah, 2018). This program also enables all government agencies to follow up on any community aspirations and complaints (Iqbal, Pribadi, & Elianda, 2020). The Mataram City Government participated and collaborated in using the LAPOR! as a medium to facilitate public aspirations and complaints (Siradjuddin & Do Abdullah, 2018).

According to the Regional Secretary, H. Effendi Eko Saswito, the implementation of LAPOR! is the government's commitment to capturing maximum public aspirations. This system is a service developed jointly by the Presidential Staff Office (KSP), the Indonesian Ombudsman, and the Ministry of Administrative and Bureaucratic Reform (Kemenpan-RB), which was later designated as the National Public Service Complaint Management System (S4N). The applicable provisions mandate all local governments to implement or administer public service complaint management system to integrate their services with LAPOR! (http://www.mataramkota.go.id/berita -1104-socialisasi-dan-bimtek-lapor-bagi-opdlingkup-kota-mataram).

The LAPOR! application system has three accessible channels, namely a website (lapor.go.id), USSD code (SMS to 1708), and a mobile application that can be easily downloaded. This system facilitates the ability of the people of Mataram City to convey their aspirations or complaints to the government. Besides, the system also acts as a forum for communities to be more active in participating and overseeing the development and public services.

Mataram City Government officially integrated LAPOR! on August 31, 2017. Prior to its development, the Department of Communication and Information (Kominfo) provided training and technical guidance to 300 people from elements of society and regional apparatus with speakers from the Ministry and the Ombudsman. Furthermore, awareness was created by directly distributing brochures and stickers in strategic places, mounting billboards, and online media such as websites.

Admins and operators have also have been assigned to provide technical guidance and follow up complaints. Moreover, the Communication and Informatics Department (Diskominfo) has also provided communication media to provide acceptance and follow up problems. However, despite setting up these measures, the number of reports entered on the LAPOR! website to date is only 237. Diskominfo stated that the

contributing factor was the lack of integration of the complaint services into the website lapor.go.id. Therefore, this enables people to lay their complaints openly.

Several studies have been carried out on e-government adoption, which is divided into several major themes. Similarly, various empirical studies used user behavior and other relevant theories to measure individual acceptance in using e-government. The result showed that user behavior is related to the perception of active e-government users, both voluntary, i.e., the general public (Abu-shanab 2014; Rana and Dwivedi 2015; Aditiawarman et al. 2014; Dwivedi et al. 2017), or mandatory, i.e., government employees (Batara et al. 2017; Venkatesh and Davis 2000).

Various theories were developed and used to measure the empirical validation of a unified model of electronic government adoption (UMEGA), developed by Dwivedi et al. (2017). This model synthesizes eight previously developed technology acceptance models, namely Theory Reasoned Action (TRA), Technology Acceptance Model (TAM), Motivational Model (MM), Theory of Planned Behavior (TPB), Combined TAM and TPB, Model of PC Utilization (MPCU), Innovation Diffusion Theory ( IDT) and Social Cognitive Theory (SCT).

The innovation in this research takes place in the use of the Unified Theory of Use and Acceptance of Technology (UTAUT) theory. This theory is considered relevant for measuring people's behavior in adopting new technologies, such as electronic government, which in the context of this study is the LAPOR application in Mataram City.

**METHODS**

This is a mixed method research with a Sequential Explanatory Design strategy. The first stage was a quantitative method, which was carried out by distributing questionnaires, followed by qualitative data by conducting interviews with the Mataram City Information and Communication Agency and the community. The population in this study was 237 users of online media-based complaints (e-government). This number was obtained from the number of reports submitted in November 2018. From the population, the total sample of 70 users was analyzed.

The questionnaire results were then analyzed using Partial Least Squares (PLS) Analysis with the SmartPLS 3.0 program tool. Data collection technique is a process of obtaining primary and secondary data needed for research purposes. This study utilized the interview and questionnaire methods to compile the needed data.

**RESULTS AND DISCUSSION**
A. Characteristics of Respondents

A total of 70 out of 237 LAPOR! users in Mataram City were used to carry out this research (based on reports in November 2019). The Respondents' characteristics used to

carry out this research was their gender, age, latest education, and ability to use the internet, as shown in table 1.

**Table 1.** Research Respondents' Characteristic

| Characteristic | Amount | Percentage (%) |
|---|---|---|
| Gender | | |
| Male | 37 | 52,9% |
| Female | 33 | 47,1% |
| Age | | |
| 18-28 years old | 29 | 41,4% |
| 29-38 years old | 28 | 40% |
| 39-48 years old | 12 | 17,1% |
| >48 years old | 1 | 1,4% |
| Latest Education | | |
| Elementary-Middle (SD-SMP) | 3 | 4,3% |
| High (SMA/SMK) | 24 | 34,3% |
| Diploma (D1-D3) | 11 | 15,7% |
| Bachelor (S1) | 28 | 40% |
| Master/Doctorate (S2-S3) | 4 | 5,7% |
| Experience in Accessing Internet | | |
| <2 years | 6 | 8,6% |
| 2-4 years | 14 | 20% |
| 4-6 years | 11 | 15,7% |
| >6 years | 39 | 55,7% |

*Source: Primary Data, 2019*

Based on the table, the gender characteristics of the respondents were dominated by men, while the age characteristics were dominated by those between 18-28 years, culminating in 29 people. Furthermore, the least characteristics of 28 people were based on those with bachelor (S1) education. As many as 36 out of 70 respondents have more than 6 years of experience in accessing the internet.

B. Data Analysis
   a) Outer Model

The outer model is a design used to define each indicator block's relationship with its latent variables. In this study, the latent variables used are Performance Expectancy (PE), Effort Expectancy (EE), Social Influence (SI), Facilitating Condition (FC). The design used the PLS application, as shown in Figure 1.

**Figure 1.** Initial Research Design
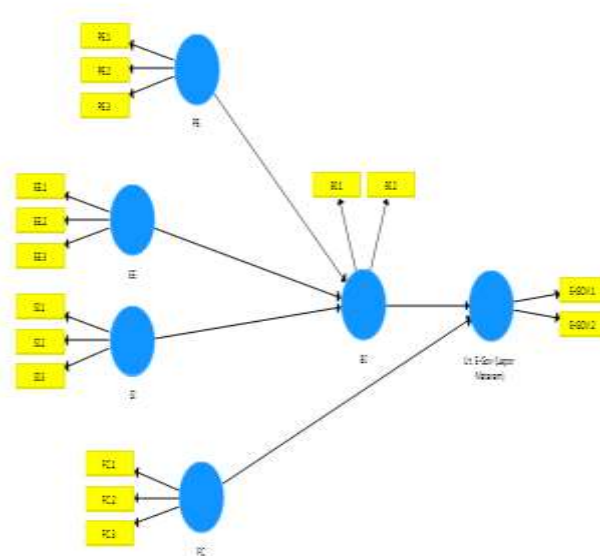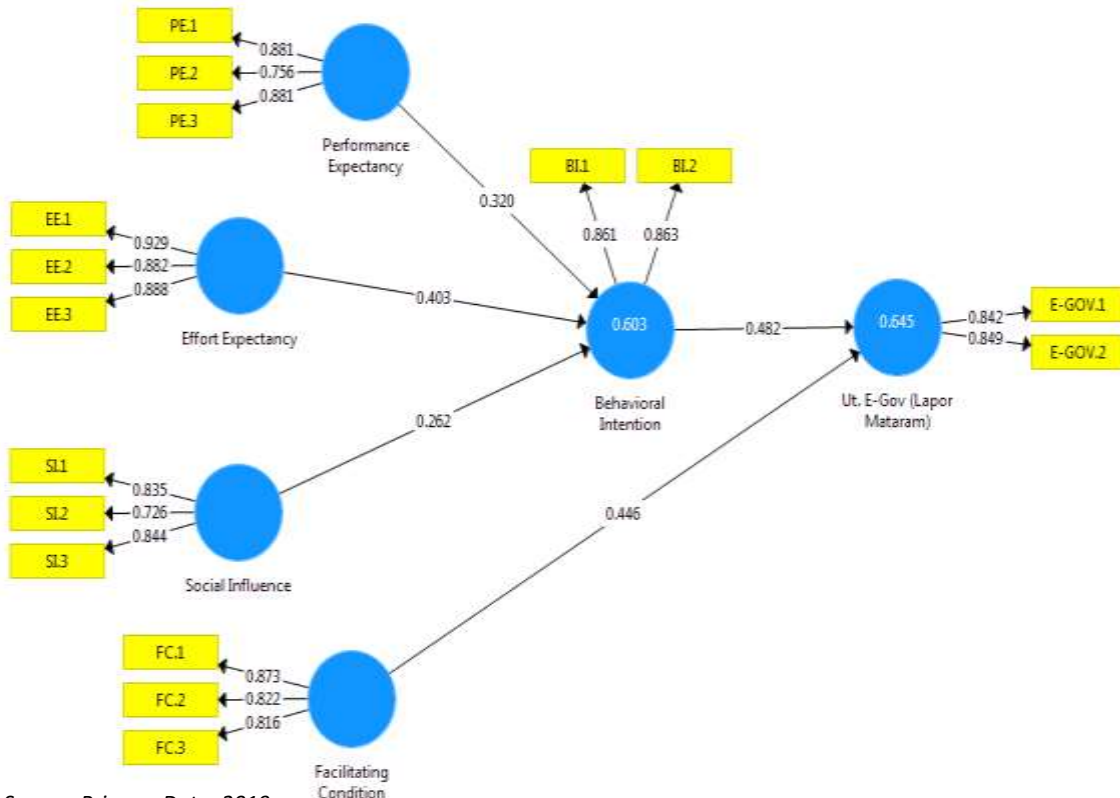


*Source: Primary Data, 2019*

The figure above displays a model design that shows the relationship between Performance Expectancy, Effort Expectancy, Social Influence on Behavioral Intention, and the relationship between Facilitating Condition and Behavioral Intention Utilizing E-Government (LAPOR! Mataram).

Furthermore, the estimation model in PLS is in the least square method, whose function is to test each construct's unidimensionality by analyzing the convergent validity.

When the measured construct correlation value is above 0.50 or more, then the value of each construct is high.

The results of the model estimation using the PLS algorithm is shown in Figure 2.

**Figure 2** Outer Model



*Source: Primary Data, 2019*

The image above shows that each indicator's value is above 0.50, thereby indicating a high value of each construct. The next step evaluates the model by testing the outer model to determine each indicator's relationship and latent variables. Furthermore, it also determines the data validity and reliability. Several tests were carried out on outer model testing, through several indicators by analyzing the score of the convergent validity test (>0.50), discriminant validity (>0.50), composite reliability (>0.70), and Cronbach's alpha (>0.60).

**Table 2.** Convergent T Validity and Discriminant Validity

| Model Testing | Result | | Status |
|---|---|---|---|
| | Variable | AVE | |
| | BI | 0,743 | Valid |
| Convergent T Validity | EE | 0,809 | Valid |
| | FC | 0,701 | Valid |
| | PE | 0,708 | Valid |
| | SI | 0,645 | Valid |

| | Ut. E-Gov | 0,715 | Valid |
|---|---|---|---|
| | **Indicator** | *Cross Loadings* | **Status** |
| *Discriminant Validity* | BI.1 | **0,861** | Valid |
| | BI.2 | **0,863** | Valid |
| | E-GOV.1 | **0,842** | Valid |
| | E-GOV.2 | **0,849** | Valid |
| | EE.1 | **0,929** | Valid |
| | EE.2 | **0,882** | Valid |
| | EE.3 | **0,888** | Valid |
| | FC.1 | **0,873** | Valid |
| | FC.2 | **0,822** | Valid |
| | FC.3 | **0,816** | Valid |
| | PE.1 | **0,881** | Valid |
| | PE.2 | **0,756** | Valid |
| | PE.3 | **0,881** | Valid |
| | SI.1 | **0,835** | Valid |
| | SI.2 | **0,726** | Valid |
| | SI.3 | **0,844** | Valid |

*Source: Primary Data, 2019*

The validity test results in the table above confirm that all questions on each variable, namely behavioral intention, effort expectancy, facilitating conditions, performance expectancy, social influence, and e-gov, have a loading factor value greater than 0.500. In addition, most of the research variables also had AVE values greater than 0.500. Therefore, all questions in all research variables are declared valid or have met the convergent and discriminant validity. Besides, the validity of data is determined from the composite reliability and Cronbach's alpha values, as shown in Table 3.

**Table 3.** Composite Reliability

| Variable | Composite Reliability | Status |
|---|---|---|
| BI | 0,853 | Reliable |
| EE | 0,927 | Reliable |
| FC | 0,876 | Reliable |
| PE | 0,879 | Reliable |
| SI | 0,845 | Reliable |
| E-GOV | 0,834 | Reliable |

*Source: Primary Data, 2019*

**Table 4.** *Cronbach's Alpha*

| Variable | *Cronbach's Alpha* | **Status** |
|---|---|---|
| BI | 0,654 | *Reliable* |
| EE | 0,882 | *Reliable* |
| FC | 0,790 | *Reliable* |
| PE | 0,791 | *Reliable* |
| SI | 0,724 | *Reliable* |
| E-GOV | 0,602 | *Reliable* |

*Source: Primary Data, 2019*

Tables 3 and 4 show the results of composite reliability and Cronbach's alpha. Each indicator was considered reliable with a value above 0.70 and 0.60 for the composite reliability and Cronbach's alpha tests, respectively.

b) Inner Model

The inner model describes the latent variable relationships. This is carried out by analyzing the level of variance described. After the estimated

model has met the discriminant validity criteria, testing is carried out on the structural or the inner model.

The criteria for testing the inner model is by analyzing the R-square value. The results of R2 are as follows:

**Table 5.** *R-square* Result

|  | R Square | R Square Adjusted |
|---|---|---|
| **Behavioral Intention** | 0,603 | 0,585 |
| **Ut. E-Gov (Lapor! Mataram)** | 0,645 | 0,635 |

*Source: Primary Data, 2019*

The output results from the R-square in table 5 indicate that behavioral intention has the ability to explain the variables PE, EE, SI by 58%. Meanwhile, utilizing e-gov can define the BI and FI variables by 63%.

Furthermore, hypothesis testing was carried out to test between exogenous against endogenous variables. It can be declared significant, assuming the value of the t-statistic is above 1.96 with the P-value below 0.05.

C. Hypothesis Test Results
   a) The effect of performance expectancy on behavioral intention

The hypothesis proposed in this study is as follows:

H1: Performance expectancy (X1) has a positive and significant effect on behavioral intention (Z)

**Table 6.** Path Coefficient PE on BI

|  | T Statistic | P Value |
|---|---|---|
| Performance expectancy > Behavioral intention | 3,022 | 0,003 |

*Source: Primary Data, 2019*

LAPOR! program has the ability to facilitate the community in conveying their aspirations. It also assists the government in recognizing and solving problems in the community.

Complaints and aspirations are accounted for since the relevant agency tends to respond to them immediately. Therefore, it acts as a reference for government evaluation in terms of developing and providing public services.

In addition, the more users feel the effectiveness and efficiency of using LAPOR!, the greater its ability to indirectly improve the performance of the relevant agencies. Therefore, it tends to affects the community's desire to use and take advantage of the program.

Based on these findings, LAPOR! is a better means of identifying community needs than some existing services. This is due to guaranteed programs and systems, which is provided directly by the central government. The relative benefit tends to affect the user's intention to use the LAPOR! Service.

The elaboration above indicates the influence of performance expectancy on behavioral intention. This was supported by a research carried out by Alshehri & Drew (2012)

in their research entitled "Analysis Citizens' Acceptance For E-government Services: Applying The UTAUT Model." The study stated that performance expectancy has a positive effect on behavior intention. It is also an intense factor in behavior values.

b) The effect of effort expectancy on behavioral intention

The hypothesis proposed in this study is as follows:

H2: Effort expectancy (X2) has a positive and significant effect on behavioral intention (Z)

**Table 7.** *Path Coefficient* EE on BI

|  | T Statistics | P Values |
| --- | --- | --- |
| Effort Expectancy -> Behavioral Intention | 3,287 | 0,001 |

*Source: Primary Data, 2019*

LAPOR! can be easily accessed and used by the community to submit reports. The higher the level of ease of users in using a service, the greater the number of users.

"... With the LAPOR! service I find it easy to convey a complaint. I do not need to bother about going to the place directly. Furthermore, I do not find it difficult to access and submit reports because it does not require complicated registration." (Arif, User of the LAPOR! Service, 10 September 2019)

The above statement is an interview excerpt of one of the community members in Mataram City. It certainly makes people feel comfortable and quickly skilled with its usage. Therefore, it can be stated that the ease of accessing users to LAPOR! affects a user's intention.

The above explanation shows the behavioral intention of expectancy. This is supported by the research carried out by Alshehri & Drew (2012) entitled "Analysis Citizens' Acceptance For E-government Services: Applying The UTAUT Model." According to them, effort expectancy has a positive effect on behavior intention to use e-government services.

c) The effect of social influence on behavior intention

The hypothesis proposed in this study is as follows:

H3: social influence (X3) has a positive and significant effect on behavioral intention (Z)

**Table 8.** *Path Coefficient* SI on BI

|  | T Statistics | P Values |
| --- | --- | --- |
| Sosial Influence -> Behavioral Intention | 2,255 | 0,025 |

*Source: Primary Data, 2019*

Encouragement from people stimulates a sense of trust to use LAPOR! for submitting complaints and aspirations.

"... I use LAPOR! because I came across its posters in several places, and my friend also recommended it as an easy and useful system. It enables one to report problems related to government performance without visiting their office." (Arif, User of the LAPOR! Service, 9 September 2019)

The interview excerpt above shows that the surrounding community influences user's perception and usage. It can lead to trust and influence users to use the application. Therefore, the influence that emerges from the surrounding community affects user's intention to use LAPOR!.

Since the City of Mataram started being integrated with LAPOR!, the Information and Communication Agency have carried out several programs to socialize this system. It also aims to ensure the community is more active in participating and conveying complaints and aspirations and conducting supervision and regional development that tends to improve the local government's performance.

The Mataram City Communication and Information Office has carried out socialization since it was first launched in August 2017. This process was carried out by inviting elements of the community and Regional Government Organizations (OPD), distribution of BALIHO, posters, pocketbooks, banners, stickers, and brochures directly to the public in traffics, car-free day, etc (Nining, Manager of the LAPOR system! Mataram City Information and Communication Office, 11 August 2019).

The above interview indicates that people are influenced by the surrounding community or those closest to them using LAPOR! to submit complaints. Besides, the government also influences people through socialization. This leads to trust or influence users to use this application to submit complaints.

Therefore, for this reason, it can be concluded that social influence affects behavioral intention. This is supported in a research carried out by Marhaeni (2014) entitled "Behavior Analysis of the Use of Instant Message Applications Using the Unified Theory Of Acceptance And Use Of Technology 2 Model In Bandung City." The study found that social influence has a positive and significant effect on behavioral intention.

d) The effect of facilitating conditions on utilizing e-government

The hypothesis proposed in this study is as follow:

H4: facilitating condition (X4) has a positive and significant effect on utilizing e-government (Y)

**Table 9.** Path Coefficient FC on Utilizing E-gov

| | T Statistics | P Values |
|---|---|---|
| Facilitating condition -> utilizing e-government | 4,475 | 0,000 |

*Source: Primary Data, 2019*

Facilitating conditions are the level of comfort or confidence that a person feels when using a system that is supported by the available infrastructure and techniques. This means that the more adequate facilities provided or support provided by LAPOR!, the higher the level of usage.

"There are several features provided by LAPOR! which can be used, namely tracking id, map and categorization, the anonymous and secret features. These are used either one at a time or simultaneously"(Nining, Manager of the LAPOR system! Mataram City Information and Communication Office, 12 August 2019)

**Figure 3** LAPOR! Layout



*Source: lapor.go.id*

The figure above shows several features in submitting a complaint report and aspirations regarding a related agency, such as attachment, location, anonymous, and confidential features. Furthermore, the field research showed that no particular technicians controlled the LAPOR! in the City of Mataram.

"Presidential Staff Office (KSP) as a provider of access and technical support to LAPOR! is responsible for the maintenance and development of devices and application systems. From a technical point of view, this system is also safer since they support all technical equipment"(Nining, Manager of the LAPOR system! Communication and Informatics Office of Mataram City, 12 August 2019)

The following are the functions of some of the features listed above.

1) LAPOR! tracking id features. Tracking id is a code that automatically completes every report published on the LAPOR! Website. Users can also use it to search for a report.
2) Map and categorization features. Each report can be labeled to determine the geographic location, topic, completeness status, and related agencies. Therefore, it enables the government and the public to monitor issues using various scales and perspectives.
3) Anonymous features can be used when the reporters do not wish to display their identities.
4) Secret features can be used to restrict public access to a user's report. Therefore, the submitted report can only be seen by the submitter, the agency, and the administrator.

The explanation above indicates the effect of facilitating conditions on utilizing e-government. This was supported in a research carried out by Alshehri & Drew (2012) entitled "Analysis Citizens' Acceptance For E-government Services: Applying The UTAUT Model," which stated that facilitating conditions have a positive

effect on the use of government services.

  e) The effect of behavioral intention on utilizing e-government

The hypothesis proposed in this study is as follows:

H5: behavioral intention (Z) has a positive and significant effect on utilizing e-government (Y)

**Table 10.** *Path Coefficient* BI on *Utilizing E-gov*

|  | | T Statistics | P Values |
|---|---|---|---|
| Behavioral intention -> utilizing e-government | | 4,852 | 0,000 |

*Source: Primary Data, 2019*

Behavioral intention is a benchmark for someone's interest in carrying out a behavior related to the use of e-government. For example, when someone continuously uses the government's online-based complaint service, it tends to affect their behavior or interest in using the e-government or LAPOR!.

"... I use LAPOR! on my own initiative, because I feel that submitting a complaint using this application is very easy and provides an immediate response from the government. Reported problems include street lights, parking, etc. Therefore, the problems I found around my environment prompted me to use LAPOR! In my opinion, people need to make more use of this application because complaints tend

to get a direct response from the relevant government." (Yogi, LAPOR! Service user, 12 August 2019)

The interviews results with the people of Mataram City show peoples' intention or initiative in using the LAPOR! to submit complaints continuously.

Therefore, it can be concluded that social influence affects behavioral intention. This is supported by a research carried out by Marhaeni (2014) entitled "Behavior Analysis on the Use of Instant Message Applications Using the Unified Theory Of Acceptance And Use Of Technology 2 Model In Bandung City." The result showed that behavioral intention has a positive and significant influence on the use of e-government.

The outer and inner model analysis results showed that the Unified Theory of Use and Acceptance of Technology (UTAUT) theory is considered capable of describing and representing people's behavior in using the LAPOR! Application. Furthermore, the five constructs in measuring Mataram City people's behavior in using this application have a significant effect.

These findings support the research carried out by Anggraeny (2020) and Iqbal (2020), which show that all constructs in this study have a significant effect. In addition, the findings in this study refute the results of previous research, which stated that not all constructs in the UTAUT theory have a significant effect in measuring people's behavior in

adapting technology, especially electronic government (Alshehri & Drew, 2012; Marhaeni, 2014).

Therefore the government needs to pay adequate attention to various aspects in increasing the community's intensity in using the LAPOR! Application. In general, they need to improve the physical facilities that support society's circles and levels to use the LAPOR! Software. Furthermore, the software needs to be easy and straightforward to use (Brown, 2005; Napitupulu et al., 2019; Naranjo-Zolotov et al., 2018). Besides, increasing socialization is also important because it raises the community's intensity in using the application. (Napitupulu, 2020).

## CONCLUSION

This research was carried out to examine the factors influencing the community in using the Online Public Complaint and Aspiration Service (LAPOR!). The study was carried out in Mataram City in 2019. Based on the result of the discussion and analysis, the following was concluded.

a) The variables of performance expectancy, effort expectancy, and social influence positively and significantly affect behavior intention. These were indicated by the P-value of less than 0.005 with a T-statistic value above 1.96. Each indicator of each hypothetical variable used is reliable, as seen from the cross-loading score of above 0.50.

b) The facilitating condition and behavioral intention variables positively and significantly affect e-government with a P-value below 0.005 and a T-statistic value above 1.96. Besides, the indicators of each hypothetical variable are reliable, with a cross-loading score above 0.50.

## ACKNOWLEDGMENT

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