

INTISARI

Sistem Gratis Kabeh Banyumas merupakan sistem yang digunakan untuk melakukan permohonan proses pembuatan Elektronik Kartu Tanda Penduduk (e-KTP), Kartu Keluarga (KK), Kartu Identitas Anak (KIA), Akta Kematian, Perpindahan Keluar, Akta Kelahiran, Kedatangan, serta Sinkronisasi Data Untuk BPJS, BANK, dll. Penelitian ini bertujuan untuk mengetahui kepuasan pengguna terhadap penerapan Sistem Gratis Kabeh Banyumaskab di Kecamatan Kalibagor menggunakan metode TAM (Technology Acceptance Model) yang dirasa cocok untuk menguji permasalahan tersebut. Penelitian ini menggunakan lima variable yaitu variable persepsi kemudahan penggunaan, persepsi kegunaan, sikap penggunaan sistem, minat menggunakan sistem, dan kondisi nyata penggunaan sistem. Untuk menguji penerimaan Sistem Gratis Kabeh Banyumaskab penelitian ini mengambil populasi sampel 310 dari 1.384 pengguna Sistem Gratis Kabeh Banyumaskab. Hasilnya terdapat pengaruh yang signifikan antara variable Perceived Ease of Use mempengaruhi variable Attitude Toward Using, terdapat pengaruh yang signifikan antara variable Perceived Usefulness mempengaruhi Attitude Toward Using, terdapat pengaruh yang signifikan antara variable Actual System Use mempengaruhi variable Attitude Toward Using, terdapat pengaruh yang signifikan antara variable Behavioral Intention of Use mempengaruhi variable Attitude Toward Using.

Kata kunci: Analisis Sistem, Sistem Gratis Kabeh Banyumaskab, TAM (Technology Acceptance Model), Kepuasan Pengguna, Kecamatan Kalibagor

ABSTRACT

Kabeh Banyumas Free System is a system used to apply for the process of making Electronic Identity Cards (e-KTP), Family Cards (KK), Child Identity Cards (KIA), Death Certificates, Exit Transfers, Birth Certificates, Arrivals, and Data Synchronization For BPJS, BANK, etc. This study aims to determine user satisfaction with the application of the Banyumaskab Kabeh Free System in Kalibagor District using the TAM (Technology Acceptance Model) method which is considered suitable for testing these problems. This study uses five variables, namely the perceived ease of use, perceived usefulness, attitude towards using the system, interest in using the system, and the real conditions of using the system. To test the acceptance of the Banyumaskab Kabeh Free System, this study took a sample population of 310 out of 1,384 users of the Banyumaskab Kabeh Free System. The result is that there is a significant influence between the variables perceived Ease of Use affect the Attitude Toward Using variable, there is a significant influence between the variables Preceived Usefulness affects Attitude Toward Using, there is a significant influence between the Actual System Use variables affect the Attitude Toward Using variable, there is a significant effect Behavioral Intention of Use variable affects Attitude Toward Using variable.

Keyword: System Analysis, Free System All Banyumaskab, TAM (Technology Acceptance Model), User Satisfaction, Kalibagor District