IPTEK The Journal of Technology and Science, 35(1), 2024 (e/pISSN:2088-2033, 0853-4098)

DOI: 10.12962/j20882033.v35i1.19808 | Received 16 Des, 2023; Revised 16 Jan, 2024; Accepted 21 Jan, 2024

ORIGINAL RESEARCH

THE INFLUENCE OF E-OFFICE QUALITY ON INTENTION TO USE IT IN MANAGING MARITIME DOCUMENTS AT KSOP UTAMA TANJUNG PERAK

Febrianto Ramadhan | Umi Laili Yuhana* | Bilqis Amaliah

Department of informatics, Institut Teknologi Sepuluh Nopember, Surabaya, 60111, Indonesia

Correspondence

*Umi Laili Yuhana, Dept of Informatics , Institut Teknologi Sepuluh Nopember, Surabaya, Indonesia. Email: yuhana@if.its.ac.id

Present Address

Gedung Teknik Informatika, Jl. Teknik Kimia, Kampus ITS Sukolilo, Surabaya 60111, Indonesia

Abstract

This research discusses the intention to use e-office applications for managing maritime documents at the Tanjung Perak Harbormaster and Main Port Authority (KSOP) Office. As an application in government agencies, E-Office is very important in speeding up information, increasing performance, productivity, and ease of implementation. This research aims to determine the influence of e-office quality on intentions to use e-office technology at KSOP Utama Tanjung Perak. This method combines the Technology Acceptance Model (TAM) and Webqual techniques. TAM is used to measure users' perceived acceptance of technology, which consists of 4 constructs: Perceived Effectiveness (PU), Attitude Toward Use (ATU), Perceived Ease of Use (PEOU), and Behavioral Intention to Use (BIU). The WebQual method for measuring the influence of quality consists of 3 dimensions: Usability, Information Quality, and Service Interaction Quality. Perceived Ease of Use (PEOU) and Usability are the most influential quality variables. The t-test results: Perceived Ease of Use influences the intention variable 3.152, Attitude Toward Use influences behavioral choices 2.723, Usability influences intention to use 3.588. This research is significant for measuring the quality of e-offices, which can also be used as a reference/evaluation in developing e-office applications at KSOP Main Tanjung Perak.

KEYWORDS:

e-Office, KSOP, TAM, Webqual

1 | INTRODUCTION

Progress in information and communication technology has developed rapidly. Information technology advances provide government solutions and challenges[1]. Along with easy access to the Internet in remote areas of the country with reasonably affordable connection costs and unlimited information, the Internet has become a basic need and a solution to meet people's

TABLE 1 Example of a List of Service User Interview Questions Using the TAM Method.

ID	Question
Q1	Is the e-office easy to learn?
Q2	Are the menus in the e-office self-explanatory and easy to understand?
Q3	e-offices provide the desired information?

TABLE 2 Example of a List of Service User Interview Questions Using the Webqual Method.

ID	Question
Q4	E-office has an attractive appearance?
Q5	E-office easy to navigate?
Q6	Is it easy to find it in e-office searches?

needs related to reports[2]. E-office is a form of utilization of advances in information technology because it makes it easier and smoother to conduct correspondence activities, starting from incoming letters, outgoing letters, disposition, and report recaps[3]. KSOP Utama Tanjung Perak has a unique private e-office used for service users. However, even though they already have an online system, it is not uncommon for service users to process maritime documents by coming directly to the office[4][5]. Based on the research objectives and available data, researchers need to conduct and determine the level of technology acceptance by service users in the Tanjung Perak Main KSOP environment. So, it can be used as a benchmark for assessing the acceptance of technology for users and the quality of the e-office regarding user intentions obtained in maritime document processing activities.

The data obtained and processed in this research produces measurable information for the authorities regarding acceptance factors that influence online media as a document management medium so that the system can improve the quality and quality of service. It is also hoped that this research can provide an evaluation to related parties to develop e-office strategies according to user needs.

WebQual quality dimensions are arranged based on three dimensions. Each dimension can help understand the factors that influence website user satisfaction[6]. Webqual was first coined by Barnes and Vidgen[7]. WebQual 4.0 is a measurement for measuring website quality based on research instruments, which can be categorized into three variables: usability, information quality, and interaction quality[8].

The Technology Acceptance Model (TAM) was discovered by (Davis, 1989)[9]. It is a model specifically used to determine user behaviour towards using a technology/information system. TAM further explains the causal relationship between two main factors, Perceived Usefulness and Perceived Ease of Use, which influence an individual's Attitude Toward the use of technology and Behavioral Intention to Use[10]. An increase in Perceived Ease of Use instrumentally affects growth in Perceived Usefulness because a system that is easy to use does not require a long time to learn so individuals can do something related to performance effectiveness.

Table 1 is an example of questions that will be used using the TAM method. Table 2 is an example of questions from the WebQual method. The data used in this research is from a questionnaire distributed to KSOP Utama Tanjung Perak service users via Google Forms. The questionnaire consists of 43 questions, combining TAM and WebQual method instruments using a 5 Likert scale.

2 | PREVIOUS RESEARCHES

Implementing technology is a means for the community to obtain information and services. E-OFFICE is a website KSOP Utama Tanjung Perak uses to publish news and simplify services[11]. Acceptance of technology is something important for a government agency. User perceptions can be used to evaluate whether the application of existing technology is appropriate[12]. The Technology Acceptance Model (TAM) is a method of user perception in accepting technology. TAM has four constructs: Perceived Usefulness (PU), Attitude Toward Using (ATU), Perceived Ease of Use (PEU), and Behavioral Intention to Use (BIU)[13]. Figure 1 shows the four constructs.

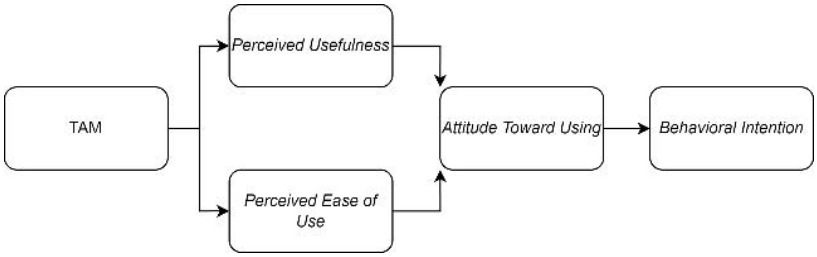

FIGURE 1 The structural model of TAM.

TABLE 3 The variables and indicators of TAM.

	Variables	Indicators	ID
TAN	Perceived Ease Of Use	Ease of application	PEOU1
		Productivity increases	PEOU2
		Effectiveness	PEOU3
		Ease of interaction	PEOU5
		Work faster	PEOU6
		Performance can improve	PEOU7
		Easier to use	PEOU8
	Perceived Usefullnes	Easy to learn	PU1
		Menu Suitability and Clarity	PU2
		The role of information tecnology	PU3
		Ease of access	PU4
		Easy to use	PU5
	Attitude Toward Using	Positive assessment	ATU1
		Willingness to use	ATU2
		Desire to use	ATU3
		Response response	ATU4
		Easy to use	PU5
	Behavioral Intention Use	Intention to use	BI1
		Positive assessment	BI2

In Figure 1 , perceived ease of use is defined as the extent to which a person believes using technology will improve their performance attitude towards using technology, defined as the user's evaluation of his interest in using technology. Behavioural intention to use technology (behavioural intention to use) is defined as a person's interest (desire) to carry out a specific behaviour[13] [14].

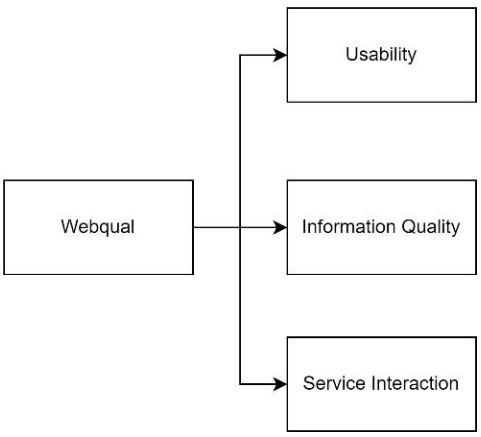

FIGURE 2 The structural model of Webqual.

TABLE 4 The variables and indicators of Webqual.

	Variables	Indicators	ID
WEBQUAL	Quality Service Interaction	Have a good reputation	KIL1
		Feel safe to complete transactions	KIL2
		My personal information feels safe	KIL3
		Creates a sense of personalization	KIL4
		Convey a sense of communication	KIL5
		acilitate communication with organizations	KIL6
		I feel confident that the goods/services will be delivered as promised	KIL7
	Quality Information	Provide accurate information	K1
		Provide reliable information	K2
		Provide timely information	K3
		Provide relevant information	K4
		Provide that information	K5
	Usability Quality	Present information in an appropriate format	U1
		This site is easy to learn to operate.	U2
		My interactions with this site were clear and understandable	U3
		I found the site easy to navigate	U4
		I found this site to have an attractive appearance	U5
		This site has a beautiful appearance	U6
		Design according to the type of site	U7
		The site conveys a sense of competence	U8

In Table 3 , the variable Perceived Ease of Use has eight indicators, Perceived Usefulness has five indicators, Attitude Toward Using has four indicators, and Behavioral Intention Use has two.[9]. In Figure 2 The WebQual method for measuring the influence of quality consists of 3 dimensions: Usability, Information Quality, and Service Interaction. The Webequal method consists of usability Quality, which is the quality or quality related to the website, starting from the appearance, ease of navigation, placement of information, and suitability of the arrival to the type of website—the attractive design and comfort of use support website users in accessing and visiting the website intensively. Information quality can be seen from whether the information displayed on the website is appropriate, whether the information presented can be trusted, and whether it has proper accuracy. Quality of service interaction is the quality of services interactions received by users when accessing a website, manifested in the form of trust and empathy[15][16]. Based on Table 4 is a variable contained in Webqual. It has three variables, Quality service interaction has seven indicators, Quality information has seven indicators, Usability has eight indicators.

3 | METHOD

3.1 | Type of Research

Quantitative research is a type of research that will be used in this research where the data obtained and processed is in the form of numbers. The research was conducted by conducting a survey using sample questionnaire results from the population of service users of the Harbormaster's Office and Tanjung Perak Main Port Authority. The tools used to manage this research data are SmartPLS.

Based on figure 3 The flow of research carried out starts from literature study, problem identification, designing questionnaires, formulating hypotheses, evaluating intentions to use the application, hypothesi testing, instrument testing (validity test, reliability test), model analysis (convergent validity, discriminant validity, composite reliability), test hypothesis (t-test and r-test).

3.2 | Research Hypothesis

The research hypothesis created is based on the problem formulation, which is then designed as a basis for data processing using SmartPLS software. The image of the concept model researchers use is based on the TAM and Webqual models (Figure 4).

In this research, according to Figure 4 , several hypotheses are used, namely:

- **Hypothesis 1 (H1):** Perceived ease of use Perceived usefulness (PU) has a positive effect on Attitude Toward Using (ATU) behaviour among E-OFFICE users at KSOP Utama Tanjung Perak.
- **Hypothesis 2 (H2):** Perceived ease of use (PEOU) positively affects behavioural attitudes.

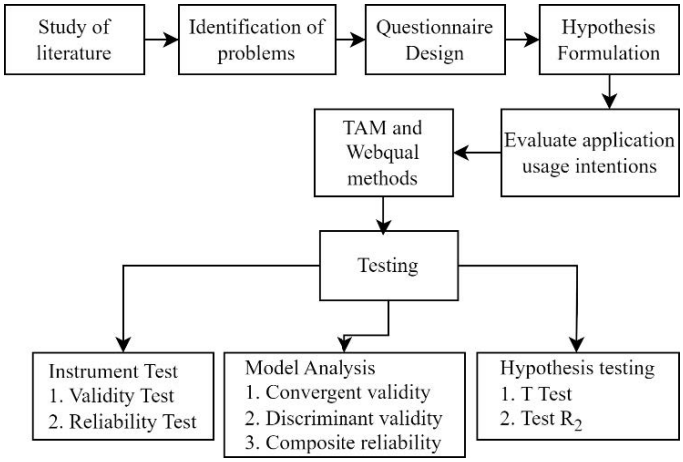

FIGURE 3 The stages of our study.

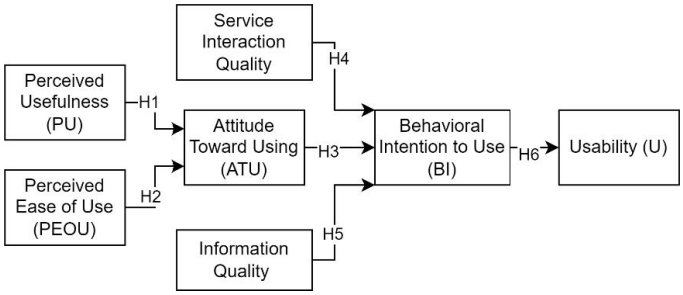

FIGURE 4 TAM and Webqual Method Hypothesis Models

- **Hypothesis 3 (H3):** Attitudes towards Attitude Toward Using (ATU) behaviour have a positive effect on Behavioral Intention to Use (BIU) behaviour intentions.
- **Hypothesis 4 (H4):** Attitudes towards services Service interaction quality (SIQ) has a positive effect on behavioural intentions Behavioral Intention to Use (BIU).
- **Hypothesis 5 (H5):** Attitudes towards the quality of information on the website (IQ) have a positive effect on behavioural intentions and behavioural intention to use (BIU).
- **Hypothesis 6 (H6):** Attitudes towards Behavioral Intention to Use (BIU) behaviour have a positive effect on usability (U).

3.3 | Question Variables and Indicators

This section shows combined variables and indicators from the TAM and Webqual methods used as research and the basis for distributing questionnaires. As in Table [5 , the variables and indicators combine the TAM and Webqual model constructs with each hand [16][17]. There are eight constructs consisting of 5 TAM method constructs, namely PEUO, PU, ATU, BI, ASU, and Webqual model constructs, namely SQ, IQ, and U. There are eight indicators of Perceived Ease of Use (PEOU), three indicators of Perceived usefulness (PU), six indicators of Attitude Toward Using (ATT), two hands of Behavioral Intention to Use (BI), two indicators of Actual System Use (ASU), six indicators of Quality Service Interaction (QI), seven hands of Quality Information (QI), eight indicators of Usability (U). variables and indicators, as in Table 5 .

3.4 | Validity Test

The validity test shows the measurement of an instrument's validity or determination level. A valid instrument has high validity. Conversely, a less good instrument means it has low validity. Correct means that the instrument can be used to measure what it

TABLE 5 The concatenation of variables and indicators of TAM and Webqual

	Variables	Indicators	ID
TAM	Perceived Ease Of Use	Ease of application	PEQU1
		Productivity increases	PEQU2
		Effectiveness	PEOU3
		Ease of Information	PEOU4
		Ease of interaction	PEOU5
		Work faster	PEOU6
		Performance can improve	PEOU7
		Easier to use	PEOU8
	Perceived Usefullnes	Easy to learn	PU1
		Menu Suitability and Clarity	PU2
		The role of information technology	PU3
		Ease of access	PU4
		Easy to use	PU5
	Attitude Toward Using	Positive assessment	ATU1
		Willingness to use	ATU2
		Desire to use	ATU3
		Response response	ATU4
	Behavioral Intention Use	Intention to use	BI1
		Positive assessment	BI2
WEBQUAL	Quality service Interaction	Have a good reputations	KIL1
		Feel safe to complete transactions	KIL2
		My personal information feels safe	KIL3
		Creates a sense of personalization	KIL4
		Convey a sense of communication	KIL5
		acilitate communication with organizations	KIL6
		I feel confident that the goods/services will be delivered as promised	KIL7
	Quality Information	Provide accurate information	K1
		MProvide reliable information 7 K2	
		Provide timely information	K3
		Provide relevant information	K4
		Provide information that is easy to understand	K5
		Provides information at the right level of detail	K6
		Present information in an appropriate format	K7
	Usability Quality	This site is easy to learn to operate	U1
		My interactions with this site were clear and understandable	U2
		I found the site easy to navigate	U3
		I found this site to have an attractive appearance	U4
		This site has a beautiful appearance	U5
		Design according to the type of site	U6
		The site conveys a sense of competence	U7
		The site created a positive experience for me	U8

is supposed to measure[2]. Validity testing was carried out by a two-sided test with a significance level 0.05. The test criteria are as follows: 1) If $r_{count} > r_{table}$ (two-sided test with sig. 0.05), then the instrument or statement items are significantly correlated with the total score (declared valid). 2) If $r_{count} < r_{table}$ (two-sided test with sig. 0.05), then the instrument or statement items do not correlate significantly with the total score (declared invalid).

$$r_{xy} = \frac{N \sum XY - \sum X \sum Y}{\sqrt{N \sum X^2 - (\sum X)^2} \sqrt{N \sum Y^2 - (\sum Y)^2}} \tag{1}$$

3.5 | ReliabilityTest

Reliability testing is a series of measurements or a series of measuring instruments that have consistency if the measurements made with the measuring device are carried out repeatedly at different times[17]. The coefficient range will be between 0 and 1 using the Cronbach Alpha method. If the alpha coefficient value is more significant than 0.6, it can be concluded that the research questionnaire has met the reliable criteria. On the other hand, if the alpha coefficient value is smaller than 0.6, it can be supposed that the research questionnaire does not meet the reliable criteria.

$$r_{11} = \frac{k}{k-1} \left(1 \sum \frac{\alpha_1^2}{\alpha_1^2} \right) \tag{2}$$

TABLE 6 The instrument validation test of each indicator.

Indicator	r_{count}	r_{table} (0.5)	Result	Indicator	r_{count}	r_{table} (0.5)	Result
PEOU1	0.831	0.3120	Valid	PEOU2	0.815	0.3120	Valid
PEOU3	0.724	0.3120	Valid	PEOU4	0.741	0.3120	Valid
PEOU5	0.852	0.3120	Valid	PEOU6	0.810	0.3120	Valid
PEOU7	0.805	0.3120	Valid	PEOU8	0.635	0.3120	Valid
PU1	0.932	0.3120	Valid	PU2	0.971	0.3120	Valid
PEOU1	0.831	0.3120	Valid	PEOU2	0.815	0.3120	Valid
PEOU3	0.724	0.3120	Valid	PEOU4	0.741	0.3120	Valid
PEOU5	0.852	0.3120	Valid	PEOU6	0.810	0.3120	Valid
PEOU7	0.805	0.3120	Valid	PEOU8	0.635	0.3120	Valid
PU1	0.932	0.3120	Valid	PU2	0.971	0.3120	Valid
PU3	0.885	0.3120	Valid	PU4	0.394	0.3120	Valid
PU5	0.627	0.3120	Valid	ATU1	0.669	0.3120	Valid
ATU2	0.835	0.3120	Valid	ATU3	0.709	0.3120	Valid
ATU4	0.820	0.3120	Valid	BI1	0.734	0.3120	Valid
BI2	0.862	0.3120	Valid	SIQ1	0.731	0.3120	Valid
SIQ2	0.794	0.3120	Valid	SIQ3	0.485	0.3120	Valid
SIQ4	0.792	0.3120	Valid	SIQ5	0.603	0.3120	Valid
SIQ6	0.606	0.3120	Valid	SIQ7	0.765	0.3120	Valid

4 | RESULTS AND DISCUSSION

The specimen for this test is a cylinder with 10 cm diameter and 20 cm height. There are three samples for each kind of concrete. Table 6 and Figure 5 . represent the result of this test.

4.1 | Instrument Validity Test

Before distributing the questionnaire to respondents, the first thing that needs to be done is to test the instrument's validity on 40 respondents to test the suitability of the questionnaire that will be distributed later[18]. Test the validity of the questionnaire instrument later using SmartPLS software. With the test results obtained, it will be concluded that the questions distributed later are valid and accurate. In testing validation, we first determine the r_{table} to compare whether the instrument is good. Following are the calculations for the r_{table}.

$$\begin{aligned} DF &= (Number\ of\ Respondents - 2) \\ &= (40 - 2) \\ &= 38 \end{aligned}$$

The result of the df value is 38, then determine the r_{table} by looking at the distribution table of the significant r_{table} 5% or 0.05[18]. Based on the distribution table, Rtable with df 38 has a value of 0.3120. Next, carry out validation with the results as in the following table:

because $r_{count} > r_{table}$. After all questions are declared valid, the next step is to test the reliability of the alpha value.

4.2 | Instrumen Reliability Test

. Reliability testing is used to measure the consistency of the questionnaire that will be distributed so that the questionnaire is genuinely accurate. Reliability testing was conducted using smartPLS software by determining the value of Cronbach's alpha, which was 0.6[18]. The following is the output from the reliability test.

Based on Figure 5 , Cronbach's alpha value from the test results is only the behavioral intention variable, which has a value < 0.6, declared unreliable, and the other variables have a value >0.6, so it can be announced reliable.

TABLE 7 The instrument validation test of each question.

Question	r_{count}	r_{table} (0.5)	Result
QI1	0.752	0.3120	Valid
QI2	0.757	0.3120	Valid
QI3	0.801	0.3120	Valid
QI4	0.864	0.3120	Valid
QI5	0.726	0.3120	Valid
QI6	0.807	0.3120	Valid
QI7	0.806	0.3120	Valid
U1	0.771	0.3120	Valid
U2	0.808	0.3120	Valid
U3	0.739	0.3120	Valid
U4	0.642	0.3120	Valid
U5	0.880	0.3120	Valid
U6	0.873	0.3120	Valid
U7	0.760	0.3120	Valid
U8	0.867	0.3120	Valid

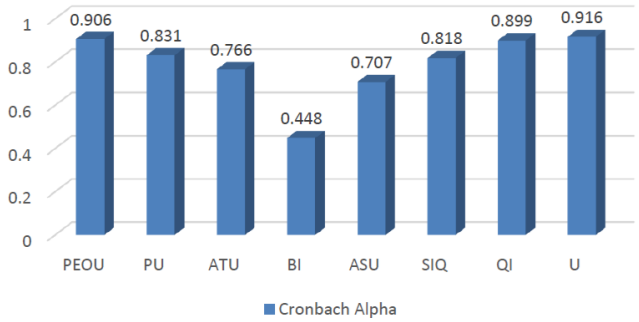

FIGURE 5 The alpha cronbach score.

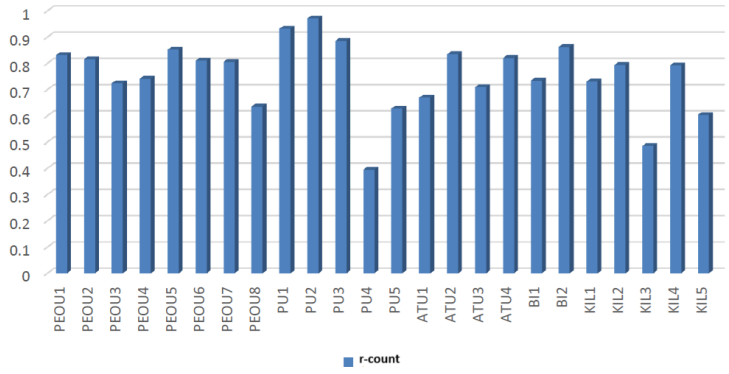

FIGURE 6 The convergent validity test,

4.3 | Convergent Validity Test

After testing the validity and reliability of the instrument and the number of questionnaire respondents, the next step is to carry out convergent validity using SmartPLS software. Convergent validity testing can be determined through the outer loading output by looking at the correlation between indicator scores if they have a loading factor value of more than 0.7 [14]. The output results were obtained from outer loading using SmartPLS software.

Based on the results in Figure 6 , it can be concluded that the loading factor value is more than 0.7, so the indicators used in this research are valid. Several indicators are no more than 0.7, so researchers do not display them in the table. There were 43

indicators used, but the researcher had to delete several indicators, such as PEOU8, ATU1, KIL3, KIL5, KIL6, and U4 because they had an outer loading value of less than 0.7 so that 37 indicators would be used for further testing.

4.4 | Discriminant Validity Test

Next, perform a discriminant validity test by looking at the cross-loading in the table. The crossloading results are valid if the measured indicator construct is more correlated than other construct indicators[17]. The following is a cross-loading test using SmartPLS software.

TABLE 8 The output cross loading.

Indicator	ATU	BI	PU	PEOU	K	KIL	U
PEOU1	0.71	0.50	0.62	0.87	0.57	0.35	0.62
PEOU2	0.68	0.46	0.76	0.80	0.47	0.19	0.48
PEOU3	0.65	0.73	0.47	0.71	0.49	0.20	0.57
PEOU4	0.58	0.43	0.30	0.79	0.71	0.47	0.71
PEOU5	0.71	0.67	0.51	0.84	0.43	0.29	0.57
PEOU6	0.74	0.77	0.27	0.83	0.55	0.31	0.56
PU1	0.70	0.46	0.96	0.54	0.44	0.12	0.42
PU2	0.74	0.52	0.98	0.63	0.43	0.17	0.45
PU3	0.68	0.43	0.93	0.55	0.53	0.04	0.43
ATU2	0.80	0.45	0.64	0.56	0.76	0.30	0.61
ATU3	0.77	0.72	0.23	0.76	0.57	0.31	0.66
ATU4	0.82	0.71	0.86	0.68	0.41	0.22	0.43
BI1	0.61	0.73	0.47	0.64	0.31	0.19	0.33
BI2	0.67	0.87	0.34	0.57	0.58	0.33	0.65
KIL1	0.17	0.25	0.02	0.23	0.31	0.76	0.36
KIL2	0.31	0.34	0.11	0.35	0.34	0.90	0.35
KIL4	0.29	0.28	0.09	0.31	0.28	0.87	0.32
KIL7	0.37	0.23	0.18	0.32	0.32	0.78	0.30
K1	0.44	0.46	0.20	0.35	0.75	0.37	0.68
K2	0.43	0.36	0.16	0.56	0.76	0.23	0.72
K3	0.42	0.47	0.18	0.61	0.80	0.35	0.78
K4	0.58	0.48	0.35	0.63	0.86	0.42	0.82
K5	0.45	0.38	0.28	0.35	0.73	0.21	0.70
K6	0.72	0.53	0.74	0.52	0.81	0.19	0.71
K7	0.78	0.48	0.67	0.58	0.81	0.30	0.66
U1	0.51	0.56	0.26	0.70	0.64	0.29	0.80
U2	0.53	0.51	0.31	0.61	0.64	0.40	0.81
U3	0.58	0.47	0.52	0.63	0.78	0.21	0.73
U5	0.54	0.52	0.37	0.49	0.86	0.37	0.87
U6	0.66	0.60	0.47	0.54	0.76	0.39	0.86
U7	0.51	0.41	0.28	0.49	0.72	0.22	0.78
U8	0.67	0.59	0.39	0.65	0.86	0.35	0.88

Based on Table 8 , the cross-loading output concludes that all the indicators measured are valid because, compared to the correlation of other indicators, they have the highest value.

4.5 | Construct Reliability Test

After seeing the results of the discriminant validity indicator declared valid, determine the effects of the construct reliability test value using SmartPLS calculations. A construct is declared reliable if it is declared trustworthy if the Cronbach Alpha and composite reliability of all latent variables have a deal above or more than 0.4.

Based on Fig 7 , the output of cross-loading and composite reliability is more than 0.4, so all latent variables from the construct are declared valid.

4.6 | Inner Model Test

After carrying out validity and reliability tests, then carry out R2 testing. The R2 value has 3 classifications, namely 0.67 = strong, 0.33 = moderate, 0.19 = weak.

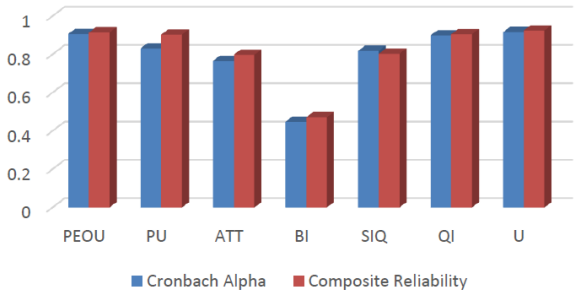

FIGURE 7 The composite reliability output.

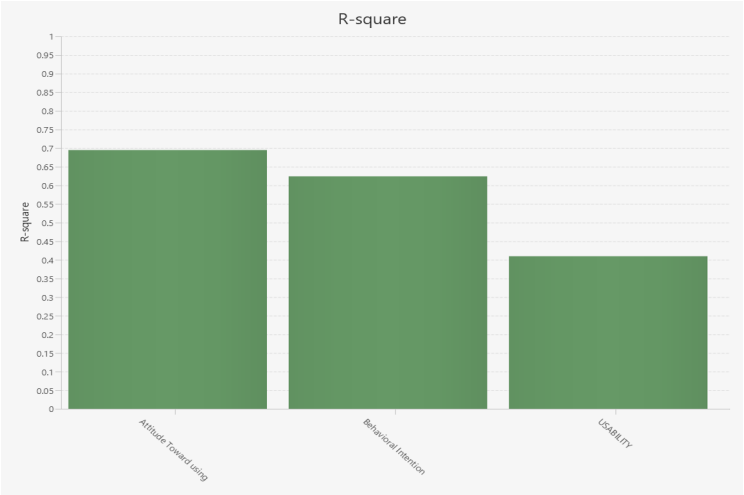

FIGURE 8 The calculation output.

Based on Figure data. 8 . The R2 value obtained for the variable ATU = 0.678 is in the strong category, BI = 0.593 is in the moderate category, U = 0.394 is in the moderate category. From the results obtained using SmartPLS software, it is included in the strong category and is almost close to 1, so the model is considered good.

4.7 | Hypothesis Testing

The final step in this research is to test the hypothesis. The hypothesis test takes a significance level of 5% or 0.05[18]. If the value exceeds 1.96, then the output path coefficient test results are accepted; if less than 1.96, they are not accepted. This hypothesis test was carried out using SmartPLS; the path coefficient output can be seen.

TABLE 9 The output path coefficient.

Path Coefisients	T-Statistic	Result
PEOU (X2) →> ATT (X3)	3.006	Accepted
PU (X1) →> ATU (X3)	1.560	No
ATU (X3) →> BI (Y1)	2.695	Accepted
BI (Y1) →> U (Z)	3.592	Accepted
KIL (Y3) →> BI (Y1)	0.050	No
K (Y2) →> BI (Y1)	0.674	No

Based on Table 9 In measuring the acceptance of the influence of e-office quality on the intention to use applications in Maritime Document Management, the results of each hypothesis will be discussed and stated as follows:

1. **Hypothesis (H1):** Perceived ease of use Perceived ease of use (PEOU) has a positive effect on Attitude Toward Using (ATU) behavior in using E-Office. Based on the hypothesis test results table, it shows that hypothesis 3 is accepted. This is proven by the T statistic of ATU against BI, which is 3.006, more significant than the T table of 1.96.

2. Hypothesis 2 (H2): Based on table IX, the results of the hypothesis test show that hypothesis 4 is rejected. This is proven by the T statistical value of PU against ATU, which is 1.60, which is smaller than 1.96.

3. Hypothesis 3 (H3): Intention to use behavioral intention positively affects ease of use and usability in E-Office. Based on Table IX, the results of the hypothesis test show that hypothesis 2 is accepted. This is proven by the T statistic of ATT against BI, which is 2.695, more significant than the T table of 1.96.

4. Hypothesis 4 (H4): The behavioral attitude Toward Using positively affects the Behavioral Intention attitude on the intention to use E-Office. Based on the hypothesis test results table, it shows that hypothesis 1 is accepted. This is proven by the T statistic for AT against BI, which is 3.592, which is greater than the T table of 1.9.

5. Hypothesis 5 (H5): Based on Table IX, the results of the hypothesis test show that hypothesis 5 is rejected. This is proven by the T statistical value of KIL against BI, which is 0.050, which is smaller than 1.96.

6. Hypothesis 6 (H6): Based on Table IX, the results of the hypothesis test show that hypothesis 6 is rejected. This is proven by the T statistical value of K for BI, which is 0.674, which is smaller than 1.96.

5 | CONCLUSION

This is by the research objective: to determine the influence of users' intentions to use e-office in managing maritime documents. The TAM method in the statistical T-test has a value of 3,152 in Table IX, indicating that the construct of perceived ease of use is the most influential factor in explaining the intention to use E- OFFICE. Because the statistical T value exceeds the value > 1.96. From the test results, the choice to use E- OFFICE will always be used because service users find it easy to use the application. Meanwhile, the Webqual method in the Usability statistical T-test 3.588 is the most influential factor in explaining the usability of the e-office. Because the statistical T value exceeds the value > 1.96, from the test results, the ease of an application will make a person's intention to use a technology. This research is significant for measuring the quality of e-offices, which can also be used as a reference/evaluation in developing e-office applications at KSOP Main Tanjung Perak.

ACKNOWLEDGMENT

We would like to acknowledge KSOP Utama Tanjung Perak for being willing to provide data and research sites.

CREDIT

Febrianto Ramadhan: Conceptualization, Methodology, Validation, Resources, Data Curation, Writing - Original Draft, Software, and Visualization. **Umi Laili Yuhana:** Conceptualization, Methodology, Validation, Writing - Review & Editing, and Supervision. **Bilqis Amaliah:** Software, Writing - Review & Editing, Supervision, and Formal analysis.

References

1. Barnes S, Vidgen R. WebQual: An Exploration of Web-Site Quality. Communications 2000;1(January):298—-305.

2. Safitri L. Measuring Acceptance of Virtual Class Technology among Students Using the TAM and Webqual Methods. Univ Gunadarma J 2015;7(11):9–13.

3. Darwati F, Lilis. Analysis of Measuring the Level of User Satisfaction of the OVO Application Using the End User Computing Satisfaction (EUCS) Method. JUST IT J Sist Informasi, Teknol Inf dan Komput 2022;12(2):34–42. https://jurnal.umj.ac.id/index.php/just-it/index.

4. Indah Fatmawati FBP. The Role of Technological Acceptance and E-Service Quality in Predicting Customer Satisfaction and Loyalty. In: Proceedings of the International Conference on Banking, Accounting, Management, and Economics (ICOBAME 2018); 2018. p. 247–255.

5. Putri R, Gunawan H. e-Application Quality, e-WoM, and Perception Value on Customer Value Transaction e-Ticketing. vol 377, no Icaess 2019;p. 257–261.

6. Fauzi M, Yuhana UL. Hybrid Analysis of Marriage Information System Using Webqual 4.0, EUCS, and Importance-Performance Matrix Method. IPTEK J Technol Sci 2022;33(3):140.

7. Rismayani, Soetikno YJW. Using WebQual 4.0 for Measuring Quality of E-learning Services during COVID-19 Pandemic. In: 2020 8th Int. Conf. Cyber IT Serv. Manag. CITSM 2020; 2020. p. 4–10.

8. Wati DNS, Indriyanti AD. Measuring technology acceptance and the influence of e-learning quality on learning effectiveness in higher education using the TAM and Webqual methods. J Emerg Inf Syst Bus Intell 2021;02(3):1–7. https://ejournal.unesa.ac.id/index.php/JEISBI/article/view/40993.

9. Suhartika IP, Haryanti NPP. Analysis of the quality of search engines as online learning media in university libraries in Bali. Berk Ilmu Perpust dan Inf 2022;18(2):292–307.

10. Ary M. Technology Acceptance Model (TAM) and Webqual for Analysis of the Implementation of New Student Admission Management Information Systems (SIM-PMB). J Tekno Insentif 2021;15(1):41–53.

11. Aripiyanto S, Azhari M, Munawarohman R, Masruroh SU, Khairani D, Sukmana HT. Usability Improvement Through User Interface Design with Human Centered Design (HCD) Method on Junior High School Websites. ICIC 2022;6(2). https://ieeexplore.ieee.org/document/10006921.

12. Rahman FA, Harianto SR. Journal of Applied Business Administration CEISA Acceptance Analysis Using The Technology Acceptance Model (TAM) Method at The Main Service Office of The Directorate General of Customs and Excise Type B Batam. no September 2023;p. 201–208.

13. Pratama, R A. Analysis of Acceptance of Digital Asset Applications Using the Technology Acceptance Model (Tam). JBASE - J Bus Audit Inf Syst 2022;5.

14. Setiawan E, Antoni D, Mirza AH. Analysis of Acceptance of Paid Online Examination Systems Using the Technology Acceptance Model (Tam) and Webqual Methods. J Bina Komput 2019;1:61–72.

15. Pratama, R A. The Influence of Website Quality (Webqual 4.0) on User Satisfaction at the Airlangga University Repository. Univ Airlangga 2019;p. 1–19. https://repository.unair.ac.id/75047/.

16. Purwandani I, Syamsiah NO. Website Quality Analysis Using the Webqual 4.0 Method Case Study: UBSI's MyBest E-learning System. J Sist dan Teknol Inf 2021;9(3):300.

17. Gani BK, Wahyuni ED, Marthasari GI. Behavior Analysis of Acceptance of Using E-Filing Using the Theory of Planned Behavior (TPB) and Technology Acceptance Model (TAM) Approaches. J Repos 2020;2:87.

18. Engkus E. The Influence of Service Quality on Patient Satisfaction at the Cibitung Community Health Center, Sukabumi Regency. Jurnal Governansi 2019;5(2):99–109. https://doi.org/10.30997/jgs.v5i2.1956.

How to cite this article: Yuhana U.L., Ramadhan F., Rochimah S. (2024), The Influence of e-Office Quality on Intention to Use It in Managing Maratime Documents at KSOP Utama Tanjung Perak, *IPTEK The Journal of Technology and Science*, *35(1):18-29.*