

Online Vehicle Licensing Adoption as Public Service Innovation for Better Public Transportation in Surakarta

^a Rino Ardhian Nugroho, ^b Septyanto Galan Prakoso, ^c Galang Restu Gusti Morajaela, ^d Purwati Retno Wulandari

^{a c d} Public Administration Department, Faculty of Social and Political Sciences, Universitas Sebelas Maret, Surakarta, Indonesia ^b Institute of Political Science, NSYSU Taiwan, International Relations Department, Faculty of Social and Political Sciences, Universitas Sebelas Maret, Surakarta, Indonesia,

ABSTRAK

Salah satu pendukung pembangunan suatu negara adalah transportasi. Oleh karena itu, Kementerian Perhubungan melalui Direktorat Jenderal Perhubungan Darat Republik Indonesia mencanangkan Sistem Perizinan Online Angkutan Darat dan Multimoda (SPIONAM) pada tahun 2018. Aplikasi ini dirancang untuk memudahkan bisnis transportasi darat dengan tetap memperhatikan keselamatannya. Sejauh ini sangat sedikit penelitian yang membahas tentang unsur yang mempengaruhi penerimaan sistem perizinan online ini oleh pengguna. Dengan kata lain, tidak ada informasi yang signifikan tentang bagaimana pengguna merespons aplikasi ini. Studi ini akan menyelidiki penerimaan SPIONAM di Surakarta. Penelitian ini menggunakan teori yang dikenal sebagai UMEGA (Unified Model of Electronic Government Adoption). Data akan dikumpulkan melalui wawancara. Hasilnya menunjukkan bahwa sejumlah faktor mempengaruhi penerapan SPIONAM di Surakarta. Manfaat yang diharapkan, kenyamanan yang diharapkan, pengaruh sosial, kondisi fasilitas, risiko yang dirasakan, sikap pengguna, dan minat pengguna adalah elemen-elemen tersebut. Selain itu, penelitian ini menunjukkan bahwa model UMEGA dapat digunakan untuk penelitian kualitatif yang memiliki beberapa penyelarasan.

ABSTRACT

Transportation becomes the most essential part of a country's development. As a matter of fact, in 2018 The Online Land Transportation and Multimodal Licensing System (SPIONAM) was launched by The Indonesia Ministry of Transportation. The main purpose of this application is to facilitate business licensing in land transportation. The most intriguing of this study is that there is no relevant research dealing with the elements that influence user acceptance of SPIONAM. In other words, there are no prominent records regarding user's reactions to this application. This study examined the acceptance of SPIONAM in Surakarta. Besides using qualitative methods, this study utilized the UMEGA (Unified Model of Electronic Government Adoption) theory as well. Interviews were conducted as a method to collect data. The findings indicated that some aspects affect the application of SPIONAM in Surakarta. The aspects are expected benefits, expected convenience, social influence, facility conditions, perceived risk, user attitudes, and user interests. The study also discovers that the UMEGA model applies to qualitative research with several alignments.

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INTRODUCTION

To enhance traffic safety in the sector of public transportation, the government has implemented a policy purposed to streamline the process of obtaining licenses for public transportation services called SPIONAM. Based on the results of interviews with ONJ as administrative staff of PT. Yes Transport Indonesia, ONJ finds it easy to apply for vehicle permits using SPIONAM. This was conveyed in an interview that was conducted "....the adaptation was because I happened to have been taught it before so it was easy. It's nice because the request

for a photo (vehicle) is already clear and the file is clear, like what test it is, it's also clear. Just combine the files, it's easy because I'm still young so I'm not familiar with computers". The existence of SPIONAM has been stated in the policy outlined in Regulation No. 23 of 2018, published by the Transportation Minister of the Republic of Indonesia, and pertains to the provision of licensing services for online transportation at the Land Transportation Directorate General. In Article 1, paragraphs (1) and (2) state that the Directorate General of Land Transportation conducts transportation licensing services by an online platform, utilizing information technology. This process is facilitated through the Transportation and Multimodal Online Licensing Information System, commonly referred to as SPIONAM. The implementation of SPIONAM reflects the government's commitment to fostering innovation to enhance the quality of public services. The anticipated presence of SPIONAM is expected to facilitate the process for public transport entrepreneurs to submit applications for licenses and register their cars using online platforms. The purpose of data collection and registration is to guarantee that the vehicle consistently maintains its optimal condition by relevant requirements. The acquired data is expected to enable the vehicle to function according to safety requirements and reduce the occurrence of accidents resulting from suboptimal vehicle conditions.

Nevertheless, the utilization of vehicle data collected on the SPIONAM portal remains incomplete. This observation is evident based on the preliminary investigation carried out by the author on June 15, 2021. The preliminary investigation involved the utilization of secondary data obtained from internet media portals, which was subsequently subjected to qualitative analysis. Initial investigations indicate that in numerous instances of public transportation accidents, particularly those involving buses, it has been observed that the bus in question was not listed on the SPIONAM portal. An incident occurred on the Cikopo to Palimanan highway. This incident took place on 23 March 2021, Tuesday, as reported by Bondan (2021). Another incident involved a tourism bus carrying 58 passengers in Subang Regency. This bus, which was going at a modest velocity from Tangkuban Parahu, experienced a rollover incident on the road while navigating a downward slope and a curved section. According to Permadi (2021), the incident resulted in the unfortunate loss of eight lives and caused numerous injuries to a significant number of individuals. The researchers discovered, based on their analysis of secondary data, that none of the two vehicles had ever been listed on the SPIONAM portal. This condition could be caused by the lack of integration of police data and/or related agencies with SPIONAM. Apart from that, the server infrastructure is inadequate and there is a lack of human resources such as labor or employees in terms of inputting data. Hence, it can be inferred that there exist instances where the Autobus Company has not completely utilized SPIONAM to register their buses. The road accident discussed above can be attributed to the lack of utilization of the SPIONAM system.

The community has a pivotal role in enhancing the efficacy of public services. Public engagement plays a significant role in the context under consideration, as it is assessed through the extent of user acceptance of SPIONAM's e-government services. The Ministry of Transportation has introduced SPIONAM to streamline the process of obtaining company licenses for land and water transportation. The Ministry of Transportation has also demonstrated its commitment to e-government by introducing five additional platforms, in addition to SPIONAM which are *e-Tarif*, *e-Link*, *e-Advocacy*, *e-ESKAPE*, and *e-Surat*. By the facts, the researchers adopted Surakarta as the designated research site. Surakarta, located in the Central Java Province, serves as an administrative region with a significant transportation function within the island of Java. Furthermore, Surakarta is situated at the convergence point of the trans-Java toll road, which serves as the primary thoroughfare between the southern and northern coastal regions of Java. Consequently, numerous bus companies have established operations in Surakarta, designating the city as a prominent transit point within their respective networks. Hence the Regional

Regulation No 10/2016 and the Surakarta Mayor's Regulation Number 27-C of 2016, regulate the transportation service by appointing the Surakarta Transportation Service as a unit responsible for the management of traffic, transportation, technical testing, repair, and parking within the Surakarta city government.

The purpose of this research is to ascertain the specific parameters within the Unified Model of Electronic Government Adoption (UMEGA) framework that have an impact on user acceptance of the SPIONAM licensing service. Understanding user acceptance is crucial in determining the extent to which the bus fleet uses the technology. The implementation of this system enables the identification and verification of the license and operational condition of vehicles, hence mitigating the frequency of accidents caused by the presence of unfit vehicles on the road. The UMEGA model is commonly employed in the analysis of user attitudes and behaviors about the acceptance of technology. According to Dwivedi et al. (2017), UMEGA encompasses seven dimensions, which include performance expectancy, effort expectancy, social influence, facilitating conditions, perceived risk, attitude, and behavioral intention. The selection of UMEGA was based on its adherence to the tenets of Public Administration, specifically in assessing the level of individual acceptance towards public service, i.e., e-government policies within the community. The data were gathered through interviews and afterward subjected to analysis utilizing the interactive data approach (Miles, Matthew B. et al., 2014).

Literature Review

a. Public Service

Public service organizations are established with the primary objective of delivering public satisfaction. The success of public service is commonly measured by the level of community satisfaction it achieves. The significance of quality of service to the community lies in its direct correlation with public trust in the government. Public services encompass all service activities performed by public service providers to fulfill community needs and comply with the stipulations outlined in KEPMENPAN NO. 63/KEP/M.PAN/7/2003. So in essence, public services are improving the quality and productivity of the implementation of government duties and functions in providing services to the community by making the service governance system more effective so that the public services provided can be more efficient (Holle, 2011).

According to Ratminto and Winarsih (2005), the term "public services" encompasses a wide range of services, including both public goods and services. The obligation to provide these services to the public lies with government entities, including central government, regional governments, and state-owned enterprises (BUMN at the national level and BUMD at the regional level). This action is undertaken as a means of addressing the requirements of the community and executing the provisions outlined in the legislation. Just like what can be observed by Chapter I Article (1) of Law No. 25/2009 about Public Services, it encompasses a range of activities aimed at meeting the service requirements outlined in laws and regulations for all individuals, including citizens and residents. This is conducted to address the demands of the populace and to adhere to the stipulations outlined in the regulation (Ratminto & Winarsih, 2005). Therefore, in its implementation, community requirements must be met properly to create quality public services.

The Indonesian Ombudsman as the supervisor of public services as mandated in Article 35 of Law Number 25 of 2009 concerning Public Services has carried out an assessment of government administration at the ministry/agency level, provincial government, and

district/city governments throughout Indonesia. Based on the results of assessments carried out on 25 ministries, 14 institutions, 34 provincial governments, 98 city governments, and 415 district governments, in 2022 the results showed that the number of agencies entering the green zone was 52.96%. The number of agencies providing public services assessed included 586 agencies, but those in the green zone were 272 agencies (46.42%), the yellow zone was 250 agencies (42.66%), and the red zone were 64 agencies (10.92%) (OmbudsmanRI, 2023). Public service providers have not yet reached the basic services expected by the public, so commitment from leaders in ministries, institutions, and regional governments is needed to change for the better.

Furthermore, public service can be delineated as the obligation of the government to fulfill the requirements of the community, while also encompassing the execution of statutory provisions and regulations. To facilitate the effective provision of public services, it is imperative for the community to actively contribute to the government's endeavors in implementing such services.

b. E-Government

The impact of information technology on the advancement of public services, particularly the electronic and digital transformation of services, is significant. A consequence of this phenomenon is the emergence and implementation of e-government. According to the World Bank (2004), it refers to the utilization of information and communication technology (ICT) by government entities. The advancement of ICT within the public service sector has the potential to enhance the provision of government services to the community, foster improved relationships and interactions with businesses and industries, empower citizens through increased access to information, and facilitate endeavors toward achieving more effective and efficient government management.

However, not all e-government implementations run well, as research written by (Ipandy & Antoni, 2023), even though e-government continues to be developed in Palembang City, its implementation has not met expectations. This is because electronic-based services provided by the government have not reached all levels of society and inadequate community resources make e-government difficult to implement.

Meanwhile, according to Bovaird and Löffler (2015), the concept of e-government refers to the utilization of technology by governments to enhance accessibility for citizens in terms of government information and services. The government can provide training and develop HR skills in the use of information technology so that it can increase effectiveness and efficiency in implementing e-government. The existence of e-government initiatives also functions to enhance the quality of services and facilitate increased community participation in the implementation of democratic processes. This statement aligns with the perspective of Ntulo, G., & Oti (2013), who assert that the primary objective of e-government is to enhance the dissemination and effective administration of information to the general public, offer services to citizens, and empower the community by expanding access to information and fostering participation in public policy formulation and decision-making processes.

For example, over the past two decades, South Korea has maintained its position as one of the world leaders in e-government. Based on research results (Turner et al., 2022), there are five complementary success factors in implementing e-government in South

Korea. These things are the legacy of developing countries in defining the role of government in economic development; the impact of democratization on the nature of e-Government services and provision; the surprising impact of the Asian Financial Crisis which led to accelerated e-Government development; creation and maintenance of effective policy processes; and effective public administration system. Although the Korean experience provides lessons for e-government development in other countries, the overall model cannot be imitated because it is based on the specifics of South Korean development.

Then, e-government can be defined as the strategic employment of information and communication technology by governmental entities to deliver extensive services to the public, businesses, and other governmental stakeholders through the utilization of web-based applications. However, various challenges and risks are still encountered in running e-government, such as data privacy, data security, and the digital divide.

c. SPIONAM

The Online Transportation and Multimodal Licensing Information System (SPIONAM) is a government-led endeavor designed to improve the provision of public services within the Land Transportation industry. This application serves as a facilitator for permit administration within transportation, particularly for transport operators. Transport operators do not need to physically visit the Ministry of Transportation's service office. Instead, they can conveniently access the application online via the official website <http://spionam.dephub.go.id>. In addition to serving as a licensing system, the primary purpose of SPIONAM's existence is to effectively deter the proliferation of unauthorized transportation services operating on public thoroughfares, thereby directly benefiting the community. To facilitate the identification and categorization of secure and convenient transportation options, individuals can avail themselves of officially sanctioned permits.

d. UMEGA

The Unified Model of Electronic Government Adoption (UMEGA) is a model that has been derived from the Unified Theory of Acceptance and Use of Technology (UTAUT) Model. The variables within the UMEGA framework are widely seen as being more appropriate for evaluating the efficacy and acceptance of e-government initiatives. (Dwivedi et al., 2017). The components of UMEGA encompass several key factors, which are performance expectancy, effort expectancy, social influence, facilitating conditions, and perceived risk as a predictor of attitude that eventually affects the behavioral intention of the user.

In their study, Venkatesh et al. (2012) explain each factor as follows: Performance Expectations are defined as the extent to which a technology can be used and the extent to which it will provide benefits to consumers in carrying out certain actions. Then the social influence factor is defined as the extent to which consumers perceive that important others such as family and friends can trust them to use and adopt e-government systems (Venkatesh et al., 2012). This societal influence is formed when individuals feel pressure from society to engage in or refrain from certain actions. Based on research conducted by Venkatesh et al., it is known that user interest in utilizing a system is influenced by social factors. The next factor is facilitating conditions, this factor refers to consumers' perceptions of the resources and support currently available to support the successful implementation and utilization of a particular system (Venkatesh

et al., 2012). Chiu et al. (2012), as cited in Dwivedi et al. (2017), show that the application of technology among individuals is greatly influenced by the presence of IT infrastructure.

In addition to Venkatesh's model, this study additionally incorporates the following factors. Perceived risk, as defined by Gefen (Gefen et al., 2003) and Dwivedi (Dwivedi et al., 2017), refers to an individual's subjective assessment of the potential losses incurred in the pursuit of a desired outcome. The utilization of technology may present potential hazards to individuals, including the absence of safeguards for the preservation of personal data privacy. The magnitude of the perceived risk will have a substantial impact on the user's attitude. The variable of users' attitude (Attitude) represents the impact of individual intents on system usage. According to Ajzen (1991), as cited in Dwivedi et al. (2017), the construct of attitude towards behavior refers to the extent to which an individual evaluates a particular behavior favorably or negatively based on established norms and standards. User interest, also known as behavioral intention, refers to the inclination or intention of system users to consistently utilize the system. According to Dwivedi et al. (2001), the notion that consistent usage of the system will lead to improved performance is likely to stimulate user engagement.

The novelty of this research is identifying what factors from the Unified Model of Electronic Government Adoption (UMEGA) model influence public perceptions of SPIONAM licensing where theoretically no research has been found that identifies SPIONAM using UMEGA. So, the Research Question is: What is the level of acceptance of the Land Transport and Multimodal Online Licensing System (SPIONAM) in Surakarta City?

RESEARCH METHODS

This study employs a descriptive qualitative research design, wherein the primary data is gathered through interviews conducted with many users of SPIONAM. In this research, interviews were conducted directly with key informants; seven autobus companies located in Surakarta. The sampling technique used was snowball sampling, the researcher selected respondents within a network. If data collection from the first respondent has been completed, the researcher asks the first respondent to provide recommendations for the second respondent, then the second respondent also provides recommendations for the third respondent, and so on. This snowballing process continues continuously until the researcher obtains sufficient data as needed. Meanwhile, secondary data is obtained from various sources, including SPIONAM's official website, academic journals, and research publications authored by subject matter experts. The employed analytical methodology is based on the approach proposed by Miles et al. (2014), which consists of three distinct stages: data condensation, data presentation, and conclusion drafting. The primary analytical framework employed in this study is the UMEGA. To ensure the integrity of the study, the researcher employs two approaches, specifically credibility and conformity. These methods are utilized to address the issue of user acceptance of SPIONAM by employing the UMEGA model and validating the outcomes of prior investigations throughout the presentation of this research.

RESULTS AND DISCUSSIONS

SPIONAM Adoption in Surakarta

Based on the results of this study, the level of adoption is considered important in application/website-based public services. Community participation has an important role in the success of public service programs, especially in improving the quality of public services that are

accountable and can fulfill people's aspirations. This study will describe the results of interviews with informants who are representatives of several autobus companies that have AKAP routes and tourism transportation such as MY from Company A, ONJ from Company B, and RA from Company C and D from the Regulator.

a. Performance Expectancy

The initial variable assessed in this study pertains to Performance Expectancy. Benefit Expectancy serves as a measure to assess an individual's belief in the system's ability to facilitate the attainment of benefits or advantages in doing tasks (Venkatesh et al., 2003). Based on the informant's perspective, SPIONAM is regarded as a more efficient system compared to conventional alternatives due to its computer-based nature, which enables it to circumvent illicit charges, hence enhancing time-saving capabilities.

".....Actually, computerization is very good, because it makes it easier to avoid illegal fees because sometimes there are people who offer services for a certain amount. There's a lot of stuff like that"

This assertion is further corroborated by another informant; MY, who indicates that SPIONAM exhibits superior speed and efficiency compared to conventional systems. In the conventional approach, the transmission or submission of necessary data files often entails a protracted procedure. Moreover, in cases where files are incomplete, individuals are compelled to resend them offline, thereby necessitating a repetition of the entire process.

"The system (SPIONAM) is faster because conventionally we send hard files to the relevant offices and if it fails we have to resend them via the post office and this takes a long time. It is more efficient because there is no need to line and the process is easier."

Considering the temporal aspect of the situation at hand, it is imperative to acknowledge that According to Mangkunegaran (2009), consumers' positive views of time savings and efficiency have a psychological impact on their behavior, leading to expectancies or beliefs that anticipate the future benefits becoming a reality. SPIONAM is regarded as being more expeditious in comparison to conventional methods. It can be inferred that the advantages derived from utilizing SPIONAM exert a substantial impact on an individual's decision-making process. Consequently, the numerous advantages provided have an impact on the inclination towards utilizing SPIONAM. The finding is substantiated by prior scholarly investigations (Dwivedi et al., 2017), wherein a notable impact of anticipated advantages on individual attitudes was observed. Nevertheless, numerous areas require careful consideration, such as the need for greater clarity in defining the requirements, the importance of providing pre-user socialization to new users, and the potential involvement of third-party entities offering services for facilitating the licensing process.

b. Effort Expectancy

The Effort Expectancy dimension refers to the degree of simplicity with which a system can be utilized by individuals to minimize the amount of effort and energy required to perform their tasks. According to the informant ONJ from the PT. Yes Transport Indonesia, it was suggested that the acquisition of knowledge regarding SPIONAM may be facilitated by the presence of a user manual.

"... it's easier if you know the website and procedures. But ordinary people who don't know the website will be confused. So, if you lack knowledge it will be difficult to access SPIONAM."

According to one of the informants, MY, the rules on usage issued by the regulatory body were considered deficient in specificity due to the absence of a comprehensive list of required documents for the vehicle permit application process. However, after submitting an initial permit application, he discovered that the process of submitting subsequent applications was quite straightforward, thereby allowing for many applications to be made.

"....From the SPIONAM application, there is a guidebook in pdf format, but this book is not detailed.."

From a regulatory perspective, Informant D, acting as the validator from the Surakarta City Transportation Service, asserts that there is a lack of clear instructions and effective socialization efforts to facilitate the optimal and seamless utilization of the system.

According to Mangkunegaran (2009), consumers' positive judgments regarding the ease of learning and use have a psychological impact on their expectations and beliefs, leading them to anticipate future convenience. The anticipation or anticipation of convenience subsequently influences the user's disposition towards the use of SPIONAM. Furthermore, it is imperative to engage in consultations with officers during the completion of the licensing application process, as the absence of explicit guidance offered by SPIONAM necessitates such collaboration. The challenges encountered during the initial stages were primarily down to the lack of explicit guidelines, resulting in operators facing difficulties when seeking vehicle licenses. Furthermore, a lack of clarity arises when the operator seeks to request a vehicle upgrade, wherein the outdated vehicle is to be substituted with a new one. This occurrence arises due to the lack of provision in the SPIONAM system for the replacement of the Motorized Vehicle Number Sign on pre-existing vehicles. The concept of convenience expectation refers to the level of ease with which a system can be utilized, hence minimizing the amount of work and energy required by SPIONAM users. This study demonstrates that the perceived ease of use has a significant impact on the adoption of SPIONAM. It can be inferred that the degree of user-friendliness of a system has a direct impact on an individual's inclination to utilize a particular service.

c. Social Influence

Social influence refers to the phenomenon whereby individuals are motivated to adopt and utilize the e-government system due to the perception that it holds significance, as impacted by the opinions and behaviors of others in their social environment. Social influence is established when individuals perceive societal pressure to either engage in or refrain from certain actions. About normative pressure, it has been posited that two factors hold significant influence, which are the user base size and governmental backing.

ONJ informant stated that he used SPIONAM because of conditions that required operators to obtain vehicle permits online using SPIONAM.

"... because in the past I wanted to extend (the license), then the regulator said it should be done through the application.... so start learning to use SPIONAM."

ONJ's opinion was also supported by MY informant who stated that there was an obligation to use SPIONAM as an online vehicle licensing system.

"... because the government requires SPIONAM to be used. This is due to options because if you don't use SPIONAM then you can't extend the KPS."

In line with the two previous opinions, the RA informant also stated that the use of SPIONAM is an obligation when obtaining vehicle permits.

Responding to this, on the regulator side, informant D as a validator from the Surakarta City Transportation Agency stated that SPIONAM is a mandatory thing that must be done by operators in obtaining vehicle permits online.

The presence of governmental assistance has a direct impact on consumers' attitudes about the utilization of SPIONAM. Regarding normative pressure, it has been observed that the requirement to use SPIONAM has a significant impact on the user's attitude toward its utilization. The findings of this study are consistent with prior studies conducted by Chiu et al. (2012) and Dwivedi et al. (2017), which demonstrated the impact of social influence on individuals' attitudes towards adopting e-government systems. The utilization of SPIONAM is a mandatory requirement that operators must adhere to facilitate the process of vehicle licensing. However, several factors must be taken into consideration to bolster this interest, including the necessity for the regulator to furnish lucid technical guidelines, as well as the requirement for a well-organized, methodical, and extensive dissemination of usage information.

d. Facilitating Condition

Facilitating condition refers to an individual's perception of the extent to which the organizational regulations and technical infrastructure provided by the SPIONAM system are capable of facilitating the use of the application. In terms of infrastructure and flexibility, the ONJ informant stated that the resource support for using SPIONAM was sufficient, such as an internet connection and human resource capabilities. SPIONAM can also be accessed anywhere. However, there are obstacles, namely the absence of clear information about how long it takes the regulator to verify the files that have been uploaded.

"... yes, if the support for resources such as the internet already exists, and for human resources, I am sure that it is ok. ... but there are a few obstacles such as the length of time the verification process"

In agreement with this, MY informant also stated that the support of resources from his company was sufficient and SPIONAM could be accessed anywhere and at any time without knowing space and time limitations. However, there are still websites that have errors and take a long time to load.

"....the website sometimes has errors and takes a long time to load, but from the office, all the facilities are sufficient for SPIONAM such as print and scan. So by handphone within 24 hours.

Meanwhile, agreeing with the two previous statements, RA stated that the resources for using SPIONAM were sufficient both in terms of computer equipment, internet access, and from the regulators themselves and SPIONAM could be accessed anywhere and anytime.

"...From the internet and the computer, it is clear that this is sufficient and coincidentally while using SPIONAM there has never been an error. So it can be accessed anywhere as long as there is the internet and not being maintained

Furthermore, on the condition of his facilities and capabilities, ONJ stated that the company where he worked had facilitated computers, the internet, and other devices that support licensing through SPIONAM and he was proficient at using SPIONAM but it was very unfortunate because there were no clear instructions for using it.

On the regulatory side, Informant D as a validator from the Surakarta City Transportation Agency thought that the SPIONAM website was quite easy to access and on the operator's side there were no reports of problems regarding facilities either from the regulator or the bus company itself.

Based on the findings derived from conducted interviews, it has been determined that the infrastructure component plays a significant role in the utilization of SPIONAM. Specifically, the seamless accessibility of SPIONAM, facilitated by direct company resources, along with the flexibility to access it at any given time, has a direct impact on individuals' attitudes and interest in adopting SPIONAM. The favorable encounter subsequently influences the user's perception and inclination to utilize SPIONAM. The aforementioned findings provide empirical support for prior studies (Chiu et al., 2012; Dwivedi et al., 2017) that have demonstrated the positive influence of facility circumstances on person acceptance of technology. Moreover, these results indicate that facility settings have a major impact on individuals' interest in utilizing SPIONAM. The regulator must consider several factors, one of which is the requirement for the provision of specific instructions for accessing SPIONAM, and the other is the necessity of socialization of the application.

e. Perceived Risk

Perceived Risk associated with the utilization of the SPIONAM system pertains to user confidence and the safeguarding of user confidentiality. There exists a positive correlation between the level of interest in engaging with an application and the user's perception of a lesser danger associated with its use. On the risk dimension of use, ONJ informants felt comfortable using SPIONAM and felt no data security risk could potentially harm them.

"So far it's comfortable and good, the points need to be improved earlier and there's no risk so far. In the name of technological change, there must be something called uploading data, but I don't think the government will be that easy in leaking SPIONAM user data."

MY informants also feel quite comfortable in using it but still have data security risks. This happens because every company vehicle data can be accessed by anyone so it is possible that the data can be misused.

On the other hand, RA feels more comfortable using SPIONAM when compared to conventional licensing, he also believes that there is no potential for data leakage that will harm the company.

"I'm comfortable with SPIONAM because everything is online, so there's no need to come to the office like before, and regarding data security, I think it's safe"

Meanwhile, on the regulatory side, Informant D as a validator from the Surakarta City Transportation Service stated that all data sent by users is safe and there is no potential for data leakage.

According to Mangkunegaran (2009), users' positive views of psychological risks and privacy risks have a significant impact on their behavioral expectations and beliefs toward future risks in a general sense. The perceived risk encountered by users has a direct impact on their attitude toward utilizing SPIONAM. This phenomenon occurs due to users' perception of SPIONAM as being devoid of any risks or potential harm, both in terms of perceived danger and privacy risk. Additionally, informants affirm that SPIONAM does not entail any negative effects in the future. The findings are in line with the outcomes of a study by Gefen et al. (2003). They revealed that perceived risk is an individual's inclination to evade discomfort in the pursuit of objectives, therefore implying that reducing risk will impact user attitudes. The government must acknowledge and address the potential risks associated with the implementation of online vehicle licensing, as SPIONAM users adequately take into account risks such as data abuse, long-term effects, and other associated risks.

f. Attitude

Usage attitude refers to the degree to which a user wishes to utilize the SPIONAM system. The researcher endeavors to investigate the impact of utilization attitude on the level of interest in utilizing SPIONAM. Interest in utilization can be defined as the inclination, anticipation, and intention exhibited by an individual to employ the SPIONAM system for future purposes. On the attitude dimension of use, the ONJ informant stated that using SPIONAM in terms of online vehicle licensing was a good idea. He believes that the use of SPIONAM greatly facilitates the issue of vehicle licensing and is a good start in the effort to digitize vehicle licenses so he feels very helpful. However, seriousness is needed by the regulator in terms of managing SPIONAM

On the other hand, the MY informant stated that using SPIONAM was a good idea because the online-based system was considered capable of saving time and costs when compared to conventional licensing. He also feels helped because checking files can be done in the most efficient time possible.

"Agreed if it's a good idea. Now it's all online, so you can save paper, and of course, you can save costs, save time too. There are many advantages to online rather than offline."

In the aspect of continuing use, the ONJ informant stated that he would use SPIONAM for a long time. This is due to the obligation of the regulator to use SPIONAM when obtaining vehicle permits.

Then on the regulatory side, Informant D as a validator from the Surakarta City Transportation Service stated that so far SPIONAM had been well received by users.

The psychological impact on user interest in utilizing SPIONAM is influenced by favorable perceptions of performance expectancy, effort expectancy, circumstances of social influence facilities, and perceived risks tolerated by users. The findings presented in this study align with prior research conducted by Dwivedi et al. (2017), wherein a notable relationship was observed between user attitudes and user interests. The present study revealed a favorable disposition among users of SPIONAM towards the service system. The user's favorable attitude subsequently influences their sustained interest in utilizing the SPIONAM application. Nevertheless, some aspects require careful consideration to enhance the functionality of the website, encompassing both the user interface and database. Additionally, it is imperative to ensure the provision of comprehensive instructions and facilitate social interaction to fully optimize the capabilities of SPIONAM as an online platform for vehicle licensing.

CONCLUSIONS

Based on these results, it can be concluded that the presence of SPIONAM is considered to be a solution for online vehicle licensing. This is due to the ease of access provided so that users can carry out the licensing process anywhere and at any time as long as it is supported by internet access and adequate devices. On the other hand, this research found that expectations of convenience influence people's perceptions of using SPIONAM because users pay enough attention or consider it important to have ease of operation and ease of learning when using SPIONAM. This research also found that social influence has a positive effect on users' interest in using SPIONAM as a means of online vehicle licensing. This is because the use of SPIONAM is an obligation that must be fulfilled by operators to carry out vehicle licensing. Meanwhile, in the aspect of facility conditions, it was found that facility conditions had a positive effect on the interest and convenience expectations of SPIONAM users. This happens since the acceptance of technology by individuals is significantly supported by the condition of the facilities at the company where the informant works and the condition of the facilities can influence interest in

using SPIONAM. There are things that regulators must pay attention to, including the need to provide special instructions for accessing SPIONAM. Apart from that, socialization in use is considered to have high urgency because SPIONAM is considered not very user-friendly and requires a relatively long period of adjustment and adaptation.

In the Risk dimension, this research found that perceived risk influences attitudes toward using SPIONAM. This happens because users feel that there is no big potential risk in terms of data security or threats that could endanger both individuals and the company. However, the government must pay attention to the potential risks of implementing online vehicle licensing that could occur, one of which is by providing guarantees for user security. Finally, the attitude dimension records a good effect on perceptions of use. This research found that SPIONAM users' attitudes were positive towards the service system. This positive perception from users then influences interest in using the SPIONAM application continuously. However, several things need attention, including improvements to the website, both in terms of user interface and database, the availability of special instructions, and outreach to maximize the potential of SPIONAM as a means of online vehicle licensing.

Therefore, the author can recommend to the government to continue developing the features and appearance of SPIONAM so that it can help users further. However, the development of features and appearance must be supported by socialization that can meet user needs. Apart from that, this research found that the presence of clear special instructions is considered to be able to help users carry out vehicle permits online using SPIONAM.

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