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Analysis of User Satisfaction of the M-Passport Application Service Using the Technology Acceptance Model (TAM) at TPI Class II Singkawang Immigration Office

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ABSTRAK

Penelitian ini dilatarbelakangi oleh adanya adopsi teknologi dalam pelayanan public yang berhubungan dengan keimigrasian yaitu Paspor. Sebelum adanya M-Paspor pelayanan paspor dilakukan secara on the spot atau datang langsung ke Kantor Imigrasi untuk menyampaikan semua persyaratan admnistrasi. Dengan adanya adopsi teknologi dalam pembuatan paspor berupa aplikasi M-Paspor semua persyaratan pelayanan kemimigrasian bisa dilakukan dengan aplikasi. Manfaat riset ini adalah menganalisis tingkat kepuasan atas penggunaan M-Paspor sebagai bentuk dari adopsi teknologi. Jenis penelitian ini adalah expalanasi yaitu menjelaskan hubungan antar variabel. Data sebelum dianalis dilakukan uji prasyarat regresi yaitu uji asumsi klasik. Hasil riset ditunjukkan adanya pengaruh positif dari penggunaan M-Paspor terhadap bagi Kepuasan pengguna yang diukur dari variable kemudahan dan kemanfaatannya, baik secara parsial maupun secara bersamaan.

ABSTRACT

This research was based on the adoption of technology in public services related to immigration, namely Passports. Before the existence of M-Passport, passport services were carried out on the spot or by directly arriving at the Immigration Office to submit all administrative requirements. With the adoption of technology in making passports in the form of the M-Passport application, all immigration service requirements can be conducted using the application. The research purpose is to measure the level of satisfaction with the used M-Passport as a form of technology adoption. This type of research is explanatory, which describes the relationship between variables. The data was processed using multiple regression analysis using SPSS series 25 software. The outcomes of the studies indicated that there was an advantageous impact of using M-Passport on user satisfaction as measured by the convenience and usefulness variables, both partially and jointly.

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INTRODUCTION

The rapid development of information technology had an enormous influence on several sectors of social life. Information technology has changed the conventional or manual ways of human work, switching to information technology use. Information technology has expedited and streamlined human labor in both the public and commercial sectors. (Nurhariska et al., 2023). One use of information technology in the field of public services is the use of the M-Passport application in applying for passports for the public (Pratama & Utami, 2023). The use of M-Passport provides a solution for people to apply for a passport without having to queue to come to the Immigration office to submit the passport application file. People only need to open the application to carry out the process of submitting M-Passport requirements by uploading the required files and making payments. If all processes have been carried out, the applicant just has to wait for the selected date to take photos and print the passport.

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M-Passport is an application of mobile developed for Indonesian people to submit passports by online (Fitriyono, et al, 2023). This facility allows applicants to input all the required data independently through the application so it is an innovative system that generates information technology to streamline the passport application process and increase the efficiency of passport services. (Gracia & Walid, 2022). M-Passport aims to streamline the passport application process and quality improvement of public services in Indonesia (Bahri, 2022a).

This article aims to determine the extent to which using M-Passport influences user satisfaction as measured by indicators of ease of use and usefulness of M-Passport. Previous research held by (Maheswari, 2020), (Helpiastuti et all, 2023), and (Wulandari et all, 2023) indicates that using M-Passport affects user satisfaction. The novelty of this article can be used as a reference for immigration offices located in the Indonesia-Malaysia border areas which are busy with M-Passport service users. The previous article only explains service quality and strategies for improving service quality using qualitative analysis. This article is a reference regarding M-Passport services which are obtained by displaying the uses of the Technology Acceptance Model with inferential statistical analysis carried out in border areas.

Literature Review

1. Technology Acceptance Model (TAM)

Technology Acceptance Model – TAM. This model is expected to bring positive value to users when running information systems. In the use of information systems, there is a theory that functions to determine user tendencies which was born based on the TAM idea pioneered by Davis (Noulas et al., 2011). There is a theory called the Theory of Reasoned Action - TRA which is the result of Davis' discovery (Yousafzai et al., 2010) which is the supporting theory in TAM. There are two main determinants in TAM, namely perceived usefulness, and perceived ease of use. These two determinants cause users to be able to use the information system created.

The purpose of the TAM model is none other than to enable keywords from information technology users to be collected to be used as evaluation material for subsequent information technology development (Noulas et al., 2011). Elements that drive individual attitudes can be taken into consideration regarding user responses and approval of the use of TAM designs (Liu et al., 2011).

M-Passport is an application program-based information system with basic concepts originating from the Technology Acceptance Model (TAM) pioneered by Fred D. Davis (Ptak et al., 2022). Through this theory, responses given by users can be recorded and recorded. The recorded responses are then analyzed using Tam's theory to see how much acceptance is given by users (Pal & Vanijja, 2020).

The Technology Acceptance Model (TAM) is a theory that is frequently used to study the process of information technology adoption (Nurqamarani et al., 2021). It is based on a behavioral theory approach. Still, an effective model should ideally be able to explain as well as predict. It seems that the TAM model's and its indicators' capacity to measure technology adoption has been proven (Harsanto, et all, 2023). Thus, TAM will be able to explain why users accept or reject the information system. TAM provides a foundation for understanding how external factors influence users' beliefs, attitudes, and goals. A stands for Acceptance, which means acceptance, according to the TAM term. TAM can thus be defined as an analytical model for predicting user behavior in terms of technology

acceptance. TAM is an information system theory that models how people adopt and use technology (Novianti et al., 2022). According to Wikipedia. Accordingly, TAM is an information systems theory that simulates how people adopt and utilize technology. Courtesy of TAM (Gracia & Walid, 2022) (Davis, 1989) It is assumed that two (two) factors affect a user's experience with a new information system which are perceived usefulness and perceived ease of use.

2. M-Passports

Traditionally, a passport is a physical document issued by a government to its citizens for international travel. Apart from containing personal data, passports also have various sophisticated security features including biometric data such as digital photos and fingerprints to prevent forgery (Habibu et al., 2019). Concurrently, M-Passport is a smartphone application designed to enable Indonesian citizens to submit online passport requests (Karyo & Office, 2023). This facility allows applicants to input all the required data independently through the application so it is an innovative system that utilizes information technology to streamline the passport application process and increase the efficiency of passport services (Gracia & Walid, 2022). The purpose of M-Passport is to streamline the passport application process and improve the quality of public services in Indonesia (Bahri, 2022b).

In a study, it was stated that to assess the quality of M-Passport data six dimensions are needed: consistency, uniqueness, timeliness, validity, accuracy, and completeness. According to the findings, the lowest dimensions are timeliness and consistency, indicating the need for improvement in these areas (Rahmawati et al., 2023). In other research, it was stated that M Passport provides benefits due to the use of information technology which makes the service flow simpler and clearer. However, network problems and occasional M-Passport errors are inhibiting factors (Yuliani & Husen, 2022). In its application, assessment is very important for authorities to improve data quality, ensuring that the data entered into the M-Passport application is accurate, reliable, and meets user needs. (Rahmawati et al., 2023).

3. User Satisfaction

Howard & Sheth (1969) in Tjiptono (2004) Customer satisfaction is defined as the buyer's cognitive situation regarding the equivalence and incommensurability of the results obtained in comparison to the sacrifices made. Swan (1980) in Tjiptono (2004) define customer satisfaction as an intentional analysis or cognitive judgment of how well or poorly a product performs, as well as whether or not it is appropriate for the purpose or use for which it is intended. User satisfaction is not limited to customers but also includes public satisfaction with the services provided by the government (Halimah et al., 2023).

RESEARCH METHODS

This study's unit of analysis is the community that uses the M-Passport Application who apply for a passport at the Singkawang Class II Immigration Office. This type of research is explanatory research (Sakyi, et all, 2023). Purposive sampling was used to determine the sample, meaning that the sample was determined based on certain considerations. The population in this study was 15,041 (Singkawang in Figures 2023) applicants for new passports in 2023. Slovin Formula was used to count samples with a margin of error of 10 %, a sample of 100 samples. Closed questionnaires were distributed to collect data. with Likert Scale answers of 1-5 respondents. Before the questionnaire was distributed to 100 respondents, all question items were declared

reliable and valid. The data was then analyzed. The impact of the independent variables on the dependent variable is determined using multiple regression. The data analysis tool uses *SPSS series 25* software. In the research, two hypotheses are proposed, which is:

Hypotheses 1: The variables Ease of use of the M-Passport (X1) and Usefulness of the M-Passport (X2) have a significant influence on M-Passport user satisfaction (Y) simultaneously.

Hypotheses 2: The variables Ease of use of M-Passport (X1) and Usefulness of M-Passport (X2) have a significant influence on the partial satisfaction of M-Passport users (Y).

RESULTS AND DISCUSSIONS

1. Test of Validity and Reliability

a) Validity

When a questionnaire's questions can provide information that the questionnaire can measure, it is considered valid. The validity test is carried out by comparing the computed r value with the table r value for degree of freedom (df) = n-2, where n is the sample data. The criteria for testing validity tests are as follows:

a) The instrument or question items are deemed valid if there is a significant correlation between them and the final score (r count > r table).

b) The instrument or question items are deemed invalid if the total score is not significantly correlated with (r count < r table).

The validity of the instrument can be assessed by comparing the results of each item to the total score, which is the sum of the results of all the items. If the sig value is less than 0.05 or the r value is greater than 0.3, the instrument is considered valid. Sugiyono (1999). The result displayed in Table 1 is as follows:

Table 1.
Validity Test

Variable	Item	r	siq	Information
Accessibility Use (X1)	X1.1	0,679	0.000	Valid
	X1.2	0,589	0,001	Valid
	X1.3	0,791	0,000	Valid
	X1.4	0,686	0,000	Valid
	X1.5	0,788	0,000	Valid
	X1.6	0,770	0,000	Valid
Benefits (X2)	X2.1	0,905	0,000	Valid
	X2.2	0,878	0,000	Valid
	X2.3	0,933	0,000	Valid
	X2.4	0,758	0,000	Valid
	X2.5	0,878	0,000	Valid
User Satisfaction (Y)	Y1	0,829	0,000	Valid
	Y2	0,887	0,000	Valid
	Y3	0,798	0,000	Valid

Source: Validity Test Results with SPSS.

According to Table 1, all instruments used are valid, as evidenced by the r values greater than 0.374 and sig values greater than 0.05 for every question type. Meaning that all questions can measure what they want to measure.

b) Reliability

Reliability testing is a technique for assessing a research questionnaire that acts as an indicator of a variable or construct. To determine the degree to which the measurements used are trustworthy or reliable, reliability tests are also used to assess the consistency of data collected over a given length of time. The One Shot method of measuring reliability involves taking a single measurement, known as a measurement, and comparing the results to other questions or measuring the correlation between questions and answers (Ghozali, 2018). Cronbach Alpha (a) is the method utilized in this study; If a construct or variable has a Cronbach Alpha value greater than 0.60, it is considered reliable.

Table 2.
Test of Reliability

Variable	Alpha	Information
Ease of Use (X1)	0,805	Reliable
Benefits (X2)	0,909	Reliable
User Satisfaction (Y)	0,786	Reliable

Source: Reliability Test Results with SPSS

According to Table 2, all Alpha values are greater than 0.6, indicating that all research variables are declared reliable, implying that the results for the three variables are consistent and can be tested repeatedly.

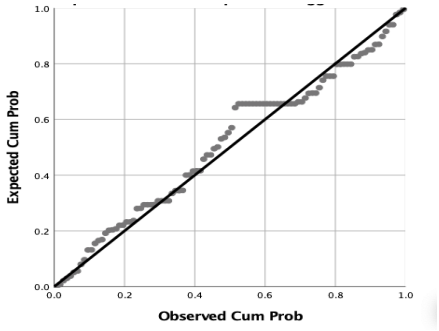
2. Classic Assumption Test

To obtain unbiased and efficient predictions, as a prerequisite for multiple linear regression analysis, the classical assumption test must be satisfied.

a) Normality

The purpose of normality testing is to determine whether the final model's residual values have a normal distribution.

Figure 1.
P – Plot
Normal P-Plot of Regression Standardized Residual Dependent variable: user satisfaction



Source: Normality Test Results with SPSS

Figure 1. displays the findings of the SPSS normality test Examining the distribution of data (points) on a normal graph P's diagonal will reveal the normality of the graph. Regression Plot Normalized Residue. If the data spreads out and moves in the direction of the diagonal line, the model is considered to satisfy the assumption of normalcy.

b) Multicollinearity Test

The multicollinearity test is performed by calculating the Varian Inflating Factor (VIF) values. Multicollinearity does not occur when the VIF value is < 5.00 (Santoso, 2000). The result displays in Table 3:

Table 3.
Results of the Multicollinearity Test

Independent Variable	V I F	Information
Ease of Use of M-Passport (X1)	1,745	Non-Multicollinearity
Benefits of M-Passport (X2)	1,745	Non-Multicollinearity

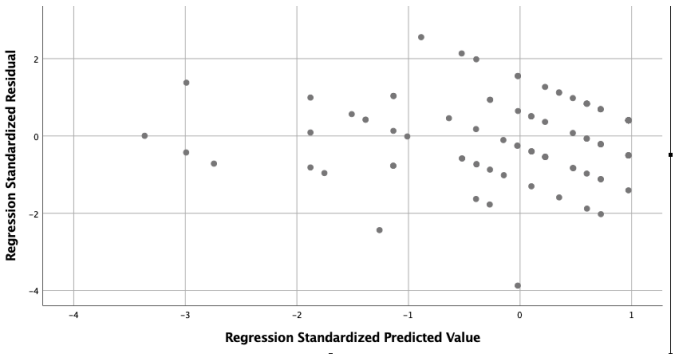
Source: Multicollinearity Test Results with SPSS

According to Table 3, Based on calculations using the SPSS program, the VIF value of the independent variables is Ease of Use of M-Passport (X1) and Benefits of M-Passport (X2), Thus the classical assumption test of multicollinearity is fulfilled. Thus the classical assumption test of multicollinearity is fulfilled. This means that there is no multicollinearity between variable X1 and variable X2.

c) Linearity Test

The linearity test is used by looking *Scatter Plot* between the standard residual and the prediction. If the distribution does not show a particular pattern then the assumption of linearity meets the requirements.

Figure 2.
Scatterplot
Dependent Variable: user satisfaction



Source: Linearity Test Results with SPSS

Figure 2. displays the findings of test results with SPSS show that the scatter *plot* does not form a particular pattern, thus the assumption of the linearity test is met, its mean that the relationship between the independent and dependent variables is linear

d) Heteroscedasticity Test

Heteroscedasticity symptoms will be displayed in the regression coefficient of each independent variable on the absolute value of the residue (e) in this study. The presence of probability values larger than the alpha value of 0.05 indicates the absence of heteroscedastic elements in the model. Sulyanto in 2005.

Table 4.
Heteroscedasticity Test

Independent Variable	Value p (sig)	Information
X1	1,000	Homoscedasticity
X2	1,000	Homoscedasticity

Source: Heteroscedasticity Test Results with SPSS

Table 4 indicates that the probability value of each independent variable concerning the residue's absolute value was higher than the alpha value ($p > 0.05$) according to the SPSS program analysis.

3. Multiple Regression Linear Test

Based on the results of inferential statistical analysis using SPSS series 25 software, The results of the analysis are shown in Table 5 below:

Table 5.
Statistical Test Output of Multiple Regression

No	Variable independen	b	t-count	Prob (sig t)	r Partial	r^2 Partial	Information
1	X1	0,160	3,778	0,000	0,658	0,432	Significant
2	X2	0,317	5,783	0,000	0,719	0,512	Significant
Constanta: 1,849 R : 0,761 R Square : 0,579 Adjusted Square : 0,570 F count : 66.541 Siq F : 0.000							

Source: SPSS Analysis Results, 2023

According to the computation results shown in the above table 5, the Sig F value < 5% (0.000 < 0.05) indicates that the variables "ease of use" (X1) and "usefulness" (X2) have a significant impact on M-Passport user satisfaction (Y) at simultaneously.

a. First Hypothesis Testing

The first hypothesis (H1) states that the independent variables have a significant relationship. M-Passport convenience and expediency. M-Passport's impact on user satisfaction has been demonstrated at simultaneously proven. The correlation coefficient (R) between the facility use of M-Passport and its usefulness on user satisfaction variables is 0.761, indicating a strong relationship. The M-Paspor application is implemented to create a more transparent, accountable, and fast passport service for users. In doing so, the M-Passport makes it easier for

people to process passports because the M-Passport application has several advantages, including that the applicant can choose the immigration office to go to for the passport application process and choose the date and time of arrival at the Immigration Office to carry out the interview process and biometric data recording. So that the applicant can adjust his schedule. M-passport is also equipped with facial biometrics, and the holder's fingerprint, this data is then stored in a chip attached to the passport and can be scanned. With biometric data on the chip, Electronic Passports are more difficult to forge.

The influence of the independent variables on user satisfaction is represented by R Square (R2) of 0.578 (57.8%). Other variables not investigated in this study influence the remaining 42.2%. The findings of this study also support previous research by (Nurhasanah Ningrum & Hermayanty, 2019) (Deliano Akabar & Frinaldi, 2023), (Sugihartono & Rian Chrisna Putra, 2020), (Riyanto and Setyawan (2020), (Subowo, 2020) (Sujatmiko & Prismana, 2022) who found that simultaneously the variables ease of use and usefulness of M-Passport affected user satisfaction M-Passport.

b. Second Hypothesis Testing

The influence of the Ease of Use M-Passport variable (X1) on user satisfaction (Y).

It is possible to conclude that there is a significant relationship between the partial variable Ease of Use of M-Passport (X1) and user satisfaction (Y) based on the regression analysis results, which are known values < alpha (0.000 < 0.05). then Ho rejected / Ha accepted. The regression coefficient value (b) of the professional and skilled variable is positive at 0.160, which means that an increase in one unit of ease of use of the M-Passport can have a significant influence on user satisfaction of 0.160 with the assumption the other variables are constant. The results of the analysis also explain that the partial coefficient of determination (r^2) convenience variable usage M-Passport is 0.432, which means this variable contributes a change of 43.2% to user satisfaction. The findings of this study validate the similar research out by (Widyastuti & Irawati, 2016), and (Deliano Akabar & Frinaldi, 2023).

The influence of the M-Passport usefulness variable (X2) on user satisfaction (Y).

The results of partial regression analysis of the attitude and behavior variables (X2) are known values > *alpha* (0.000 < 0.05), As a result, it is possible to conclude that there is a significant influence between the M-Passport Usefulness variable (X2) on user satisfaction (Y), then Ho accepted / Ha rejected. The results of this study are in line with those of research conducted by (Widyastuti & Irawati, 2016), (Deliano Akabar & Frinaldi, 2023), and Ayu Sari, (2023) The regression coefficient (b) of the attitude and behavior variables has a positive value of 0.317, which means increase one unit of the independent variable M-Passport usefulness has a significant influence on customer satisfaction, namely only 0.317 assuming the other independent variables remain constant. The analysis results also show that the partial coefficient of determination (r2) for the M-Passport Utility variable is 0.512. This means this variable contributes to changes in customer satisfaction of 51.2%.

The paragraph above explains in detail that there is a significant influence between the variables that explain the usefulness of M-passport on the satisfaction received by users. This is in line with the research that has mentioned that attitude and behavior variables have a positive correlation, indicating the assumption that other independent variables are constant. These results also show that the coefficient of determination influences and contributes to the size and value of customer satisfaction. If the attitudes and behavior are partially regressed on user satisfaction, it will influence satisfaction. This means that the attitudes and behavior of M-

Passports service officers are a determining factor in having an impact on service user satisfaction or dissatisfaction. The higher or better the service behavior and attitude values felt by the user, the higher the level of user satisfaction and vice versa.

CONCLUSIONS

The user satisfaction variable is significantly impacted by both the M-Passport's usefulness for the users and ease of use simultaneously, meaning that if the Class II Singkawang Immigration Office improves the ease of use and usefulness of the M-Passport together it will have a significant impact on increasing user satisfaction and vice versa.

Partially, conclusions can be drawn that the M-Passport's usefulness and ease of use have a big impact on the user satisfaction variable., meaning that if one of these variables is improved in implementation with the assumption that the other variables remain the same, it will have a significant impact on user satisfaction and vice versa.

According to the findings of inferential statistical analysis, the determinant coefficient of the M-Passport usability variable has a significant influence on user satisfaction, namely 51.2% compared to the ease of use variable which is 43.2%.

The results of the analysis show that users can accept the presence of the M-Passport application and provide a significant positive response. Customer satisfaction with this application will increase trust in the Singkawang Class II Immigration Office.

The limitations of this research are only limited to the variables used by researchers according to the TAM indicators which are felt to be still limited and cannot fully reveal the quality of M-Passport use. The researcher's next recommendation is to add variables that have not been studied in the research and to use a qualitative or mixed-method research approach.

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