

## **ABSTRACT**

*This research is a development of the research conducted by Hooda et al. (2022), which developed a UTAUT-based research model that differs from previous studies. Hooda et al.'s (2022) research model uses trust as a mediating variable in the relationship between the main UTAUT variables and behavioral intentions in the context of government electronic services. This research development was carried out by combining the Dwivedi et al. (2019) model with the Hooda et al. (2022) model and adding the perceived usefulness variable as an independent variable.*

*The object of this research is the SIPD application as an information technology developed by the Ministry of Home Affairs of the Republic of Indonesia as a mandatory government electronic service used by local governments to manage more complete and integrated information in one system, namely regional development information, regional financial information, and other regional government information. The research location is in the Semarang City Government. The sample of this research is the state civil apparatus within the Semarang City Government. The number of questionnaires distributed was 380 questionnaires. The respondents who returned the questionnaires were 334 respondents. Of the 334 questionnaire answers, 306 questionnaires were processed. Data analysis used the PLS-SEM method and data processing used the Smart-PLS 4.0 application.*

*The results of the hypothesis testing of the influence of independent variables on the dependent variable indicate that performance expectancy, effort expectancy, and social influence have no effect on behavioral intention, while facilitating conditions and perceived usefulness have an effect on behavioral intention. The results of the sensitivity analysis indicate that perceived usefulness is a key variable related to the influence of independent variables on behavioral intention. The results of the hypothesis testing regarding mediating variables indicate that trust is a mediating variable in the relationship between social influence and behavioral intention using the SIPD application, and that attitude is a mediating variable in the relationship between performance expectancy and effort expectation and behavioral intention using the SIPD application. However, trust is not a mediating variable in the relationship between facilitating conditions and behavioral intention using the SIPD application. The results of the hypothesis testing indicating that trust is able to mediate the relationship between social influence and behavioral intention are in line with the results of research by Hooda et al. (2022). Meanwhile, the results of the hypothesis testing indicating that attitude is able to mediate the relationship between the main UTAUT variables and behavioral intention are in line with the results of research by Dwivedi et al. (2019). The hypothesis testing regarding the influence of behavioral intention variables on behavior using the SIPD application provides empirical evidence that the hypothesis is accepted.*

**Keywords :** *UTAUT, Trust , Attitude, Perceived Usefulness, SIPD.*