

ABSTRACT

This study aim to analyze factors that affect behavioral intention of information system on computer based using partial models of the Unified Theory of Acceptance and Use of Technology (UTAUT) proposed by Venkatesh et. al (2003). This model uses five factors on which the measure of information system's success, those are performance expectancy, effort expectancy, social influence, facilitating condition, and behavioral intention of information system.

This research used a sample of Bank Mandiri CBC Jakarta Sudirman employees with survey method through questionnaires. A total of 40 questionnaires were distributed with the usable response rate is 98%. Data that have been obtained was analyzed by using PLS (Partial Least Square).

The result showed that only two of five hypothesis accepted. Performance expectancy affect behavioral intention of information system, so does behavioral intention of information system that affect the use of information system positively. Meanwhile, effort expectancy, social influence and facilitating condition doesn't have an influence of behavioral intention of information system.

Key words: Unified Theory of Acceptance and Use Of Technology (UTAUT), behavioral intention of information system, use of information system.