

**ANALISIS PENERIMAAN DAN KEBERHASILAN IMPLEMENTASI
SISTEM INFORMASI MONAKU DI BADAN PUSAT STATISTIK
KABUPATEN BULELENG MENGGUNAKAN MODEL UTAUT DAN
DELONE & MCLEAN**

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ABSTRAK

Administrasi memegang peranan penting dalam mendukung kelancaran perencanaan dan pengelolaan sumber daya secara efisien demi tercapainya visi organisasi. Namun, dalam penggunaan sistem Monaku, pengguna masih menemukan kendala dalam hal monitoring dan pengarsipan dokumen, sehingga manfaat yang diberikan sistem tersebut belum dirasakan secara optimal. Penelitian ini bertujuan untuk menganalisis tingkat penerimaan dan keberhasilan implementasi sistem informasi Monaku dalam monitoring dan pengarsipan dokumen administrasi keuangan di Badan Pusat Statistik Kabupaten Buleleng menggunakan model UTAUT dan DeLone & McLean. Data dikumpulkan melalui penyebaran kuesioner kepada 33 pegawai sekaligus pengguna sistem Monaku. Analisis data dilakukan menggunakan metode kuantitatif dengan pendekatan *Structural Equation Modeling – Partial Least Squares* (SEM-PLS). Hasil penelitian pada model UTAUT menunjukkan variabel *Performance Expectancy*, *Effort Expectancy*, *Facilitating Condition*, dan *Social Influence* tidak berpengaruh signifikan terhadap *Behavioral Intention*. Dalam model DeLone & McLean menunjukkan *System Quality*, dan *Service Quality* berpengaruh signifikan terhadap *Behavioral Intention*, *Information Quality* tidak berpengaruh. *Service Quality* berpengaruh signifikan terhadap *User Satisfaction*, *System Quality* dan *Information Quality* tidak berpengaruh. *User Satisfaction* berpengaruh signifikan terhadap *Net Benefits*, *Behavioral Intention* tidak berpengaruh. Penelitian ini memberikan rekomendasi perbaikan berupa *Open Question* untuk meningkatkan penerimaan dan keberhasilan sistem Monaku di BPS Kabupaten Buleleng dalam mendukung keberlanjutan implementasi sistem serta meningkatkan kualitas sistem untuk monitoring dan pengarsipan dokumen administrasi keuangan lebih baik. Penelitian selanjutnya disarankan menggunakan model UTAUT2 dengan menambahkan variabel *Hedonic Motivation* dan *Habit*, serta menambahkan variabel *Perception of Benefits* pada model DeLone & McLean (2016) untuk hasil yang lebih komprehensif. Disarankan juga menggunakan *Purposive Sampling* dengan karakteristik pengguna yang relevan untuk meningkatkan generalisasi penelitian.

Kata Kunci: Penerimaan, Keberhasilan, Monaku, UTAUT, DeLone & McLean, SEM-PLS.

**ANALYSIS OF ACCEPTANCE AND IMPLEMENTATION SUCCESS OF
MONAKU INFORMATION SYSTEM AT CENTRAL BUREAU OF
STATISTICS OF BULELENG REGENCY USING UTAUT AND DELONE &
MCLEAN MODELS**

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ABSTRACT

Administration plays an important role in supporting the smooth planning and efficient management of resources to achieve the vision of the organization. However, in using the Monaku system, users still find obstacles in terms of monitoring and archiving documents, so that the benefits provided by the system have not been felt optimally. This study aims to analyze the level of acceptance and successful implementation of the Monaku information system in monitoring and archiving financial administration documents at the Central Bureau of Statistics of Buleleng Regency using the UTAUT and DeLone & McLean models. Data was collected through distributing questionnaires to 33 employees as well as users of the Monaku system. Data analysis was conducted using quantitative methods with the Structural Equation Modeling - Partial Least Squares (SEM-PLS) approach. The results of the research on the UTAUT model show that the Performance Expectancy, Effort Expectancy, Facilitating Conditions, and Social Influence variables do not have a significant effect on Behavioral Intention. The DeLone & McLean model shows System Quality, and Service Quality have a significant effect on Behavioral Intention, Information Quality has no effect. Service Quality has a significant effect on User Satisfaction, System Quality and Information Quality have no effect. User Satisfaction has a significant effect on Net Benefits, Behavioral Intention has no effect. This research provides recommendations for improvement in the form of Open Questions to increase the acceptance and success of the Monaku system at BPS Buleleng Regency in supporting the sustainability of system implementation and improving the quality of the system for better monitoring and archiving of financial administration documents. Future research is recommended to use the UTAUT2 model by adding Hedonic Motivation and Habit variables, as well as adding the Perception of Benefits variable to the DeLone & McLean (2016) model for more comprehensive results. It is also recommended to use Purposive Sampling with relevant user characteristics to increase research generalization.

Keywords: *Acceptance, Success, Monaku, UTAUT, DeLone & McLean, SEM-PLS.*