THE EFFECT OF PERCEIVED USEFULNESS, PERCEIVED EASE OF USE, AND MOBILITY ON INTENTION TO USE INDRIVER APPLICATIONS

(A Study of University Students' Adoption of Indriver Application at the Faculty of Administrative Science, Brawijaya University)

UNDERGRADUATE THESIS

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MOTTO

“Success is not waited for, but realized through effort and persistence.”

APPROVAL SHEET

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PERSYARATAN ORISINALITAS SKRIPSI

Saya menyatakan dengan sebenar-benarnya bahwa sepanjang pengetahuan saya, di dalam makalah skripsi yang berjudul " **Effect of Perceived Usefulness, Perceived Ease of Use, and Mobility on Intention to Use In Driver Applications"** tidak terdapat karya ilmiah yang pernah diajukan oleh pihak lain untuk mendapatkan karya atau pendapat yang pernah ditulis atau diterbitkan oleh orang lain, kecuali yang secaraterttulis dikutip dalam naskah ini dan disebut dalam sumber kutipan dan daftar pustaka.

Apabila ternyata di dalam naskah skripsi ini dapat dibuktikan terdapat unsur-unsur jiplakan, saya bersedia skripsi ini digugurkan dan gelar akademik yang telah saya peroleh (S-1) dibatalkan, serta diproses dengan peraturan perundang-undangan yang berlaku (Undang-undang Nomor 20 Tahun 2003, Pasal 25 ayat 2 dan Pasal 70).

Malang, 7 Juli 2021
Yang membuat pernyataan,

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RINGKASAN

Dirk Karel Kacaribu, 2021**, Pengaruh Persepsi Manfaat, Persepsi Kemudahan Penggunaan, Dan Mobilitas Terhadap Niat Menggunakan Pada Aplikasi Indriver (Studi Adopsi Mahasiswa terhadap Aplikasi Indriver di Fakultas Ilmu Administrasi Universitas Brawijaya)**: Agung Nugroho Lutfi Imam F, SAB., M.Bus Sys.Pro,Ph.D.

inDriver merupakan salah satu penyedia jasa transportai berbasis online, yang bertujuan untuk memberikan kemudahan dan kenyamanan bagi para penggunanya ketika membutuhkan jasa transportasi online. berdasarkan data dari playstore 2021, menyebutkan bahwa inDriver sebagai salah satu transportasi online, memiliki tingkat penggunaan yang rendah dibandingkan dengan kompetitornya. Hadirnya inDriver sebagai transportasi online menimbulkan kecemburuan sosial bagi transportasi-transportasi konvensional yang sudah ada sebelumnya. Faktor kenyamanan dan kemudahan yang ditawarkan jasa transportasi berbasis online adalah salah satu alasan yang membuat pengguna jasa angkutan lebih tertarik untuk menggunakan jasa transportasi online Penelitian ini bertujuan untuk mengetahui faktor-faktor yang memengaruhi niat penggunaan aplikasi inDriver pada mahasiswa FIA UB Malang.

Variabel yang digunakan dalam penelitian ini adalah Persepsi manfaat, persepsi kemudahan penggunaan dan mobilitas sebagai variabel independen dan niat menggunakan aplikasi inDriver sebagai variabel dependen. Penelitian ini menggunakan jenis penelitian *explanatory research* dengan pendekatan kuantitatif. Karena jumlah populasi tidak diketahui, sampel yang digunakan dalam penelitian ini berjumlah 116 responden yang merupakan pengguna aplikasi inDriver dan bukan pengguna aplikasi inDriver. Metode pengumpulan data yang digunakan dalam penelitian ini adalah kuisoner. Analisis data menggunakan aplikasi SPSS 16. Teknik pengambilan sampel yang digunakan adalah non-probability sampling.

Hasil penelitian menunjukan bahwa persepsi manfaat dan persepsi kemudahan penggunaan secara parsial berpengaruh positif dan signifikan terhadap niat menggunakan aplikasi inDriver, sedangkan mobilitas tidak berpengaruh sugnifikan terhadap niat menggunakan aplikasi inDriver. Hasil penelitian secara simultan menunjukan bahwa persepsi manfaat, persepsi kemudahan penggunaan dan mobilitas berpengaruh signifikan terhadap niat menggunakan aplikasi inDriver

Kata Kunci: inDriver, Ekspektasi Persepi Kemudahan, Persepsi Kemudahan Penggunaan dan Mobilitas

SUMMARY

Dirk Karel Kacaribu, 2021, **The Effect of Perceived Usefulness, Perceived Ease of Use, and Mobility on Intention to Use In Driver Applications (A Study of University Students' Adoption of Indriver Application at the Faculty of Administrative Science, Brawijaya University)** : Agung Nugroho Lutfi Imam F, SAB., M.Bus Sys.Pro, Ph. D.

inDriver is an online-based transportation service provider, which aims to provide usefulness and comfort for its users when they need online transportation services. Based on data from the 2021 Playstore, it is stated that inDriver, has a low usage rate compared to its competitors. The presence of inDriver as online transportation creates jealousy for conventional transportation that has existed before. The usefulness and convenience factor offered by online-based transportation services is one of the reasons that make transportation service users more interested in using online transportation services. This study aims to determine the factors that influence the intention to use the inDriver application in FIA UB Malang students.

The variables used in this study were perceived usefulness, perceived ease of use and mobility as independent variables and intention to use the inDriver application as the dependent variable. This study uses an explanatory research type with a quantitative approach. Because the population is unknown, the sample used in this study amounted to 116 respondents who were users of the inDriver application and not users of the inDriver application. The data collection method used in this study was a questionnaire. Data analysis used SPSS 16 application. The sampling technique used was non-probability sampling.

The results showed that perceived usefulness and perceived ease of use partially had a positive and significant effect on the intention to use the inDriver application, while mobility had no significant effect on the intention to use the inDriver application. The results of the study simultaneously show that perceived usefulness, perceived ease of use and mobility have a significant effect on the intention to use the inDriver application.

Keywords: inDriver, Perceived Usefulness, Perceived Ease of Use and Mobility

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CHAPTER I
INTRODUCTION

1.1 Background

Information technology has developed rapidly and has a huge impact on all aspects of human life. One of them is the use of the internet. Content management service HootSuite reported that there was an increase in internet users in Indonesia. In early 2021, internet users reached 202.6 million users. This number increased by 15.5 per cent, or 27 million users, compared to last January 2020 (Riyanto, 2021). The development of internet technology has now changed the lifestyle and habits of the Indonesian people to be technology-based.

The presence of internet technology facilitates people's work and daily activities in many ways, especially in travel mobility. The increasing use of the internet through smartphones among the public has led to the emergence of online transportation services in Indonesia, such as Gojek, Grab, and inDriver. People can use transportation services quickly so it can save more time. The emergence of online-based transportation services that use the internet is very influential for the community in all activities. The advantage that makes online-based transportation services always used by the wider community is the transparent requirements. Such as the price, which is already listed, how far the distance will

be travelled, and the name of the driver who will later pick us up and take us to our destination. This allows freedom of choice for us as service users.

One application of online-based transportation service providers, namely inDriver, has a uniqueness that is generally not owned by other online-based transportation service providers. That is, the price is negotiable; passengers can bargain for the cost of the trip. When there is a request from a passenger, the passenger will determine the offer price. But of course, there is a normal price for the distance to be covered. After that, the passenger request will enter the request menu, the driver who sees the offer can also make a re-offer to the passenger if the driver feels the price offered is not suitable (Marsha, 2019).

Online transportation is considered more efficient and easier to use than conventional transportation that has been around for a long time. It can also cover all ages. Users can order via the internet without having to look for transportation directly on the road. The users of this service also feel safe because many consumers are already using and using this service. So that consumer confidence is greater in online-based transportation services.

Online motorcycle taxis have become public transportation that is in great demand by most of the wider community. Besides being considered very helpful for daily mobility, it can also reach places that are not traversed by other public transportation such as minibuses, buses, and other public transportation. Online

motorcycle taxi services can reach small roads so that online motorcycle taxis can come directly to your doorstep. Even online motorcycle taxis are considered agile and very efficient to get through traffic jams on major roads.

Table 1.1 Travel app download rating data on the Playstore

NO	Application Name	Travel app download rating on Playstore	Number of downloads
1	Grab	1	100.000.000+
2	Gojek	2	50.000.000+
3	inDriver	3	49.000.000+
4	Maxim	4	10.000.000+

Source: Playstore, 2021

Although inDriver, as one of the online-based transportation service providers in Indonesia, has many advantages, based on the data above, it can be seen that the level of use of the inDriver application as an alternative to online transportation is still low compared to its competitors. inDriver, as one of the online-based transportation service providers, also has problems that are equally felt by its competitors. According to Aziah (2018) the presence of online-based transportation services also creates jealousy for conventional transportation that has existed before, such as motorcycle taxis, taxis, and buses. According to Widyanizah (2017) the usefulness and ease of use factor offered by online-based transportation services are one of the reasons that make transportation service

users more interested in using online transportation services. Therefore, researchers will examine the factors that influence the adoption of inDriver technology. To determine these factors, TAM (Technology Acceptance Model) was adopted in this study. TAM consists of perceived usefulness and perceived ease of use. The model is expanded by adding another variable, namely the mobility variable.

According to Davis (1989) technology adoption in TAM is formed from Perceived Ease of Use and Perceived Usefulness. Perceived usefulness is the extent to which a person believes that using a particular technology will improve his or her job performance. Perceived ease of use is the extent to which a person believes that using a particular system will be free of effort. When individuals perceive the existence of these two variables in using technology, then the individual will be interested in using the technology.

According to Damayanti (2017) the increasing need for community mobility causes an increase in demand for transportation services. In general, private vehicles and public vehicles are used as a means of transportation, from one place to another. People who have private vehicles will have no difficulty in carrying out their mobilization activities. However, those who do not have a vehicle will prefer public transportation, which will be a means in every activity. The increasing demands of community mobility certainly require transportation facilities that can provide movement from one place to another, quickly even

over long distances (Damayanti, 2017). In this study, the Mobility variable was added to measure the degree to which individuals feel the benefits they receive in the context of time, space, and service access when using the inDriver application. Liu and Tai (2016) used the Mobility variable to find out what factors influence the intention to use mobile payment services in Vietnam.

According to the Central Bureau of Statistics of Malang City (BPS Kota Malang), there has been an increase in the population within five years in the age group of 15 to 24 years. According to Validnews.com (2018), online transportation users are generally 18 to 24 years old. The following is a list of the population of Malang city from 2016-2020.

Table 1.2 Number of Population by Age Group and Gender in Malang City

Group of age	Number of Population by Age Group and Gender in Malang City				
	TOTAL				
	2020	**2019**	**2018**	**2017**	**2016**
15 - 19	84347	83953	83524	83082	82609
20 - 24	107910	107415	106879	106321	105730

Source: (BPS Kota Malang), 2020

Therefore, based on the description of the problem above, this is what underlies the researcher to take the title **"The Effect of Perceived Usefulness, Perceived Ease of Use, and Mobility on Intention to Use In Driver Applications (Case Study on FIA UB Malang Students)."**

1.2 Research Questions

Based on the background explanation, the main problems in this research can be formulated as follows:

1. Does the perceived usefulness affect the intention to use the inDriver application?
2. Does the perceived ease of use affect the intention to use the inDriver application?
3. Does mobility affect the intention to use the inDriver application?
4. Does the perceived usefulness, perceived ease of use, and mobility have a simultaneous effect on the intention to use the inDriver application?

1.3 Research Objectives

Based on the formulation of the problem above, the objectives of this study are as follows:

1. To analyze the effect of perceived usefulness on intentions to use the inDriver application.
2. To analyze the effect of perceived ease of use on intentions to use the inDriver application.
3. To analyze the effect of mobility on intention to use the inDriver application.
4. To analyze the effect of perceived usefulness, perceived ease of use, and mobility simultaneously on the intention to use the inDriver application.

1.4 Research Contribution

The results of this study can contribute as follows.

1. Theoretical Contribution

The results of this study are expected to be useful for system users and further research, as well as being able to test TAM theory. Furthermore, for researchers, the results of this empirical study are expected to be followed up, whether to design similar research with different objects or with more varied designs. So that results can be obtained that can complement one study with other research.

2. Practical Contribution

From a practical point of view, the results of this study can be used as a source of knowledge or a reference for studying information systems and developing inDriver applications. The results of this study can also evaluate the information contained in this scientific research can be used to analyze the failure of the information system of the services offered so that it can be used as a benchmark for determining the design of future information systems.

1.5 The Structure Of Undergraduate Thesis

CHAPTER I INTRODUCTION

This chapter describes the background for selecting research topics, the formulation of the problem to be studied, research objectives, contributions to research theory and practice, and the systematics of the discussion.

CHAPTER II LITERATURE REVIEW

This chapter contains an empirical and theoretical review as a reference for this research, a description of the relationship between variables, and research hypotheses.

CHAPTER III RESEARCH METHODS

This chapter describes the methods used by researchers in conducting research, including types of research, population, sampling techniques, data sources, data collection methods, and data analysis.

CHAPTER IV RESULTS AND DISCUSSION

This chapter explains and emphasizes the results of research that has been carried out in the form of a general description of the object of research, descriptions of respondents, research variables, and discussion of research results.

CHAPTER V CONCLUSIONS AND RECOMMENDATIONS

This chapter contains conclusions from the results of the study and suggestions that can be given by researchers regarding the problem being discussed.

CHAPTER II

LITERATURE REVIEW

2.1 Empirical Review

To provide an empirical overview of this research, there are several previous studies discussed in this chapter.

1. **Pratama and Suputra (2019)**

   Based on the results of Pratama and Suputra's 2019 research entitled "The Effect Of Perceived Usefulness, Perceived Ease Of Use, And Level Of Trust On Interest In Using Electronic Money." The results of this study prove that perceived usefulness has a positive effect on interest in using electronic money. This means that the greater the perceived usefulness, the greater the interest in using electronic money. The results of this study prove that perceived ease of use has a positive effect on interest in using electronic money. This means that the greater the perceived ease of use will increase the interest in using electronic money.

2. **Silaen and Prabawani (2019)**

   Based on the results of research that have been conducted regarding "The Effect Of Perceived Ease Of Use, Perceived Usefulness, And Promotions On intention In OVO E-Wallet Repurchase (Study On OVO Semarang Users),"

the following conclusions can be drawn: The perceived convenience variable (X1) has a significant and positive on OVO repurchase interest (Y) e-wallet balance for users in Semarang. This shows that the easier it is to use the e-wallet provided by the company, the better or higher the user's intention to repurchase the e-wallet.

3. **Dewi and Warmika (2016)**

Based on the results of research by Dewi, and Warmika (2016), entitled "The Role Of Perceived Ease Of Use, Perception Of Usefulness, And Perceived Risk Of Intention To Use Mobile Commerce In The City Of Denpasar." Based on the results of research that has been done, Perceived Ease of use has a positive and significant effect on intentions to use Mobile Commerce in Denpasar City. This means that the perception of Ease of use in Mobile Commerce by the people of Denpasar City can lead to people's intention to use mobile commerce. These results indicate that the easier mobile commerce is to use, the greater the public's intention to use it.

4. **Ningsuh et al. (2021)**

Based on the research results of Ningsuh, Sasmita, and Sari (2021) entitled "The Influence of Perceived Usefulness, Perceptions of Ease of Use, and Perceived Risks on Decisions to Use Electronic Money (QRIS) in Students." Based on the results of research and statistical testing, the

variables of perceived benefits, perceived ease of use, and perceived risk both individually (partially) and collectively (simultaneously) have a significant positive effect on the decision variables to use QRIS-based electronic money for U.P.I. Y.A.I. students, Jakarta. In order for the use of electronic money to be more useful, the developer must:

a. Expanding the network that allows QRIS-based electronic money to be used anywhere, not only in big cities but even in small areas;
b. Educate the public so that the public can understand it comprehensively;
c. Establish cooperation with various parties;
d. Minimize system errors to create a sense of security in the use of QRIS-based electronic money in the community, especially among students.

5. Liu and Tai (2016)

Based on the results of Liu and Tai's research (2016) entitled "A Study Of Factors Affecting Intention To Use Mobile Payment Services In Vietnam." The findings of this study have significant significance for the improvement and growth of mobile payment services in Vietnam. Intention to use by consumers is critical to the growth of mobile payment services. According to the results found, ease of use, usefulness, and confidence in the safety of use has a direct impact on consumers' intention to use. In addition, factors that directly affect the ease of use are mobility convenience, compatibility, MP-

knowledge, and factors that directly affect usability are mobility convenience, compatibility, and ease of use.

6. **Fatmawati (2015)**

Based on the results of Fatmawati research (2015) entitled "Technology Acceptance Model (TAM) for Analyzing Acceptance of Library Information Systems". This study aims to analyze the factors that influence the acceptance of information systems in the library based on the TAM variable which consists of perceived usefulness and perceived ease of use. The results showed that perceived usefulness and perceived ease of use had a significant influence on the acceptance of information systems in the library.

7. **Suki (2011)**

Based on the results of Zuki research (2011) entitled “Exploring The Relationship Between Perceived Usefulness, Perceived Ease Of Use, Perceived Enjoyment, Attitude And Subscribers’ Intention Towards Using 3G Mobile Services”. This study aims to examine the relationship between Perceived Usefulness, Perceived Ease Of Use, Perceived Enjoyment, Attitude And Subscribers' Intention Towards Using 3G Mobile Services. This study distributes questionnaires with a sample of 100 respondents and the data analysis technique uses multiple linear regression analysis techniques.

The results show that Perceived Usefulness, Perceived Ease of Use, and Attitude have a significant influence on behavioral intention, while Perceived Enjoyment does not have a significant influence on behavioral intention.

8. **Hamid et al. (2016)**

Based on the results of Hamid et al. research (2016) entitled "The Effects Of Perceived Usefulness And Perceived Ease Of Use On Continuance Intention To Use E-Government". This study analyzed the relationships between predictor's variable (perceived usefulness and perceived ease of use) and criterion variable which is continuance intention to use e-government. This study distributed questionnaires with a total sample of 543 government servants who taught in Malaysian public schools, and multiple regression analysis was applied in this study.

The results indicate that perceived usefulness and perceived ease of use were positively related to continuance intention to use e-government and were able to explain a total of 56% variance.

9. **Anarjia (2019)**

Based on the results of Anarjia research (2019) entitled "Pengaruh Persepsi Manfaat Dan Persepsi Kemudahan Penggunaan Terhadap Minat Menggunakan Layanan Uang Elektronik Sakuku Pt. Bank Central Asia, Tbk Kcu Cikarang". The purpose of this study was to determine the effect of perceived usefulness and perceived ease of use on interest in using

SAKUKU electronic money services at PT. Bank Central Asia, Tbk Branch KCU Cikarang. The population used in this study is customers of PT Bank Central Asia Tbk KCU Cikarang. While the sample is 63 customers who transact at Cikarang BCA KCU and the data analysis methods used in this study is multiple linear regression analysis.

The results of the partial analysis between Perception of Benefits and Interests show a "Very Strong" relationship. Benefit Perception has a significant effect on interest. Perceived Ease of Use and Interest shows a "Very Strong" relationship. Perceived Ease of Use has a significant effect on interest. The results of the simultaneous analysis of perceived usefulness and perceived ease of use have a significant effect on interest in using SAKUKU electronic money services.

10. Kanchanatanee et al. (2014)

Based on the results of Kanchanatanee et al. research (2014) entitled "Effects of Attitude toward Using, Perceived Usefulness, Perceived Ease of Use and PerceivedCompatibility on Intention to Use E-Marketing". This research was purposed to establish the effect of attitude toward using, perceived usefulness, perceived ease of use and perceived compatibility on intention to use E-Marketing of small and medium sized business owners in the three southern border provinces of Thailand (Yala, Pattani and Narathiwas provinces) A questionnaire-based field survey was conducted to collect data from 430 participants. The data were analyzed and nine

hypotheses were tested using structural equation modeling (Partial least square method in the SmartPLS application program).

Results show that attitude toward using E-Marketing is the most influence factor that affecting on intention to use E-Marketing

11. Surachman (2013)

Based on the results of Surachman research (2013) entitled " Analysis Of The Influence Of Perceived Usefulness, Perceived Ease Of Use, Subjective Norm, Mobility, And Use Situation On Individual Intention To Use M-Library". This study aims to examine the relationship between Perceived Usefulness, Perceived Ease Of Use, subjective norm, mobility, and use situation on individual intention to use m-library. Total respondents in this research are 350 people with the amount of data as 289 samples tested and the data analysis technique used is multiple linear regression analysis technique.

The results of hypothesis testing showed variable perceived usefulness, perceived ease of use, and mobility are variables that directly influence the intention to use M-library and Hypothesis test results also indicated their intention to use M-library is not influenced by the subjective norms and use situation / context.

Table 2.1 Summary of Previous Research

No	Research titles	Variables	Research Results	Research differences
1	Pratama and Suputra (2019). "Pengaruh persepsi kegunaan, persepsi kemudahan penggunaan, dan tingkat kepercayaan terhadap minat penggunaan uang elektronik"	Independent: 1. Perceived Usefulness (X_1), 2. Perceived Ease of use(X_2), 3. Confidence Level (X_3) Dependent: 1. Intention to use electronic money (Y)	The results of this study prove that the perceived usefulness variable, perceived ease of use, and the level of trust variable have a positive effect on interest in using electronic money.	1. The focus of previous research was aimed at electronic money users, while this study focused on users of the inDriver application. 2. Researchers do not use the Confidence Level variable variable

2	Silaen and Prabawani **(2019)** "Pengaruh persepsi kemudahan penggunaan menggunakan e-wallet dan promosi manfaat yang dirasakan terhadap minat beli saldo e-wallet ovo"	Independent: 1. Perceived Ease Of Use Using E-Wallet (X_1) 2. Perceived Usefulness (X_2) 3. Promotion(X_3) Dependent: 1. Re Intention To Use (Y)	The results of this study prove that the perceived convenience variable, the perceived benefit variable, and the promotion variable have a significant and positive effect on the purchase intention of O.V.O. e-wallet balance to users in Semarang. The three aspects are given, namely perceived convenience (X1), perceived usefulness (X2), and promotion (X3), have a significant and positive influence on the interest in repurchasing OVO e-	1. Differences in research places. The previous research took place in the city of Semarang, while the researcher was in FIA UB Malang. 2. The focus of previous research was shown to users of the OVO e-wallet, while this study focused on users of the inDriver application.

			wallet balances (Y) on users in Semarang.	3. The researcher did not use the promotion variable.
3	"Dewi and Warmika (2016) "Peran persepsi kemudahan penggunaan, persepsi manfaat dan persepsi risiko niat menggunakan mobile commerce di kota Denpasar"	Independent: 1. Perceived Ease of use (X_1) 2. Perceived usefulness (X_2) 3. Perceived risk (X_3) Dependent: 1. Intention to use (Y)	The results of this study prove that the variables of perceived ease of use, perceived usefulness, and perceived risk have a positive and significant effect on intentions to use Mobile Commerce in Denpasar City.	1. The researcher did not use the perceived risk variable. 2. The focus of previous research is on mobile commerce users, while this research focuses on users of the inDriver application.

4	Ningsih et al. l (2021) "Pengaruh persepsi kegunaan, persepsi kemudahan penggunaan, dan persepsi risiko terhadap keputusan penggunaan uang elektronik (QRIS) di kalangan mahasiswa"	Independent: 1. Perceived Usefulness(X1) 2. Perceived Ease of Use (X2) 3. Perceptions of Risk (X3) Dependent: 1. The decision to use electronic money (Y)	The results showed that the variables perceived usefulness, perceived ease of use, and perceived risk both partially and simultaneously had a significant positive effect on the decision variable to use QRIS-based electronic money for UPI Y.A.I students Jakarta.	1. The researcher did not use the risk perception variable. 2. The focus of previous research was shown to users of QRIS-based electronic money, while this study focused on users of the inDriver application.

5	Liu, Tai (2016) "A study of factors affecting the intention to use mobile payment services in Vietnam"	Independent : 1. The convenience of Mobilitas (X_1) 2. Compatibility (X_2) 3. Mobile payment knowledge (X_3) 4. the trust of safe to use (X_4) 5. Ease to use (X_5) 6. Usefulness (X_6) Dependent : 1. Intention to use (Y)	According to the results found, the variables of ease of use, usability, and trust in the safety of use have a direct impact on the intention to use by consumers. External variables such as mobility and compatibility have a significant impact on the variables of ease of use and usability.	1. The focus of previous research was shown to users of mobile payment services, while this study focused on users of the inDriver application. 2. Researchers do not use compatibility variables and trust in the safety of use.

6.	Fatmawati (2015) "Technology Acceptance Model (Tam) Untuk Menganalisis Penerimaan Terhadap Sistem Informasi Perpustakaan"	Independent : 1. Perceived Usefulness 2. Perceived ease Of use Dependent : 1. Behavioral Intention to Use	According to the results found, Perceived usefulness and perceived ease of use have a direct impact on the Behavioral intention to use.	1. The focus of previous research was shown to users of library information system 2. Researchers add one more independent variable in the study
7.	Suki (2011) "Exploring The Relationship Between Perceived Usefulness, Perceived Ease Of Use, Perceived Enjoyment, Attitude And	Independent : 1. Perceived Usefulness 2. Perceived ease Of use 3. Perceived enjoyment 4. Attitude Dependent : 1. Behavioral Intention to	According to the results found, t Perceived Usefulness, Perceived Ease of Use and Attitude has significant and positive effect on the subscribers' intention to use of 3G mobile service and perceived enjoyment has no significant	1. The focus of previous research was shown to users of 3G mobile service .

	Subscribers' Intention Towards Using 3g Mobile Services"	Use	effect on on the subscribers' intention to use of 3G mobile service.	
8.	Hamid et al. (2016) "The Effects Of Perceived Usefulness And Perceived Ease Of Use On Continuance Intention To Use E-Government"	Independent : 1. Perceived Usefulness 2. Perceived ease Of use Dependent : 1. Continuance Intention To Use E-Government	The results indicate that perceived usefulness and perceived ease of use were positively and has a significant effect on continuance intention to use e-government	1. The focus of previous research was shown to users e-government (servant who taught in Malaysian public schools)

9.	Anarjia (2019) "Pengaruh Persepsi Manfaat Dan Persepsi Kemudahan Penggunaan Terhadap Minat Menggunakan Layanan Uang Elektronik Sakuku Pt. Bank Central Asia, Tbk Kcu Cikarang"	Independent : 1. Perceived Usefulness 2. Perceived ease Of use Dependent : 1. Intention To Use E-Government	The results show perceived usefulness has a significant effect on intention to use, and Perceived Ease of Use has a significant effect on intention to use, The results of the simultaneous analysis of perceived usefulness and perceived ease of use have a significant effect on interest in using SAKUKU electronic money services.	1. The focus of previous research is on Sakuku electronic money users.

10.	Kanchanatanee (2014) "Effects of Attitude toward Using, Perceived Usefulness, Perceived Ease of Use and Perceived Compatibility on Intention to Use E-Marketing"	Independent : 1. Perceived Usefulness 2. Perceived ease Of use 3. Perceived Compatibility Dependent : 1. Intention To Use E-Marketing	The results show Perceived Usefulness, Perceived Ease of Use and Perceived Compatibility has positife and significant effect on Intention To Use E-Marketing.	1. The focus of previous research is on E-Marketing users.
11.	Surachman (2013) "Analysis Of The Influence Of Perceived Usefulness, Perceived Ease Of Use, Subjective Norm, Mobility, And	Independent : 1. Perceived Usefulness 2. Perceived ease Of use 3. Subjective Norm 4. Use situation Dependent :	The results of hypothesis testing showed variable perceived usefulness, perceived ease of use, and mobility has positive and significant effect on the intention to use M-library and not	1. The focus of previous research is on students of FEB UGM library users. 2. The researcher did not use the Subjective

	Use Situation On Individual Intention To Use M-Library"	Individual Intention To Use M-Library	influenced by the subjective norms and use situation / context.	Norm and Use situation variable.

Source: Data processed by researchers,2021

2.2 Theoretical Review

2.2.1 Ride-Hailing

Ride hailing platforms allow passengers with smartphones to submit trip requests and match them to drivers based on their locations and drivers' availability (Feng et al, 2020). Tirachini (2019) emphasizes that by using a ride-hailing app, a person who does not own a vehicle personally has access to the vehicle and driver in the palm of their smartphone. The inability to pay all the costs of owning a car, such as capital, maintenance, insurance, and parking fees, is no longer a barrier to owning a car as a means of transportation. Ride-hailing provides a better service than conventional transportation in terms of safety, security, and comfort because it is more personal. There are several reasons users prefer to use ride-hailing. The reasons are fares, travel time, weather, and comfort.

2.2.2 Mobile Commerce

According to Ngai (2019) mobile commerce is part of e-commerce and is a transaction process that uses a cellular network. When users make transactions using mobile commerce, such as e-banking or buying products, they don't need to use a computer anymore but simply use a cell phone. According to Septiani (2017) the growth of m-commerce has resulted in intense competition between m-commerce. Developers need to pay attention to the technology acceptance factor by users who

will use m-commerce, which will later become one of the keys to the success of m-commerce development. The ability to understand these factors will provide insight to developers in determining the right strategy to be able to compete in developing m-commerce. Grab, Gojek, and inDriver are some examples of m-commerce based on online transportation services that can be accessed via mobile phones. According to Prastiwi (2019) Gojek is one of the companies in Indonesia that runs business processes in the form of mobile commerce such as mass transportation, food delivery, and package delivery.

2.2.3 Technology Acceptance Model (TAM)

The Technology Acceptance Model (TAM) was developed by Davis (1989). TAM is one of the most widely used models to analyze and understand the factors that influence the acceptance of the use of computer technology. TAM was adopted from TRA (Theory of Reasoned Action) consists of two variables, namely perceived usefulness and perceived ease of use. Perceived usefulness indicates that users of an information system technology will want to use the system if it is useful or improves its performance. Perceived ease of use indicates that users of an information technology system will want to use the system if the system is easy to use by the user, or the user will be free from effort.

Davis (1989) explains that there are five main constructs in the TAM model. These variables are:

1. Perceived Usefulness (P.U.)

Perceived usefulness is defined as the extent to which a person believes that using technology will improve his or her job performance. Perceived usefulness is confidence in the decision-making process. Thus, if someone believes that an information technology system is useful, then he will use it. Conversely, if someone does not believe that the information system is less useful, then he will not use it (Fatmawati, 2015).

2. Perceived Ease of Use (PEOU)

Perceived ease of use is defined as the extent to which a person believes that using technology will be effort-free. If someone feels the information system is easy to use, then he will use it. Conversely, if a person believes that an information system is not easy to use, then he will not use it (Fatmawati, 2015).

3. Attitude Toward Use (A.T.U.)

Attitude Toward Use at T.A.M. defined as an attitude towards the use of a system in the form of acceptance or rejection as an impact if someone has used technology in their work(Fatmawati, 2015).

4. Behavioral Intention to Use (I.T.U.)

Behavioural Intention to Use is a behavioural tendency to continue using a technology. The level of use of computer technology in a person can be predicted from the attitude of his

attention to technology, for example, the motivation to keep using and the desire to motivate other users (Fatmawati, 2015).

5. Actual System Usage (A.S.U.)

Actual System Usage is the actual system usage conditions. Someone will be satisfied using the system if they believe that the system is easy to use and will increase their productivity, which is reflected in the real conditions when using the technology (Fatmawati, 2015).

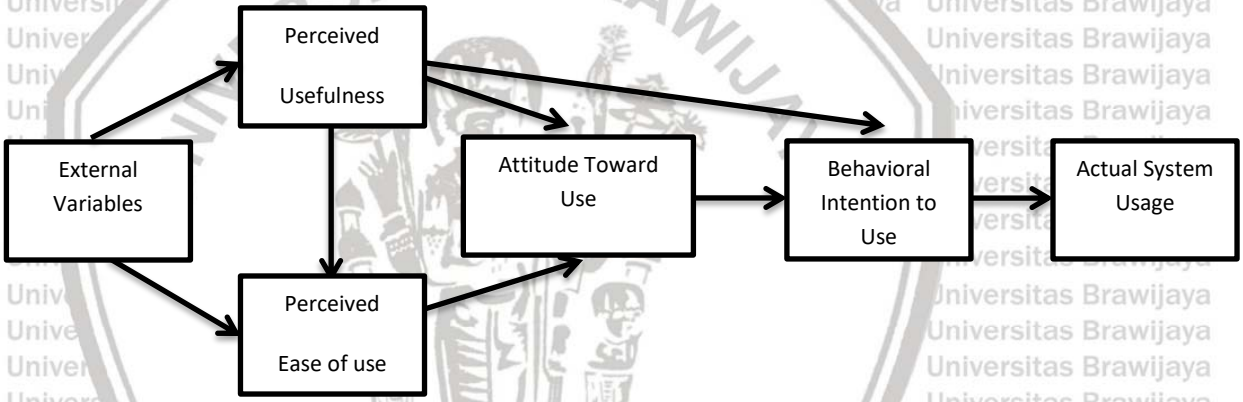

Figure 2.1 Technology Acceptance Model (T.A.M.)

Source: Davis (1989)

In this study, there are only three variables that will be taken from the TAM model, namely perceived usefulness, perceived ease of use, and intention to use.

2.2.4 Intention to use

Dewi (2016) concluded that the intention to use or the intention to behave is a person's desire to perform a certain behavior. A person will perform a behavior if he has the desire or intention to do it. The

intention is the desire to perform a behavior. Based on previous research data listed above, it shows that intention to use is a good predictor of the use of technology that will be used by system users. Intention is the desire to perform a behavior. Intentions are not always static but can change over time. Intention is not yet a behavior, while the behaviour is a real action or activity carried out.

According to Zainuri et al. (2015) intention to use is a person's tendency to use technology to make his work easier and produce quality information. Intention to use technology will determine whether someone will accept or reject technology.

The consumer's intention to use a product is said to be measurable. Jayantari (2018) explains that consumer's intentions to use a product can be measured through several indicators, namely:

a. Intention to transact

   Intention to transact is a person's tendency to buy a product.

b. Relative intention

   The relative intention is a person's tendency to refer a product to others.

c. Preferential intention

   Preferential intention describes the behaviour of someone who has a primary preference for the product.

d. exploratory intent

Exploratory intention describes the behaviour of someone who is always looking for information about the product he is interested in and looking for information to support the positive characteristics of the product.

2.2.5. Mobility

Liu and Tai (2016) state that mobility is a determining factor used to measure the extent to which a person feels that he or she receives usefulness in the context of time, space, and service access. Mobile technology has provided tools, infrastructure, and protocols that can help users communicate and exchange data anywhere and anytime without intermediaries. Mobile services fit perfectly into today's people's lifestyles and provide easy mobility for products and services in any living situation.

Mobile technology helps people in their mobility, provides a great advantage of payment and ordering services to give consumers the ability to use services wherever and whenever they want and compared to traditional payment methods (Amberg et al., 2004). Wireless technology also allows customers to access services via wireless networks and a variety of mobile devices, including smartphones. Consumers can buy and order products or services without visiting in person; all they need is to be in an area covered by the internet and cell phones. These activities are very helpful for

community mobility so that they can be carried out accurately and effectively at any location and at any time without counting the time (Liu and Tai, 2016).

2.3 Conceptual Model

Laisa (2020) defines a conceptual model as an imitation of the symptoms to be studied, describing the relationship between the variables or the characteristics of the symptoms. Based on the theory between each of the variables above, it can be explained through a framework as shown below. This framework explains " The Effect of Perceived Usefulness, Perceived Ease of Use and Mobility on Intention to Use inDriver Applications."

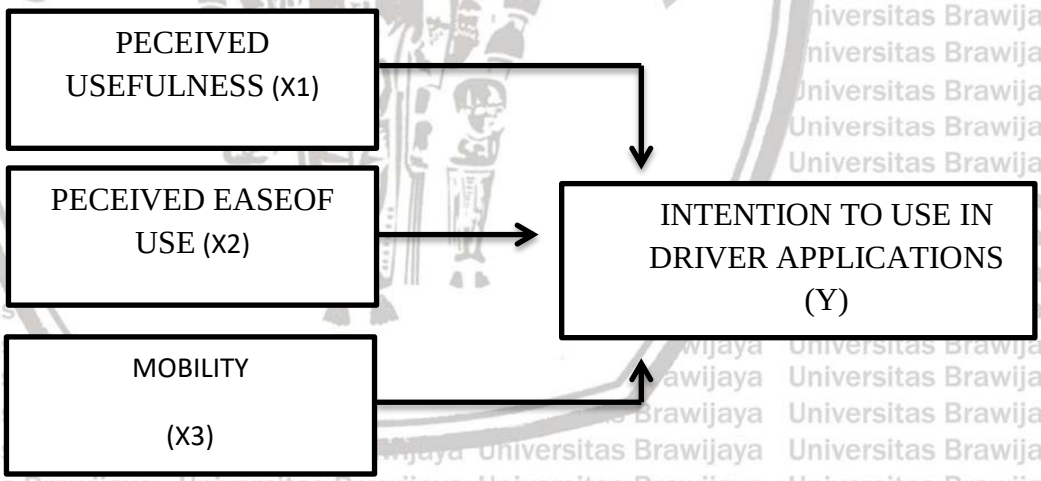

Figure 2.2 Conceptual Model

Source: Processed by researchers, 2021

2.4 Hypothesis Formulation

Samidi (2015) defines a hypothesis as a temporary answer to the problem that is the object of research. The hypothesis is an opinion/assumption that is still weak and must be decided to accept or reject the hypothesis by testing the hypothesis. Hypotheses are useful in guiding or directing further research (Heryana, 2020). Based on the description of the conceptual framework that has been described above, the hypotheses in this study are as follows.

a. Perceived usefulness affect the intention to use inDriver application

Perceived usefulness is defined as the extent to which an individual believes that using a particular system will increase his productivity (Davis, 1989). According to Fatmawati (2015) if the user believes that the system is useful, of course, they will use it, but on the contrary, if it is not useful, then the answer will not use it. Several studies have been conducted regarding the effect of perceived usefulness on intention to use.

Suki (2011) investigated the relationship between perceived usefulness, perceived ease of use, perceived enjoyment, attitudes, and customer intentions towards the intention to use 3G cellular services. The results of the study show that perceived usefulness positively affects the intention to use. The research of Hamid et al. (2016) showed the same results as Fagan et al. (2008). The research

of Hamid et al. (2016) states that the perceived usefulness variable has a significant and positive effect on the intention to use. Based on the description above, the following hypothesis can be formulated.

H1: Perceived usefulness (X1) affects intention to use the inDriver application (Y).

b. Perceived ease of use affect the intention to use inDriver application

Perceived ease of use is defined as the extent to which a person believes that using technology will be free of effort. If someone feels the information system is easy to use, then he/she will use it. Conversely, if a person believes that an information system is not easy to use, then he will not use it. Several studies have been conducted regarding the effect of perceived ease of use on intention to use (Anarjia, 2019).

Research conducted by Anarjia (2019) regarding the Effect of Perceived Usefulness and Perceived Ease of Use on Interest in Using Sakuku Electronic Money Services Pt. Bank Central Asia, Tbk Kcu Cikarang. The results of the research show that the perceived ease of use factor has a positive and significant effect on the intention to use SAKUKU electronic money services. Research conducted by Kanchanatanee et al. (2014) regarding Effects of

Attitude toward Using, Perceived Usefulness, Perceived Ease of Use and Perceived Compatibility on Intention to Use E-Marketing. The results of his research show that perceived ease of use has a positive effect on the intention to use. Pratama and Suputra (2019) investigated the Effect of Perceived Usefulness, Perceived Ease of Use, and Level of Trust in Intention in Using Electronic Money. The results of his research also showed the same results. That the perceived ease of use has a positive and significant effect on intention in using electronic money means that the greater perceived ease of use will increase intention in using electronic money. Based on the description above, the following hypothesis can be formulated.

H2: Perceived ease of use (X2) affects the intention to use inDriver application (Y).

c. Mobility affect the intention to use inDriver application

According to Liu and Tai (2016) mobility is a factor used to measure the extent to which a person feels that he or she receives usefulness in the context of time, space, and service access. Mobility is an important factor in measuring intention to use. Mobility can access services everywhere, on the move, and through wireless networks and various devices, such as laptops and cell phones (Mallat et al., 2006). So it can be concluded, if a person

feels that he or she receives mobility, the intention to use will continue to increase.

Several studies have been conducted on the effect of mobility on intention to use. Surachman (2013) found that mobility affected the intention to use mobile payment. Research conducted by Mallat et al. (2006) regarding, The Impact of Use Situation and Mobility on the Acceptance of Mobile Ticketing Services. The results of the research show that Use situation mediates the effect of mobility on consumer intention to use mobile ticketing services. Based on the description above, the following hypothesis can be formulated.

H3: Mobility (X3) affects the intention to use the inDriver application (Y).

d. Perceived Usefulness, Perceived Ease of Use, and Mobility Simultaneously Affects the Intention to Use inDriver application

Davis (1989) explains that based on the TAM theory, the intention to use is affected by the variables Perceived Usefulness and Perceived Ease Of Use. In addition, mobility also affects the intention to use (Surachman, 2013). So in this study, these three variables will affect the intention to use.

H4: Perceived Ease of use, Perceived Usefulness, and Mobility simultaneously affect the intention to use inDriver application (Y).

Based on the explanation above, the following is a picture of the formulation of the hypothesis in this study:

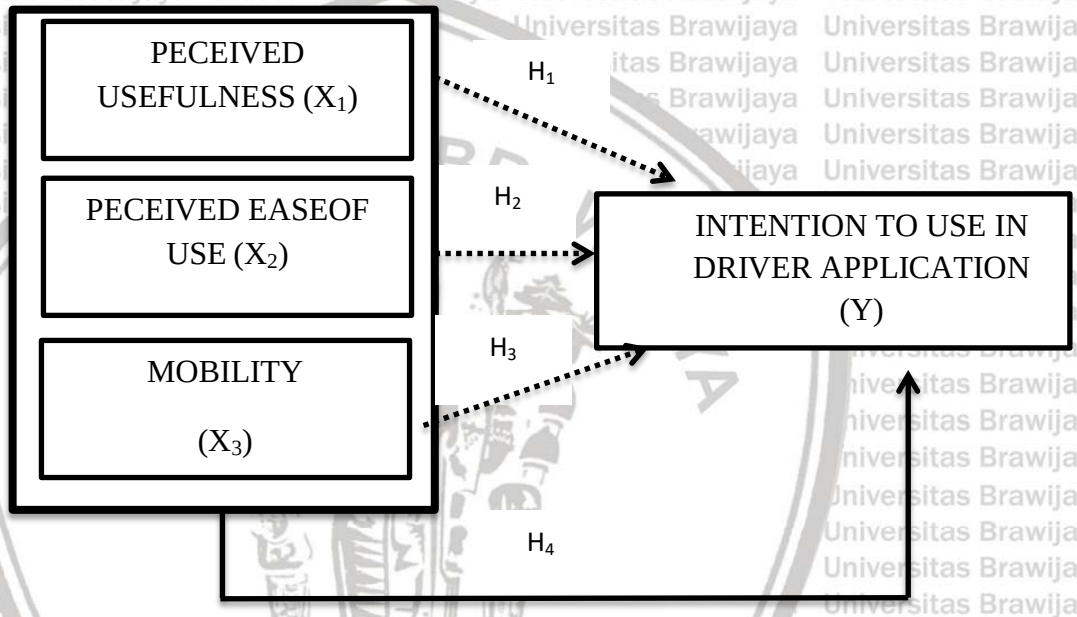

Figure 2.3 Hypothesis Model

Source: Processed by researchers, 2021

Information :

Dotted line = Partially

Straight-line = Simultaneously

CHAPTER III

RESEARCH METHODS

3.1 Types of research

This study uses quantitative research methods. Sugiyono (2013) states that the quantitative method is a process of finding knowledge that uses data in the form of numbers as a tool to analyze information about what we want to know. Quantitative research begins with a theory that is derived into a hypothesis and then generalized based on the results of the study so that it becomes a form that is easier to read and interpret. Quantitative research is an approach to test objective theories by examining the relationship between variables. These variables, in turn, can be measured, usually on an instrument, so that numbered data can be analyzed using statistical procedures. Quantitative methods involve the process of collecting, analyzing, interpreting, and writing the results of a study.

Based on the formulation of the problem and the objectives of this research, the type of research that is suitable for this research is explanatory research. In this study, it is necessary to develop a research hypothesis and test it because this study aims to find a causal relationship between the variables studied (Sugiyono, 2013).

3.2 Research location

The research location is a place that can provide the data needed by the author to get the actual data and picture (Abdillah, 2015). This research is located in the Faculty of Administrative Sciences, Brawijaya University, Malang. According to the Central Statistics Agency of Malang city, Brawijaya University has more students than other universities in Malang (Malang University and POLINEMA). The following is a list of the number of students at each university.

Table 3.1 Number of total Undergraduate Students

University Name	Number of total Undergraduate Students (2020)
UB	50359
UM	31666
POLINEMA	3606

Source: Data processed by researchers, 2021.

The majority of students are familiar with online transportation applications. According to Validnews.com (2018), online transportation users are generally 18 to 24 years old.

3.3 Variables dan Measurement

3.3.1 Variables

Theoretically, variables can be defined as attributes of a person or object, which has relation between one person and another or one object with another (Sugiyono, 2013). Variables can also be attributes of a particular field or scientific activity. For example, height, weight, attitude, motivation, leadership, work discipline, and others. Sugiyono (2013) states that the research variable is a value, objects or activities that have certain variations determined by researchers to be studied and then drawn conclusions.

The variables in this study consisted of the independent variable (X) and the dependent variable (Y). In this section, each of these variables will be explained as follows:

3.3.2 Operational Definition of Research Variables

a) Variabel Dependen (Y)

Sugiyono (2013) states that the dependent variable is often referred to as an output variable, criteria, consequences. The dependent variable is the variable that is affected, or which is the result, because of the independent variable. The dependent variable in this study is the intention to use the inDriver application.

b) Independent variable (X)

Sugiyono (2013) emphasizes that independent variables are often referred to as stimulus, predictor, and antecedent variables. The independent variable is a variable that affects or causes a change or emergence of the dependent variable. The independent variables in this study are:

1. **Perceived Usefulness (X1)**

   Perceived usefulness is the extent to which consumers believe that using inDriver will be of great benefit to them. This can be measured by several indicators, including making consumers faster to get the transportation they need, faster to deliver consumers to their destination, and save time for consumers.

2. **Perceived Ease of Use (X2)**

   Perceived Ease of use is the extent to which consumers believe that using inDriver will facilitate themselves in their daily mobility. In this study, the perception of comfort will be measured through several indicators; among others, consumers do not need to look for motorcycle taxis and make it easier for consumers to get the transportation they need.

3. Mobility (X3)

Mobility is a determinant used to measure the extent to which a person perceives usefulness in the context of time, space, and access to services.

Table 3.2 Definition of Operational Variables

No	Variable	Indicator	Questionnaire Items
1	Perceived Usefulness, Fred D. Davis (1989)	Effectiveness	Using inDriver will increase my effectiveness
		Useful	using InDriver is very useful in my daily life
		Work faster	Using inDriver will get my job done faster
		Make work easier	Using inDriver will make my job easier.
		Increase productivity	Using inDriver will increase my productivity.
		Increase performance	Using inDriver will increase my work performance.
2	Perceived Ease Of Use, Fred D. Davis (1989)	Easy to learn	Learning to operate inDriver will be easy for me.
		Under control	I find it easy to use inDriver to do what I want to do

		Clear and Understandable	My interactions with inDriver will be clear and understandable
		Flexible	using inDriver makes me flexible to interact with.
		Easy to master	It was easy for me to become good at using inDriver
3.	Mobility Liu, Tai(2016)	Whenever	I can use inDriver whenever I want
		independent of time	I believe inDriver is independent of time
		independent of place	I believe inDriver is independent of place
4.	Intention to use Dewi and Warmika (2016)	Intend to use	I intend to use inDriver
		I Will use it in the future	I will use inDriver at a later date

Source: Data processed by researchers, 2021.

3.3.3 Measurement

The Likert scale is a scale commonly used in questionnaires and is the most widely used scale in survey research. There are two forms of questions that use Likert, namely positive questions to measure positive interest and negative questions to measure negative interest. Positive

questions were given a score of 5 and 4, doubtful or neutral were given a score of 3, and the form of negative questions was given a score of 2 and 1. The answer form of the Likert scale consisted of strongly agree, agree, undecided, disagree, and strongly disagree. (Taluke, 2019).

Table 3.2 Likert Scale Values

NO	Code	Answers from Respondents	Score
1	SA	Strongly Agree	5
2	A	Agree	4
3	N	Neutral	3
4	D	Disagree	2
5	SD	Strongly Disagree	1

Source: Sugiyono (2013).

3.4 Population and Sample

3.4.1 Population

A population is an individual unit or subject in a certain area and time quality that will be observed or researched. The study population can be divided into a "limited" population and an "infinite" population. A finite population is a population in which the number of members of the population is known with certainty, while an infinite population is a population in which the number of members of the population cannot be known with certainty (Syafnidawaty. 2020). the population in this

study are active undergraduate students of FIA UB who know the inDriver application where the number of population members is unknown.

3.4.2 Sample

The research sample is part of the population that is used as a research subject as a "representative" of members of the population (Supriadi, 1993).

The sample used in this study were active students of S1 FIA UB who know the application in Driver. Calculation of the sample in the study using the formula Machin and Campbell (1987). (So) the calculation of the formula is as follows:

1) First stage iteration formula

$$Up' = \frac{1}{2} In \left(\frac{(1+p)}{(1-p)}\right)$$

$$N = \frac{Z1-a+z_{1-\beta^2}}{up'^2} + 3$$

2) Second and third stage iteration formula

$$Up = \frac{1}{2} In \left|\frac{(1+p)}{(1-p)}\right| + \frac{p}{2(n-1)}$$

$$U'p = \frac{1}{2} In \left(\frac{(1+p)}{(1-p)}\right)$$

$$n = \frac{Z1-a+z_{1-\beta^2}}{up\prime^2} + 3$$

$$Up' = \frac{1}{2} In \left(\frac{(1+p)}{(1-p)}\right)$$

$$n = \frac{(z_{1-a}+z_{1}-\beta)^2}{up\prime^2} + 3$$

Source: Machin and Campbell (1987)

Information:

Up: Standardized normal random variable that corresponds to a certain value of the correlation coefficient

pU'p: Initial estimate goes up

Z1-a: Constants obtained from the normal distribution table

Z1-b: Constants obtained from the normal distribution table

In: log-e

p: The smallest expected correlation coefficient can be detected significantly

a: Error type I, namely accepting the hypothesis that should be rejected (10%)

b: Error type II, namely rejecting the hypothesis that should be accepted (5%)

n: Sample size

Based on the consideration that the lowest value to be obtained through this research is p = 0.30, = 0.05 in the two-way test and b = 0.10 so that n (minimum) = 116 is obtained.

This study uses non-probability sampling, where researchers do not provide equal opportunities for each population to be selected as a sample. Purposive sampling technique was used in this study. According to Sugiyono (2013) the purposive sampling technique, also called judgment sampling, is a deliberate choice of a participant because of the qualities possessed by the participant. Respondent selection criteria are:

1. Active undergraduate students of FIA UB.

2. Students who know the inDriver application.

3.5 Data collection technique

The data used in this study was obtained by distributing online questionnaires to respondents using Google Forms services. Google Forms is a service provided by Google that allows you to easily and efficiently collect information, send surveys, and plan events connected to a spreadsheet. Filling out the questionnaire using the Google Forms service was chosen because it saves time, reaches more people, and increases the accuracy of the targeted sample. In addition, Google Forms can be accessed anywhere via gadgets, making it easier for respondents to fill out questionnaires. The researcher provided a questionnaire containing several structured questions that were

suitable for research purposes. These Google Forms users must first have a Google Mail Account to sign in. After the questionnaire is made, the next step is to distribute it to the respondents. This can be done by sending a questionnaire link that has been created through media such as email and social media in the form of a link in the link share column. The questionnaire that has been distributed can be seen from the results of the responses of respondents who have filled out the View Response Feature.

3.5.1 Data Type

The type of data used in this study is the type of quantitative data. Quantitative data is data that can usually be explained by numbers (Bungin, 2005). Quantitative data can be analyzed using statistical analysis, both inferential and non-inferential. The most prominent characteristic of quantitative data is that quantitative data can be calculated quantitatively (Bungin, 2005).

3.5.2 Data source

One of the stages in the research process is the data collection stage. According to Arikunto (2010: 172) data is a raw material that needs to be processed to produce information or information that shows facts. The source of the data referred to in the study is the subject from which the data can be obtained.

The sources used in this study are primary data. According to Arikunto (2010), the definition of primary data is, "Primary data is data

collected through the first party, usually through interviews, searches and others." This data was obtained from respondents' answers in a survey conducted by distributing online questionnaires to FIA UB students who know the inDriver app.

According to (Pujihastuti, 2010) the questionnaire is a primary data collection tool with a survey method to obtain respondents' opinions. Questionnaires can be distributed to respondents in a way sent directly by the researcher if the respondents are relatively close and the distribution is not too wide. Sending using email allows for low cost, wider coverage of respondents, and fast turnaround times. The first part of the questionnaire is socio-demographic questions as basic information of respondents such as name, age, gender, and generation. The second part of the questionnaire contains questions that have been registered to measure the research variables: perceived usefulness, perceived ease of use, mobility, social influence, and intention to use. This study uses a Likert scale ranging from one strongly disagree to five from strongly agree for the measurement scale.

3.6 Research Instrument Test

3.6.1 Validity test

The truth of data can be proven by several means of evidence. This evidence includes content validity, in construct terms, known as construct validity, and criteria, known as criterion validity. Criterion

validity focuses on comparing the instrument that has been developed with other instruments that are considered comparable to what will be assessed by the instrument that has been developed. These other instruments are referred to as criteria. The results of the test instruments and criteria are then connected to the correlation test. The following is a correlation formula to find the correlation coefficient of instrument test results with test criteria (Yusup, 2018).

The validity test is the essence of research truth. The validity of the questions is determined by correlating the score obtained by each question using the Pearson Product Moment (Rstats) correlation technique with the critical value with the formula:

$$r \text{ count} = \frac{n\,(\sum xy\,) - (\sum x)(\sum y)}{\sqrt{[n(\sum x^2) - (\sum x)2[n\sum y2 - (\sum y)^2}}$$

Information:

n = number of respondents

∑x = variable score

∑y = total score of variables

Sugiyono (2013) states that the item has a positive correlation with the criteria (total score) and a high correlation. This indicates that the item has high validity as well. The minimum requirement to be

considered eligible is if the correlation coefficient (r) > table and the significance are less than or equal to 0.05 (α 0.05).

3.6.2 Reliability Test

The reliability of the instrument can be tested with several reliability tests. Several instrument reliability tests that can be used include retest, equivalence, and internal consistency. Reliability testing with an internal consistency test was carried out by testing the instrument only once on the research subject (Yusup, 2018). Reliability testing uses the Cronbach Alpha formula to analyze measuring instruments from one measurement (Raharjo, 2019).

The formula used is: $r_{kk} = \binom{k}{k-1}\left(\frac{\sum \sigma_b^2}{\sigma_t^2}\right)$

Description:

r_{kk} = reliability coefficient

k = number of question items

$\sum \sigma_b^2$ = total variance per item

σ_t^2 = total variance

Where the criteria for a research instrument are said to be reliable if it has a Cronbach Alpha value bigger than or equal to 0.6.

3.7 Data Analysis Techniques

Singarimbun (2006) states that data analysis is a process of processing data into a simpler form and easier to implement. Based on the above understanding, it can be said that data analysis is the process of systematically compiling data obtained from interviews, notes, and documentation by organizing data into categories, describing it into units, synthesizing, compiling into patterns. It is also choosing what is important and to be studied and making conclusions so that they are easily understood by researchers and others.

3.7.1 Analysis Tools

The analytical tool used is Statistical Product and Service Solution (SPSS) SPSS Statistics 16. According to Janie (2012) the SPSS program is one of the most commonly used statistical processing programs in research that uses quantitative data. The reason the researcher uses SPSS as an analytical tool is that the processed results of SPSS are easy to read and easy to understand for both statistical and non-statistical people

3.7.2 Descriptive Statistical Analysis

Analysis Descriptive analysis is used to describe the characteristics of the respondent's research location followed by the frequency variable. The data that has been collected is then processed into a table for later discussion descriptively. Nazir (2003:23) states that the descriptive method is a method of examining a group of people or

objects, conditions, or systems of thought of an event in the present. Furthermore, Nazir (2003:23) concludes that the descriptive method is a research method to create a picture of a situation or event so that this method holds only the accumulation of basic data. Descriptive steps of the research method by providing numbers, both to respondents and in the percentage framework as outlined in diagrams or tables.

3.7.3 Inferential Statistical Analysis

3.7.3.1 Classical Assumption Test

1) **Normality Test**

The normality test aims to determine whether the confounding variables or residuals are normally distributed. According to Raharjo (2019), a statistical test that can be used to test residual normality is the non-parametric statistical test of the Kolmogorov-Smirnov (K-S) test. If the significance value 0.05, then the data is normally distributed.

2) **Multicollinearity Test**

Raharjo (2019) explains that multicollinearity is carried out with the aim of testing whether in the regression model there is a correlation between independent variables. The multicollinearity test can be determined using the tolerance value and the V.I.F value (variance inflation factor). On the basis of decision making, if the tolerance value > 0.10 or

V.I.F. value < 10, it can be concluded that there is no multicollinearity in the regression model.

3) Heteroscedasticity Test

According to Raharjo (2019) the heteroscedasticity test aims to test whether in a regression model there is an inequality of residual variance from one observation to another. The way to detect it is to see if there is a certain pattern on the Scatterplot graph between SRESID and ZPRED, where the Y-axis is the Y prediction, and the X-axis is the residual (actual Y - Y prediction) that has been studied.

While the basis for the analysis of the heteroscedasticity test is (Raharjo, 2019):

a. If there is a certain pattern, such as the dots forming a certain regular pattern (wavy, melting, then narrowing), it indicates that heteroscedasticity has occurred.

b. If there is no clear pattern and the points spread above and below the number 0 on the Y axis, then there is no heteroscedasticity.

One way to detect if there is heteroscedasticity in the regression model is to perform the glejser test. The basis for making heteroscedasticity test decisions are:

1. If the value of sig. > 0.05, then the conclusion is that there is no heteroscedasticity symptom.
2. If the value of sig. <0.05, then the conclusion is that heteroscedasticity occurs in the regression model.

3.7.3.2 Multiple Linear Regression Analysis

According to Arikunto (2010) multiple regression analysis is an analysis of the relationship between one dependent variable and two or more independent variables. To determine the effect of independent variables on the dependent variable, multiple linear regression analysis models were used with the following equation model:

$$Y = b_0 + b1X_1 + b2X_2 + b3X_3 + e$$

Information:

Y = Intention to use

b_0 = Constanta

b1-b3 = Coefficient

X_1 = Perceived Ease of use

X_2 = Perceived usefulness

X_3 = Mobility

e = Error

3.8 Hypothesis Testing

Hypothesis testing in this study was carried out using the R2 coefficient test, f test, and t-test. This test was conducted to determine the effect of the independent variable on the dependent variable.

1) Coefficient of Determination Test (R^2)

According to Raharjo (2019), the R coefficient is a correlation coefficient that emphasizes the close linear relationship between two variables. The value can be negative and positive. The term coefficient test was conducted to explain the proportion of variation in the dependent variable (Y), which was explained clearly by the independent variables (more than one variable) together.

2) F Test (Simultaneous Test)

Raharjo (2019) states that the simultaneous test is used to see whether a model produced can generally be used. This test is carried out by looking at the effect of the independent variable (X) on the dependent variable (Y), the F test formula is used (Sugiyono, 2013), namely:

$$F = \frac{R^2/k}{(1-R)^2/(n-k-1)}$$

Information:

F = F Stats

R^2 = coefficient of multiple linear correlations

N = Number of data/samples

K = number of independent variables

If the value of the F count is greater than the F table with a significance value of less than 0.05, then all independent variables jointly significantly affect the dependent variable.

3) T-test (Partial Test)

Raharjo (2019) asserts that after conducting simultaneous testing or testing the model as a whole, the next step is to carry out the model testing process, which is carried out by t-test. A partial regression test was used to determine the effect of the independent variable (X) on the dependent variable (Y).

Decision-making criteria:

This test is done by comparing t-count with t-table or looking at the level of significance. For a significance level of 5%. If the significance value is <0.05 or t-count > t-table, then there is an influence between the independent variable and the dependent variable (Raharjo, 2019).

CHAPTER IV
RESULT AND DISCUSSION

4.1 General Description of Object Research

Faculty of Administrative Sciences is one of the faculties of Universitas Brawijaya (UB), which is domiciled in Malang City, East Java, and was established on January 5, 1963. The history of the establishment of FIA UB begins with the opening of the Faculty of Business Administration (FAN) which was established in September 15, 1960 was the embryo of the Faculty of Administrative Sciences. The leader of FAN at that time was Drs. Soejekti Djajadiatma as the Dean and Drs. Suparni Pamudji as Secretary. Both are lecturers at the Malang Academy of Internal Administration (APDN). FIA UB has two majors in the Bachelor of Administration (S1) program level, namely the Department of Business Administration and the Department of Public Administration. In addition to the Bachelor of Administration (S1) program, FIA UB also has two other levels of education, namely the Master of Administration (S2) program and the Doctoral Program of Administrative Sciences (S3).

4.1.1 Vision

Becoming an Educational and Administrative Science Development Institution of International Reputation and High Quality Based on Entrepreneurial Governance Values in 2025.

4.1.2 Mission

1. Organizing International Standard Administrative Science Education to Produce Qualified and Professional Graduates with Entrepreneurship Spirit, Character and High Morals.
2. Pioneering the Development and Dissemination of Administrative Sciences that Contribute to National Development; and.
3. Realizing Dynamic and Adaptive Good and Smart Faculty Governance through Institutional Capacity Development.

4.2 Data Presentation

4.2.1 General description of respondent

The respondents used in this study were active undergraduate students of FIA UB who knew about the inDriver application. This research was conducted on 116 respondents, consisting of active FIA UB students consisting of the 2017 to 2020 batches. The general description of respondents describes the characteristics of respondents based on gender, age, number, type of business and uses the inDriver application and does not use the inDriver application. The following is an explanation of each respondent's general description.

a. Based on Gender

Based on the results of the research conducted, the number of respondents by gender can be seen in Table 4.1 below.

Table 4.1 Respondents by Gender

No	Gender	Number of Respondent	Percentage (%)
1	Male	29	25
2	Female	87	75
Total		116	100

Source: Data processed by researcher, 2021.

Based on table 4.1, it is known that 87 respondents with a percentage of 75% came from the female gender and 29 respondents with a percentage of 25% came from respondents with the male gender. This is because the number of respondents used in this study was dominated by female respondents.

b. Based on Age

Based on the results of the research conducted, the number of respondents based on age can be seen in Table 4.2 below.

Table 4.2 respondents based on age

No	Age	Number of Respondent	Percentage (%)
1	18	26	22,41
2	19	42	36,20
3	20	32	27,58
4	21-22	16	13,79
Total		116	100

Source: Data processed by researcher, 2021.

Based on table 4.2, it is known that respondents at the age of 19 years were the largest respondents, with 42 people or 36.20% of the total respondents. Respondents at the age of 18 years amounted to 26 people or 22.41%, respondents at the age of 20 years were 30 people or 27.58%, and respondents at the age of 21 years and over were 16 people or 13.79% of the total respondents.

c. Based on Batch

Based on the results of the research conducted, the number of respondents based on batch can be seen in Table 4.3 below.

Table 4.3 Respondents based of Batch

No	Batch	Number of Respondent	Percentage (%)
1	2017	1	0,86
2	2018	13	11,20
3	2019	26	22,41
4	2020	76	65,51
Total		116	100

Source: Data processed by researcher, 2021.

Based on table 4.3, it is known that 76 respondents with a percentage of 65.51% came from the batch of 2020, 26 respondents with a percentage of 22.41% from the batch of 2019, 13 respondents with a percentage of 11.20% from the batch of 2018 and 1 respondent with a percentage of 0.86% from the batch of 2017.

d. Based on Using inDriver and Not Using inDriver

Based on the results of research conducted, the number of respondents based on using inDriver and not using inDriver can be seen in Table 4.4 below.

Table 4.4 Respondents Based on Using inDriver and Not Using inDriver

No	Using inDriver and Not Using inDriver	Number of Respondent	Percentage (%)
1	Yes	91	78,44
2	No	25	21,55
Total		116	100

Source: Data processed by researcher, 2021.

Based on table 4.4, it is known that 91 respondents with a percentage of 78.44% are FIA UB students who use inDriver and 25 respondents with a percentage of 21.1 are FIA UB students who do not use inDriver.

4.2.2 Research Instrument Test Results

4.2.2.1 Validity Test Results

The validity test is used to see whether or not each instrument is valid in the perceived usefulness, perceived ease of use, mobility and intention to use inDriver variables. The researcher uses the Pearson Product Moment correlation technique, where the instrument is considered valid if the correlation coefficient (r) > 0.195 and the significance is less than or equal to 0.05 (α 0.05). The

results of the validity test on the test for each variable are as follows:

Table 4.5 Validity Test of Perceived Usefulness Variable (X_1)

Item	R_{count}	R_{table}	Information
$X_{1.1}$	0.834	0.176	Valid
$X_{1.2}$	0,841	0.176	Valid
$X_{1.3}$	0.852	0.176	Valid
$X_{1.4}$	0.887	0.176	Valid
$X_{1.5}$	0.879	0.176	Valid
$X_{1.6}$	0.862	0.176	Valid

Source: Data processed by researcher, 2021.

From Table 4.5, it can be concluded that all Perceived Usefulness variable instruments are valid because it is proven that the coefficient value is higher than the table value at a significance level of 5%. As for knowing the validity test of the Perceived Ease Of Use variable, see Table 4.6.

Table 4.6 Validity Test of Perceived Ease Of Use Variable (X_2)

Item	R_{count}	R_{table}	Information
$X_{2.1}$	0.858	0.176	Valid
$X_{2.2}$	0.860	0.176	Valid
$X_{2.3}$	0.865	0.176	Valid
$X_{2.4}$	0.876	0.176	Valid
$X_{2.5}$	0.853	0.176	Valid
$X_{2.6}$	0.838	0.176	Valid

Source: Data processed by researcher, 2021.

From Table 4.6, it can be concluded that all instruments of the Perceived Ease Of Use variable are valid because it is proven that the coefficient value is higher than the table value at a significance level of 5%. As for knowing the validity of the mobility variable, it can be seen in Table 4.7.

Table 4.7 Validity Test of Mobility Variables (X_3)

Item	R_{count}	R_{table}	Information
$X_{3.1}$	0.879	0.176	Valid
$X_{3.2}$	0.886	0.176	Valid
$X_{3.3}$	0.812	0.176	Valid

Source: Data processed by researcher, 2021.

From Table 4.7, it can be concluded that all Mobility variable instruments are valid because it is proven that the coefficient value is higher than the table value at a significance level of 5%, as for knowing the validity test of the intention to use variable, can be seen in Table 4.8.

Table 4.8 Validity Test of the Intention to Use Variable (Y)

Item	R_{count}	R_{table}	Information
$Y_{1.1}$	0.929	0.176	Valid
$Y_{1.2}$	0.926	0.176	Valid

Source: Data processed by researcher, 2021.

From Table 4.8, it can be concluded that all instruments of the intention to use variables are valid because it is proven that the coefficient value is greater than the table value at a significance level of 5%.

4.2.2.2 Reliability Test Results

The reliability test is useful for knowing the coefficient value of the respondent's answers to an instrument in the questionnaire. An instrument is said to be reliable if Cronbach's Alpha has a reliability coefficient of more than 0.06 (α 0.06). The results of the reliability test can be seen in Table 4.9 below:

Table 4.9 Reliability Test

Item	Reliability Coefficient	Information
Perceived Usefulness	0.928	Reliable
Perceived Ease Of Use	0.927	Reliable
Mobility	0.821	Reliable
Intention To Use	0.907	Reliable

Source: Data processed by researcher, 2021.

Based on the results of the reliability test, it can be said that all the variables used in this study are reliable. This is because the coefficient of Cronbach's Alpha is above 0.6.

4.2.3 Descriptive Statistical Analysis

4.2.3.1 Frequency Distribution of Perceived Usefulness Variable Answers (X_1)

The Perceived Usefulness variable has 6 (six) statement items submitted to respondents. The results of the respondent's answers can be seen in Table 4.10 below:

Table 4.10 Frequency Distribution of Perceived Usefulness Variable Answers

Item	STS		TS		N		S		SS		Mean
	F	%	F	%	f	%	f	%	F	%	
$X_{1.1}$	0	0.0%	1	0.9%	11	9.5%	71	61.2%	33	28.4%	4.17
$X_{1.2}$	0	0.0%	3	2.6%	17	17.0%	70	60.3%	26	22.4%	4.03
$X_{1.3}$	0	0.0%	3	2.6%	24	20.7%	60	51.7%	29	25.0%	3.99
$X_{1.4}$	0	0.0%	1	0.9%	19	16.4%	72	62.1%	24	20.7%	4.03
$X_{1.5}$	0	0.0%	3	2.6%	20	17.2%	64	55.2%	29	25.0%	4.03
$X_{1.6}$	0	0.0%	2	1.7%	21	18.1%	66	56.9%	27	23.3%	4.02
Mean Variable											**4.04**

Source: Data processed by researcher, 2021.

Information :

1. Using inDriver in my work will allow me to complete tasks faster ($X1._1$).
2. Using inDriver will improve my work performance. ($X1._2$).
3. Using inDriver in my work will increase my productivity. ($X1._3$).
4. Using inDriver will increase my effectiveness at work ($X1._4$).
5. Using inDriver will make my job easier ($X1._5$).
6. I find that inDriver useful in my work ($X_{1.6}$).

Table 4.10 above is an interpretation of the perceived usefulness variable. Perceived usefulness has 6 (six) statements submitted to respondents.

Item $X_{1.1}$ shows that respondents stated "agree" as many as 71 answers, as many as 33 answers stated "strongly agree," as many as 11 answers stated "neutral," and as many as 1 answer stated "disagree." The average for this $X_{1.1}$ item is 4.17. This shows that respondents agree that inDriver can complete respondents' tasks faster.

Item $X_{1.2}$ shows that respondents stated "agree" as many as 70 answers, as many as 26 answers stated "strongly agree," as many as 17 answers stated "neutral," and as many as 3 answers stated "disagree." The average for this $X_{1.2}$ item is 4.03. This shows that respondents agree that inDriver can improve the respondent's job performance.

Item $X_{1.3}$ shows that respondents stated "agree" as many as 60 answers, as many as 29 answers stated "strongly agree," as many as 24 answers stated "neutral," and as many as 3 answers stated "disagree." The average for this $X_{1.3}$ item is 3.09. This shows that respondents agree that inDriver can increase respondents' productivity at work.

Item $X_{1.4}$ shows that respondents stated "agree" as many as 72 answers, as many as 24 answers stated "strongly agree," as many as

19 answers stated "neutral," and as many as 1 answer stated "disagree." The average for this $X_{1.4}$ item is 4.03. This shows that the respondents agree that inDriver can increase the respondent's effectiveness at work.

Item X1.5 shows that respondents stated "agree" as many as 64 answers, as many as 29 answers stated "strongly agree," as many as 20 answers stated "neutral," and as many as 3 answers stated "disagree." The average for this X1.5 item is 4.03. This shows that respondents agree that inDriver can make the respondent's job easier. Item $X_{1.6}$ shows that respondents stated "agree" as many as 66 answers, as many as 27 answers stated "strongly agree," as many as 21 answers stated "neutral," and as many as 2 answers stated "disagree." The average for this $X_{1.6}$ item is 4.02. This shows that the respondents agree that inDriver is useful in the respondent's work.

4.2.3.2 Frequency Distribution of Perceived Ease Of Use Variable Answers (X_2)

The Perceived Ease Of Use variable has 6 (six) statement items submitted to respondents. The results of the respondents' answers can be seen in Table 4.11 below:

Table 4.11 Variable Frequency Distribution of Perceived Ease Of Use

Item	STS		TS		N		S		SS		Mean
	F	%	F	%	F	%	F	%	F	%	
$X_{2.1}$	0	0.0%	0	0%	18	15.5%	68	58.6%	30	25.9%	4.10
$X_{2.2}$	0	0.0%	2	1.7%	21	18.1%	71	61.2%	22	19.0%	3.97
$X_{2.3}$	0	0.0%	1	0.9%	21	18.1%	67	57.8%	27	23.3%	4.03
$X_{2.4}$	0	0.0%	0	0%	17	14.7%	73	62.9%	26	22.4%	4.08
$X_{2.5}$	0	0.0%	4	3.4%	25	21.6%	63	54.3%	24	20.7%	3.92
$X_{2.6}$	0	0.0%	1	0.9%	14	12.1%	68	58.6%	33	28.4%	4.15
Mean Variable											**4.04**

Source: Data processed by researcher, 2021.

Information :

1. Learning to operate inDriver is easy for me. ($X2._1$).
2. I find it easy to make inDriver do what I want. ($X2._2$).
3. My interaction with inDriver is clear and understandable. ($X2._3$).
4. I find it flexible to interact with inDriver. ($X2._4$).
5. It is easy for me to become an expert in using inDriver ($X2._5$).
6. Easy to use inDriver is. ($X2._6$).

Table 4.11 above is an interpretation of the business expectation variable, where Perceived Ease Of Use has 6 (six) statements submitted to respondents.

Item $X_{2.1}$ shows that respondents stated "agree" as many as 68 answers, as many as 30 answers stated "strongly agree," as many as

18 answers stated "neutral." The average for this $X_{2.1}$ item is 4.10. This shows that learning to operate inDriver is easy for respondents.

Item $X_{2.2}$ shows that respondents stated "agree" as many as 71 answers, as many as 21 answers stated "neutral," as many as 22 answers stated "strongly agree," and as many as 2 answers stated "disagree." The average for this $X_{2.2}$ item is 3.97. This shows that it is easy to make inDriver do what the respondent wants.

Item $X_{2.3}$ shows that respondents stated "agree" as many as 67 answers, as many as 21 answers stated "neutral," as many as 27 answers stated "strongly agree," and as many as 1 answer stated "disagree." The average for this $X_{2.3}$ item is 4.03. This shows that the respondent's interaction with inDriver is clear and understandable.

Item $X_{2.4}$ shows that respondents stated "neutral" as many as 17 answers, as many as 73 answers stated "agree," as many as 26 answers stated "strongly agree." The average for this $X_{2.4}$ item is 4.08. This shows that respondents agree that they feel flexible to interact with inDriver.

Item $X_{2.5}$ shows that respondents stated "agree" as many as 63 answers, as many as 24 answers stated "strongly agree," as many as 25 answers stated "neutral," and as many as 4 answers stated "disagree." The average for this $X_{2.5}$ item is 3.92. This shows that

respondents agree that it is easy to become an expert in using inDriver

Item $X_{2.6}$ shows that respondents stated "agree" as many as 68 answers, as many as 33 answers stated "strongly agree," as many as 14 answers stated "neutral," and as many as 1 answer stated "disagree." The average for this X_2 item is 4.15. This shows that respondents agree that inDriver is easy to use.

4.2.3.3 Frequency Distribution of Variables Mobility's answer (X_3)

The Mobility variable has 3 (three) statement items submitted to the respondent. The results of the respondents' answers can be seen in Table 4.12 below:

Table 4.12 Frequency Distribution of Mobility Variable

Item	STS		TS		N		S		SS		Mean
	F	%	F	%	F	%	F	%	f	%	
$X_{3.1}$	0	0%	0	0%	20	17.2%	72	62.1%	24	20.7%	4.03
$X_{3.2}$	1	0.9%	2	1.7%	19	16.4%	71	61.2%	23	19.8%	3.97
$X_{3.3}$	0	0%	1	0.9%	15	12.9%	72	62.1%	28	24.1%	4.09
Mean Variable											**4.03**

Source: Data processed by researcher, 2021.

Information :

1. I believe that inDriver is independent of time (X3.1).
2. I believe inDriver does not depend on the place (X3.2).
3. I can use inDriver whenever I want (X3.3).

Table 4.12 above is an interpretation of the Mobility variable, where Mobility has 3 (three) statements submitted to respondents.

Item $X_{3.1}$ shows that respondents stated "agree" as many as 72 answers, as many as 20 answers stated "neutral," and as many as 24 answers stated "strongly agree." The average for this $X_{3.1}$ item is 4.03. This shows that respondents agree that inDriver does not depend on time.

Item $X_{3.2}$ shows that respondents stated "agree" as many as 71 answers, as many as 19 answers stated "neutral," as many as 23 answers stated "strongly agree," as many as 2 answers stated "disagree" and as many as 1 answer stated "strongly disagree." The average for this $X_{3.2}$ item is 3.97. This shows that respondents agree that inDriver does not depend on the place.

Item $X_{3.3}$ shows that respondents stated "agree" as many as 72 answers, as many as 28 answers stated "strongly agree," as many as 15 answers stated "neutral," and as many as 1 answer stated "disagree." The average for this $X_{3.3}$ item is 4.09. This shows that respondents agree that respondents can use inDriver whenever they want.

4.2.3.4 Frequency Distribution of Variable Intention To Use Answers (Y)

The intention to use variable has 2 (two) statement items submitted to the respondents. The results of the respondents' answers can be seen in Table 4.13 below:

Table 4.13 Frequency Distribution of Intention to Use Variables

Item	STS		TS		N		S		SS		Mean
	F	%	f	%	f	%	F	%	f	%	
$Y_{1.1}$	0	0.0%	1	0.9%	17	14.7%	69	59.5%	29	25.0%	4.09
$Y_{1.2}$	0	0.0%	1	0.9%	14	12.1%	70	60.3%	31	26.7%	4.13
Mean Variable											**4.11**

Source: Data processed by researchers, 2021.

Information :

1. I intend to use inDriver ($Y_{1.1}$).
2. In the future, I will probably use inDriver. ($Y_{1.2}$).

Table 4.13 above is an interpretation of the intention to use variable, where the intention to use has 2 (two) statements submitted to the respondent.

Item $Y_{1.1}$ shows that respondents stated "agree" as many as 69 answers, as many as 29 answers stated "strongly agree," as many as 17 answers stated "neutral," and as many as 1 answer stated "disagree." The average for this $Y_{1.1}$ item is 4.09. This shows that

respondents agree that they have the intention to use the inDriver application.

Item $Y_{1.2}$ showed that respondents stated "agree" as many as 70 answers, 31 answers stated "strongly agree," as many as 14 answers stated "neutral," and as many as 1 answer stated "disagree." The average for this $Y_{1.2}$ item is 4.13. This shows that respondents agree to use the inDriver application in the future.

4.2.4 Inferential Statistical Analysis

4.2.4.1 Classical Assumption Test Results

These classical assumptions must be tested to meet the use of multiple linear regression, which includes normality test, multicollinearity test and heteroscedasticity test. This study did not use the autocorrelation test with the consideration that this study did not use time series data. The results of the classical assumption test can be described as follows:

4.2.4.1.1 Normality Test Result

The normality test in this study aims to determine whether the distribution of the data can be said to be normal or not by using the Kolmogorov-Smirnov test. If the significance value > 0.05, then the data is said to be normally distributed.

Figure 4.1 Data Normality Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		116
Normal Parameters[a]	Mean	.0000000
	Std. Deviation	.72339218
Most Extreme Differences	Absolute	.110
	Positive	.110
	Negative	-.095
Kolmogorov-Smirnov Z		1.180
Asymp. Sig. (2-tailed)		.123

a. Test distribution is Normal.

Based on Figure 4.1, it is known that the value listed in Asymp. Sig (2-tailed) is 0.123. This figure shows that the significance value is > from 0.05. This means that the data in this study can be said to be normally distributed or have met the normality test.

4.2.4.1.2 Multicollinearity Test Results

The multicollinearity test was used to test whether the regression model used found a correlation between the independent variables. Multicollinearity test can be tested using Tolerance and Variance Inflation Factor (VIF). If the tolerance value is > 0.1 or the VIF value is < 10, then there is no multicollinearity.

Table 4.14 Multicollinearity Test

Coefficients[a]			
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Perceived Usefulness	.267	3.749
	Perceived Ease Of Use	.277	3.607
	Mobility	.329	3.037

a. Dependent Variable: Intention To Use

Source: Output SPSS 16, 2021.

Based on the results of calculations using SPSS version 16.0 software, it is known that the tolerance value of the perceived usefulness variable is 0.267, the perceived usefulness variable is 0.277, and the mobility variable is 0.329. The VIF results from the perceived usefulness variable are 3,749, the perceived ease of use variable is 3,607, and the mobility variable is 3,037. The tolerance value of all variables > 0.1 or VIF value < 10, then the data in this study does not occur multicollinearity.

4.2.4.1.3 Heteroscedasticity Test Results

The heteroscedasticity test aims to determine whether in the regression model there is an inequality in the value of the residual deviation due to the size of the value of one of the independent variables. One of the requirements that must be met in a good regression model is that there is no heteroscedasticity.

Table 4.15 Heteroscedasticity Test (Glejser)

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.203	.334		3.598	.000
	X1	.027	.024	.200	1.120	.265
	X2	-.033	.024	-.236	-1.345	.181
	X3	-.042	.045	-.151	-.943	.348

a. Dependent Variable: ABS_RES

Source: Output SPSS 16, 2021.

Based on Table 4.15, it can be seen that the data in this study did not occur heteroscedasticity. The Glejser test shows the significance value (Sig.) for the Perceived usefulness (X1) variable is 0.265. Meanwhile, the significance value (Sig.) for the Perceived ease of use variable is 0.181. And the significance value (Sig.) for the mobility variable is 0.348. Because the significance value of the three variables above is higher than 0.05, according to the basis of decision making in the Glejser test, it can be concluded that there is no symptom of heteroscedasticity in the regression model.

4.2.4.2 Multiple Regression Analysis Test Results

Multiple regression analysis was used to measure the influence of the independent variables, namely Perceived Usefulness (X1), Perceived Ease Of Use (X2) and Mobility (X3) on the dependent

variable, namely Intention to Use (Y). The regression model obtained using SPSS 16 software is presented in Table 4.16.

Table 4.16 Multiple Regression

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,354	0,524		2,583	0,011
	Perceived Usefulness	0,160	0,037	0,474	4,301	0,000
	Perceived Ease of Use	0,149	0,038	0,425	3,927	0,000
	Mobility	-0,54	0,070	-0,076	-0,765	0,446

a. Dependent Variable: Intention To Use

Sumber: Output SPSS 16, 2021.

Based on Table 4.16, the multiple linear regression equation is obtained as follows.

$Y = 1{,}354+0{,}160\ X_1+0{,}149\ X_2- 0{,}54\ X_3$

The results of the regression equation above are interpreted as follows:

a. The constant of 1.354 states that if the independent variable is considered constant or does not increase, then the value of intention to use the InDriver application is 1.354.
b. The regression coefficient of Perceived Usefulness (X_1) of 0.160 states that every increase in the Perceived Usefulness variable increases by one unit, the intention to use the inDriver application has increased by 0.160. The direction of the regression coefficient is positive means that the Perceived

Usefulness variable has a positive influence. The higher Perceived Usefulness from the inDriver application users, the more the intention to use the inDriver application will be.

c. The regression coefficient of Perceived Ease Of Use (X_2) of 0.149 states that each increase in the Perceived Ease Of Use variable increases by one unit, the intention to use the inDriver application has increased by 0.149. The direction of the regression coefficient is positive means that the Perceived Ease Of Use variable has a positive influence. The higher the Perceived Ease Of Use from the inDriver application users, the more the intention to use the inDriver application will be.

d. The Mobility regression coefficient (X3) is -0.54, which means that every increase in the Mobility variable increases by one unit, the intention to use the inDriver application increases by -0.54. The direction of the regression coefficient is negative means that the Mobility variable has a negative effect. The higher mobility expectations from the inDriver application users, the lower the intention to use the inDriver application.

4.2.4.3 Hypothesis Test Results

4.2.4.3.1 Coefficient of Determination Test Results (R^2)

Coefficient determination (R^2) is used to calculate the size of the influence or the contribution of the independent variable dependent on variables. Coefficient

analysis of determination known of the value of R square. Testing shows of determination by the use of SPSS 16 can be seen in table 4.17.

Table 4.17 Test Coefficient of Determination

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,798[a]	0,637	0,627	0,73302

a. Predictors: (Constant), Mobility, Perceived Ease Of Use, Perceived Usefulness

b. Dependent Variable: Intention To Use

Source: Output SPSS 16, 2021.

Based on Table 4.17, the results of the determination test obtained an R^2 value of 0.637, so it can be concluded that Perceived Usefulness (X1), Perceived Ease Of Use, and Mobility affect the intention to use the inDriver application by 63.7%. Meanwhile, the rest (36.3%) is influenced by other variables outside this research.

4.2.4.3.2 Simultaneous Regression Coefficient Test Results (Test F)

The F test aims to determine how the effect of all independent variables in research together on the dependent variable. The F test is seen from the significance value < 0.05 and seen from the Fcount > Ftable, the results are said to be significant. The Ftable formula is = (k ; n – k) = (3 ; 116 – 3) = (3 ; 113) = 2.68. The results of the F test can be seen in Table 4.18.

Table 4.18 Uji F

ANOVA[b]						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	105.433	3	35.144	65.408	,000[a]
	Residual	60.179	112	.537		
	Total	165.612	115			
a. Predictors: (Constant), Mobilitas, Perceived Ease Of Use, Perceived Usefulness						
b. Dependent Variable: Intention to Use						

Source: Output SPSS 16, 2021.

Table 4.18 obtained a significance value of 0.00 <0.05 and Fcount 65.408 > Ftable 2.68. It can be concluded that hypothesis 4 is accepted, where Perceived Usefulness, Perceived Ease Of Use and Mobility together have a significant effect on the intention to use the inDriver application.

4.2.4.3.3 Partial Significance Test Results (T-test)

T-test is needed to find out that the independent variable partially has a significant effect on the dependent variable. Decision-making in the t-test is based on a significance level of 5% or 0.05 and is seen from the t table value. The t table formula is (α/2 ; n-k-1) = (0.05/2 ; 116-3-1) = (0.025; 112) and the t table is 1.983.

Table 4.19 T Test

Variable	Coeficent Regresion Beta	T	Sig.	Information.
X_1	0,160	4,301	0,000	H1 accepted
X_2	0,149	3,927	0,000	H2 accepted
X_3	-0,54	-765	0,446	H3 rejected

Source: Primary Data, Processed by Researcher 2021.

Based on Table 4.19 above, it can be interpreted that the results of partial hypothesis testing are as follows::

1. Perceived Usefulness (X_1) produces at a count value of 4.301 > t table 1.983 and a significance value of 0.000 <0.05, so it can be concluded that hypothesis 1 is accepted, where Perceived Usefulness (X_1) has a significant effect on Intention to Use the inDriver application (Y).
2. Perceived Ease Of Use (X_2) produces at count value of 3.927> t table 1.983 and a significance value of 0.000 <0.05, so it can be concluded that hypothesis 2 is accepted, where Perceived Ease Of Use (X_2) has a significant effect on Intention to Use inDriver (Y).
3. Mobility (X_3) produces at count value of -765 < t table 1.988 and a significance value of 0.446 > 0.05, so it can be concluded that hypothesis 3 is rejected,

where Mobility (X_3) has no significant effect on Intention to Use the inDriver application (Y).

4.3 Discussion

Based on the explanation above, perceived usefulness and perceived ease of use are variables that affect the intention to use the inDriver application, while the mobility variable has no effect on the intention to use the inDriver application. The results of this study support the TAM theory according to Davis (1989), which states that intention to use is influenced by perceived usefulness variables and perceived ease of use variables. Therefore, the developer must maintain the usefulness and ease of use of the inDriver application.

4.3.1 The Effect of Perceived Usefulness on Intention to Use the inDriver application

Based on the results of the multiple linear regression test above, it can be concluded that hypothesis 1 is accepted, and there is a positive and significant relationship between perceived usefulness and intention to use, which can be interpreted, the better perceived usefulness, the higher intention to use on inDriver application. Perceived usefulness has an influence on the intention to use the inDriver application, it can be seen in the frequency distribution table, most respondents gave agree and strongly agree answers. Respondents agree that they feel usefulness when using the inDriver application. This supports the research conducted by Pratama and Suputra (2019). The results show that

perceived usefulness has a positive effect on interest in using electronic money. Furthermore, research conducted by Dewi, Warmika (2016) has results that perceived usefulness has a positive and significant influence on intentions to use Mobile Commerce in Denpasar City. The existence of a significant relationship between perceived usefulness and intention to use is also supported by research by Ningsih et al. (2021) that perceived usefulness has a positive and significant effect on intentions to use QRIS-based electronic money in UPI Y.A.I students, Jakarta.

4.3.2 The Effect of Perceived Ease Of Use on Intention to Use the inDriver application

Based on the results of the multiple linear regression test above, it can be concluded that hypothesis 2 is accepted, and there is a positive and significant relationship between perceived ease of use and intention to use, which can be interpreted, the better perceived ease of use, the higher intention to use on inDriver application. Perceived ease of use has an influence on the intention to use the inDriver application, this can be seen in the frequency distribution table, most respondents gave answers agree and strongly agree. Respondents agreed that they felt ease of use when using the inDriver application. This supports the research conducted by Fagan et al. (2008). The results show that perceived usefulness is positively related to the intention to use. The research results from Hamid et al. (2016) also show a significant

relationship between perceived ease of use and intentions to use E-Government.

4.3.3 The Effect of Mobility on Intention To Use The inDriver Application

Based on the results of the multiple linear regression test above, hypothesis 3 is rejected where there is no influence of the mobility variable on the intention to use. This supports research conducted by Kim et al. (2010), which shows that mobility does not have a direct effect on intention to use. It can be seen in the frequency distribution table that this may occur because some respondents gave neutral or disagreed answers. Respondents think that when using the inDriver application, it must be used at certain hours and cannot be used anywhere, especially in areas that do not cover the internet network.

4.3.4 The effect of perceived usefulness, perceived ease of use and mobility simultaneously on the intention to use the inDriver application

Based on the results of the F test above, hypothesis 4 is accepted where the variables perceived usefulness, perceived ease of use, and mobility have a simultaneous effect on the intention to use the inDriver application. In other words, the regression model used in this study can be used to predict or predict the relationship between the independent and dependent variables.

CHAPTER V
CLOSING

5.1 CONCLUSION

This study aims to determine the variables that affect the intention to use the inDriver application. In this study, several variables used were perceived usefulness, perceived ease of use and mobility. The following are the conclusions obtained based on data analysis, research results and discussion.

The Perceived Usefulness variable partially has a positive and significant effect on the Intention to Use the inDriver application. This is because respondents believe that the inDriver application can improve the performance and effectiveness of respondents in their activities.

The Perceived Ease Of Use variable partially has a positive and significant effect on the Intention to Use the inDriver application. This is because respondents believe that the inDriver application can provide ease of use for respondents in their activities.

The Mobility variable partially has no effect on Intention to Use the inDriver application. Respondents assume that mobility is not an important factor in deciding to use the application.

Variables Perceived Usefulness, Perceived Ease Of Use, and Mobility simultaneously have a significant effect on Intention to Use the inDriver application. This shows that the regression model contained in this study can be used for prediction and the results of this study support the TAM theory,

where the perceived usefulness variable and the perceived ease of use variable affect the intention to use (Davis, 1989).

5.2 RECOMMENDATION

Based on the conclusions above, it can be stated several suggestions that are expected to be beneficial for the company and for other parties. The suggestions given include:

5.2.1 For inDriver application developers

The results showed that perceived usefulness and perceived ease of use had a significant influence. Therefore, the inDriver application developer needs to pay attention to these two factors where the developer needs to maintain the usefulness and ease of use factor of the inDriver application.

5.2.2 For Further Researchers

Future research is expected to be able to develop the topic of this research but add other variables that have not been used in the study. In addition, further researchers can examine other online transportation applications to find out the factors that influence the adoption of online transportation. Future research can also examine different populations, for example, among employees.

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APPENDIX 1

UNDERGRADUATE THESIS RESEARCH QUESTIONNAIRE

"Pengaruh Persepsi Kemudahan, Persepsi Manfaat, Mobilitas, dan Pengaruh Sosial Terhadap Niat Menggunakan Aplikasi InDriver"

Assalamu'alaikum wr.wb

Perkenalkan nama saya Dirk Karel K, mahasiswa dari jurusan Ilmu Administrasi Bisnis Fakultas Ilmu Administrasi Universitas Brawijaya Malang.

Sehubungan dengan penelitian yang saya lakukan, saya meminta kesediaan saudara/i untuk meluangkan waktu kurang dari 5 menit mengisi kuesioner berikut di bawah ini.

Kuesioner ini ditunjukkan kepada responden dengan kriteria :

1. Mahasiswa aktif FIA UB

2. Pernah menggunakan aplikasi inDriver sebagai aplikasi transportasi online.

Kuesioner ini digunakan untuk menyelesaikan penelitian yang dilakukan peneliti dalam proses memperoleh gelar sarjana strata satu (S1). Segala informasi yang diterima sebagai hasil kuesioner ini bersifat rahasia. Kesediaan saudara/i merupakan bantuan yang sangat besar artinya bagi terlaksananya penelitian ini.

Atas bantuan dan partisipasinya, saya ucapkan terimakasih.

Hormat saya,

Peneliti

Dirk Karel K.

Petunjuk Pengisian Kuisoner

Pilih satu dari lima pilihan berikut untuk menentukan apakah anda setuju atau tidak setuju terhadap pernyataan-pernyataan berikut ketika menggunakan aplikasi InDriver.

Data Responden

4.1.1 Nama :

4.1.2 Jenis Kelamin : ☐ Pria ☐ Wanita

4.1.3 Angkatan :

4.1.4 Usia :

4.1.5 Pernah menggunakan aplikasi inDriver sebagai transportasi online ?

☐ Ya ☐ Tidak

Keterangan Jawaban:

SS : Sangat Setuju

S : Setuju

RR : Ragu-ragu atau Netral

TS :Tidak Setuju

STS :Sangat Tidak Setuju

A. Perceived Usefulness

No	Pernyataan	SS	S	N	TS	STS
1.	Menggunakan inDriver dalam pekerjaan saya akan memungkinkan saya menyelesaikan tugas lebih cepat					
2.	Menggunakan inDriver akan meningkatkan kinerja pekerjaan saya.					
3.	Menggunakan inDriver dalam pekerjaan saya akan meningkatkan produktivitas saya.					
4.	Menggunakan inDriver akan meningkatkan efektivitas saya dalam pekerjaan.					
5.	Menggunakan inDriver akan mempermudah pekerjaan saya					
6.	Saya menemukan bahwa inDriver berguna dalam pekerjaan saya.					

B. Perceived Ease of Use

No	Pernyataan	SS	S	N	TS	STS
1.	Belajar mengoperasikan inDriver mudah bagi saya.					
2.	Saya merasa mudah untuk membuat inDriver melakukan apa yang saya inginkan.					
3.	Interaksi saya dengan inDriver jelas dan dapat dimengerti.					
4.	Saya merasa fleksibel untuk berinteraksi dengan inDriver.					
5.	Mudah bagi saya untuk menjadi ahli dalam menggunakan inDriver					
6.	inDriver mudah digunakan.					

C. Mobility

No	Pernyataan	SS	S	N	TS	STS
1.	Saya percaya bahwa Driver tidak bergantung pada waktu					
2.	Saya percaya inDriver tidak tergantung pada tempat					
3.	Saya dapat menggunakan inDriver kapan pun saya mau					

D. Intentio To Use

No	Pernyataan	SS	S	N	TS	STS
1.	Saya berniat menggunakan inDriver					
2.	Dimasa depan saya mungkin akan menggunakan inDriver.					

APPENDIX 2

RESPONDENTS ANSWER

No	PERCEIVED USEFULNESS						PERCEIVED EASE OF USE						MOBILITY			INTENTION TO USE	
	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X3.1	X3.2	X3.3	Y.1	Y.2
1	4	4	4	4	5	5	5	4	5	5	5	5	4	4	5	5	5
2	4	2	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4
3	4	2	4	4	2	2	5	4	4	3	4	4	4	4	4	4	4
4	4	4	3	3	2	3	4	4	4	5	4	5	3	2	4	4	4
5	4	4	4	3	3	4	3	3	4	4	3	4	3	3	4	3	3
6	5	4	5	4	5	5	5	5	4	5	4	4	4	4	4	4	4
7	4	5	3	4	5	4	4	4	4	4	4	5	4	5	4	4	4
8	3	3	3	3	3	3	4	3	4	4	4	4	4	3	3	4	4
9	3	3	3	3	3	3	3	3	3	4	4	4	4	3	4	3	5
10	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
11	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5
12	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
13	4	3	4	4	4	3	4	4	4	4	4	4	4	4	3	4	4
14	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
15	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
16	4	3	4	3	4	3	4	4	4	4	4	4	4	3	3	4	4
17	4	4	4	4	4	4	5	4	4	4	5	5	4	4	4	4	4
18	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
19	4	3	4	4	4	4	3	3	3	3	2	4	3	3	4	4	4
20	4	4	4	4	4	4	4	4	5	5	4	4	4	4	4	4	4
21	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4
22	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
23	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5
24	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5
25	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4
26	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
27	5	5	5	5	5	5	4	4	3	3	3	4	4	4	5	5	5
28	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
29	5	5	4	5	4	5	5	4	5	5	4	5	4	4	4	5	5
30	5	5	5	5	5	4	5	4	4	5	5	5	4	4	4	5	5
31	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4
32	4	4	4	4	4	4	4	4	3	4	3	4	4	4	4	3	4
33	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
34	4	4	3	4	4	3	3	3	3	4	3	3	4	4	3	4	4
35	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5
36	4	4	4	4	4	4	4	4	4	4	4	5	4	4	5	4	4
37	5	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5

38	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
39	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
40	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
41	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
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44	4	2	2	4	4	4	4	4	4	4	2	4	4	4	4	4	4	
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50	5	4	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	
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54	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
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57	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
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59	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
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62	5	5	5	5	5	5	4	4	4	4	3	5	5	5	5	5	5	
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64	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
65	4	4	4	4	4	5	5	4	4	4	3	5	3	4	4	4	4	
66	5	4	3	4	5	4	3	4	4	4	4	4	4	4	5	4	3	
67	4	4	3	4	3	4	5	4	4	4	4	5	3	3	5	4	5	
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70	4	4	4	4	4	4	4	4	3	3	4	4	3	3	5	4	4	
71	4	4	4	4	4	4	4	3	3	4	3	3	3	3	4	4	4	
72	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
73	4	4	4	4	4	4	4	3	3	4	3	4	4	4	4	4	4	
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75	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
76	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
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79	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
80	2	3	3	3	4	3	4	3	4	3	2	4	3	3	3	3	3	

81	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
82	4	4	5	4	4	5	4	3	4	4	5	4	5	4	4	3	4	
83	4	4	5	4	4	5	4	4	5	4	4	4	4	3	4	4	4	
84	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	
85	4	4	3	3	4	4	3	4	4	4	4	4	3	4	4	4	3	
86	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
87	4	4	3	4	4	4	4	3	3	4	3	4	3	4	4	3	4	
88	5	5	4	4	5	5	4	4	4	4	4	4	4	4	4	4	4	
89	4	3	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	
90	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	
91	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	
92	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
93	4	3	4	3	3	3	3	4	3	4	3	2	4	4	2	3	3	
94	4	3	3	3	3	3	3	3	3	3	3	3	4	4	3	4	3	
95	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
96	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
97	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	3	3	
98	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	
99	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
100	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	5	5	
101	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
102	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
103	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
104	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
105	5	5	4	4	4	4	5	5	5	5	4	4	5	4	4	4	4	
106	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4	
107	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
108	4	4	2	2	3	3	4	4	2	3	3	4	5	5	5	3	2	
109	4	5	4	5	4	5	5	4	5	4	5	4	5	5	4	5	4	
110	5	4	5	4	5	4	4	4	5	4	4	5	5	4	4	5	4	
111	4	5	5	4	4	4	4	4	5	4	5	4	4	4	4	4	4	
112	4	4	5	5	5	4	4	5	4	5	4	5	4	5	5	4	5	
113	4	5	4	5	5	4	4	5	5	4	5	4	5	5	4	4	5	
114	4	4	4	4	5	5	5	4	4	5	4	5	4	4	5	4	4	
115	5	4	5	4	5	4	5	5	5	4	5	4	5	4	5	4	4	
116	5	4	4	4	4	5	4	3	5	4	4	5	4	5	4	5	4	

APPENDIX 3.

RESULTS OF DATA ANALYSIS

1. Validity Test Result

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	TOTAL_X1
X1.1	Pearson Correlation	1	.657**	.672**	.689**	.681**	.634**	.834**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	116	116	116	116	116	116	116
X1.2	Pearson Correlation	.657**	1	.636**	.708**	.656**	.684**	.841**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	116	116	116	116	116	116	116
X1.3	Pearson Correlation	.672**	.636**	1	.725**	.700**	.630**	.852**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	116	116	116	116	116	116	116
X1.4	Pearson Correlation	.689**	.708**	.725**	1	.728**	.741**	.887**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	116	116	116	116	116	116	116
X1.5	Pearson Correlation	.681**	.656**	.700**	.728**	1	.753**	.879**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	116	116	116	116	116	116	116
X1.6	Pearson Correlation	.634**	.684**	.630**	.741**	.753**	1	.862**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	116	116	116	116	116	116	116
TOTAL_X1	Pearson Correlation	.834**	.841**	.852**	.887**	.879**	.862**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	116	116	116	116	116	116	116

**. Correlation is significant at the 0.01 level (2-tailed).

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	TOTAL_X2
X2.1	Pearson Correlation	1	.683**	.702**	.721**	.619**	.719**	.858**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	116	116	116	116	116	116	116
X2.2	Pearson Correlation	.683**	1	.644**	.716**	.730**	.653**	.860**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	116	116	116	116	116	116	116
X2.3	Pearson Correlation	.702**	.644**	1	.741**	.715**	.646**	.865**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	116	116	116	116	116	116	116
X2.4	Pearson Correlation	.721**	.716**	.741**	1	.665**	.699**	.876**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	116	116	116	116	116	116	116
X2.5	Pearson Correlation	.619**	.730**	.715**	.665**	1	.614**	.853**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	116	116	116	116	116	116	116
X2.6	Pearson Correlation	.719**	.653**	.646**	.699**	.614**	1	.838**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	116	116	116	116	116	116	116
TOTAL_X2	Pearson Correlation	.858**	.860**	.865**	.876**	.853**	.838**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	116	116	116	116	116	116	116

**. Correlation is significant at the 0.01 level (2-tailed).

Correlations

		X3.1	X3.2	X3.3	TOTAL_X3
X3.1	Pearson Correlation	1	.710**	.571**	.879**
	Sig. (2-tailed)		.000	.000	.000
	N	116	116	116	116
X3.2	Pearson Correlation	.710**	1	.544**	.886**
	Sig. (2-tailed)	.000		.000	.000
	N	116	116	116	116
X3.3	Pearson Correlation	.571**	.544**	1	.812**
	Sig. (2-tailed)	.000	.000		.000
	N	116	116	116	116
TOTAL_X3	Pearson Correlation	.879**	.886**	.812**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	116	116	116	116

**. Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Y.1	Y.2	TOTAL_Y
Y.1	Pearson Correlation	1	.722**	.929**
	Sig. (2-tailed)		.000	.000
	N	116	116	116
Y.2	Pearson Correlation	.722**	1	.926**
	Sig. (2-tailed)	.000		.000
	N	116	116	116
TOTAL_Y	Pearson Correlation	.929**	.926**	1
	Sig. (2-tailed)	.000	.000	
	N	116	116	116

**. Correlation is significant at the 0.01 level (2-tailed).

2. Reliability Test Results

Reliability Statistics

Cronbach's Alpha	N of Items
.928	6

Reliability Statistics

Cronbach's Alpha	N of Items
.927	6

Reliability Statistics

Cronbach's Alpha	N of Items
.821	3

Reliability Statistics

Cronbach's Alpha	N of Items
.907	2

3. Frequency Distribution

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	.9	.9	.9
	RAGU-RAGU	11	9.5	9.5	10.3
	SETUJU	71	61.2	61.2	71.6
	SANGAT SETUJU	33	28.4	28.4	100.0
	Total	116	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	3	2.6	2.6	2.6
	RAGU-RAGU	17	14.7	14.7	17.2
	SETUJU	70	60.3	60.3	77.6
	SANGAT SETUJU	26	22.4	22.4	100.0
	Total	116	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	3	2.6	2.6	2.6
	RAGU-RAGU	24	20.7	20.7	23.3
	SETUJU	60	51.7	51.7	75.0
	SANGAT SETUJU	29	25.0	25.0	100.0
	Total	116	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	.9	.9	.9
	RAGU-RAGU	19	16.4	16.4	17.2
	SETUJU	72	62.1	62.1	79.3
	SANGAT SETUJU	24	20.7	20.7	100.0
	Total	116	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	3	2.6	2.6	2.6
	RAGU-RAGU	20	17.2	17.2	19.8
	SETUJU	64	55.2	55.2	75.0
	SANGAT SETUJU	29	25.0	25.0	100.0
	Total	116	100.0	100.0	

X1.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	2	1.7	1.7	1.7
	RAGU-RAGU	21	18.1	18.1	19.8
	SETUJU	66	56.9	56.9	76.7
	SANGAT SETUJU	27	23.3	23.3	100.0
	Total	116	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RAGU-RAGU	18	15.5	15.5	15.5
	SETUJU	68	58.6	58.6	74.1
	SANGAT SETUJU	30	25.9	25.9	100.0
	Total	116	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	2	1.7	1.7	1.7
	RAGU-RAGU	21	18.1	18.1	19.8
	SETUJU	71	61.2	61.2	81.0
	SANGAT SETUJU	22	19.0	19.0	100.0
	Total	116	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	.9	.9	.9
	RAGU-RAGU	21	18.1	18.1	19.0
	SETUJU	67	57.8	57.8	76.7
	SANGAT SETUJU	27	23.3	23.3	100.0
	Total	116	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RAGU-RAGU	17	14.7	14.7	14.7
	SETUJU	73	62.9	62.9	77.6
	SANGAT SETUJU	26	22.4	22.4	100.0
	Total	116	100.0	100.0	

X2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	4	3.4	3.4	3.4
	RAGU-RAGU	25	21.6	21.6	25.0
	SETUJU	63	54.3	54.3	79.3
	SANGAT SETUJU	24	20.7	20.7	100.0
	Total	116	100.0	100.0	

X2.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	.9	.9	.9
	RAGU-RAGU	14	12.1	12.1	12.9
	SETUJU	68	58.6	58.6	71.6
	SANGAT SETUJU	33	28.4	28.4	100.0
	Total	116	100.0	100.0	

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RAGU-RAGU	20	17.2	17.2	17.2
	SETUJU	72	62.1	62.1	79.3
	SANGAT SETUJU	24	20.7	20.7	100.0
	Total	116	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	1	.9	.9	.9
	TIDAK SETUJU	2	1.7	1.7	2.6
	RAGU-RAGU	19	16.4	16.4	19.0
	SETUJU	71	61.2	61.2	80.2
	SANGAT SETUJU	23	19.8	19.8	100.0
	Total	116	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	.9	.9	.9
	RAGU-RAGU	15	12.9	12.9	13.8
	SETUJU	72	62.1	62.1	75.9
	SANGAT SETUJU	28	24.1	24.1	100.0
	Total	116	100.0	100.0	

Y.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	.9	.9	.9
	RAGU-RAGU	17	14.7	14.7	15.5
	SETUJU	69	59.5	59.5	75.0
	SANGAT SETUJU	29	25.0	25.0	100.0
	Total	116	100.0	100.0	

Y.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	.9	.9	.9
	RAGU-RAGU	14	12.1	12.1	12.9
	SETUJU	70	60.3	60.3	73.3
	SANGAT SETUJU	31	26.7	26.7	100.0
	Total	116	100.0	100.0	

APPENDIX 4.

CURRICULUM VITAE

IDENTIFY

Name	: Dirk Karel Kacaribu
NIM	: 155030207121022
Place, and Date of Birth	: Ujung Pandang, 8 Nov 1997
Sex	: Male
Religion	: Christian
No. Handphone	: 081907391376
Email	: dirkkarel99@gmail.com
Adress	: Perumahan Joyo Grand, No. GG 20, Malang

EDUCATION

1.	Inpres Kwamki II Elementary School	2003-2009
2.	Junior High School 2 Timika	2009-2012
3.	Senior High School 1 Timika	2012-2015
4.	Bachelor of Business Administration at Faculty of Administrative Science Brawijaya University Malang	2015-2021

INTERNSHIP EXPERIENCE

1.	PT. Kuala Pelabuhan Indonesia, Timika, Papua	2018

ORGANIZATION EXPERIENCE

1.	BEM Staff Kominfo Department	2016-2018
2.	Staff KP Bromo Malang	2017-2019

COMMITTEE EXPERIENCE

1.	Staff DDM BEM	2016-2018
2.	Staff DDM KP Bromo Malang	2017-2019
3.	Staff DDM PMK Immanuel FIA UB	2015-2019
4.	Staff DDM PEMILWA FIA	2018

SCIENTIFIC WORK

1. The Effect of Perceived Usefulness, Perceived Ease of Use, and Mobility on Intention to Use In Driver Applications (A Study of University Students' Adoption of Indriver Application at the Faculty of Administrative Science, Brawijaya University)