SUMMARY


PT Bank Rakyat Indonesia (Persero) Tbk. (Bank BRI), one of the state bank in Indonesia has been implementing a web based electronic office portal system, namely DiO (Digital Office System), since 2014. DiO provides a number of office automate facilities, such as office administration/management, word processing, and communication/mailing system. Adoption of DiO is relatively low, reached only 13.8 % of the total employees. This fact shows that’s important for Bank BRI to evaluate the use behavior of DiO system.

This research aims to analyze the the most affecting factor that underlies the acceptance and usage of DiO by the employees (respondents) using the Unified Theory of Acceptance and Use of Technology (UTAUT) model approach. The study was conducted by using online survey involving employees of Bank BRI. 315 samples were collected by using judgement sampling method. The use behavior construct variables of DiO were analyzed using Structural Equation Model (SEM).

The result shows that the employees’s use behavior of DiO was significantly influenced by the behavioral intention to use and the facilitating conditions. Further, the employees’s behavioral intention to use DiO system are significantly influenced by performance expectancy, on the contrary, effort expectancy and social influence have no effect. The results also recommends finding that there was no correlation between age, gender and experience against the performance expectancy, effort expectancy and social influence, as well as between the location to the behavioral intention to use and the facilitating conditions.

Key words: behavioral intention to use, DiO system, model UTAUT, SEM, use behavior.