

Analysis of The Employee Certification Effectiveness of The Web E-Ojt Assessment Certification System at XYZ Company Using The Technology Acceptance Model

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Abstract. The existence of process changes in certification activities at PT XYZ has a direct impact on employees, especially in the technician and operator sections. This study aims to measure the effectiveness of employee certification using the e-OJT Assessment Certification web. This study has a sample of 93 respondents. Using TAM variables and the SEM-PLS method application was used to perform data processing. This study tests descriptive analysis, outer model analysis of each indicator, and inner model analysis of each indicator. The results indicated that perceived usability affected on perceived usefulness, perceived usefulness affected attitude toward using web, perceived ease of use affected attitude toward using web, attitude toward using web affected behavioral intention and behavioral intention affected actual system use.

Keywords: Employee Certification, Web System, Technology Acceptance Model.

1 Introduction

In the era of growing digital information, many industrial companies need digital technology to support activities to assist in the development of Human Resources (HR) and one form of development is through employee training activities [1]. As a reduction system in the use of paper or paperless at PT XYZ precisely in the training department which has now switched to using digital technology in the form of web e-OJT Assessment Certification as a form of improvement from a paper system to a paperless system. Web e-OJT Assessment Certification is a digital technology that has a display like e-learning and is used to provide certification questions to employees who will take part in certification activities that have been arranged by the training department. On the e-OJT Assessment Certification web, all activities during the certification process will be recorded and stored on the web system, answer assessment, and publication of the results of certification activities can be published digitally.

System changes in the certification process will definitely have an impact on employees, especially operators and technicians who always carry out certification activities before using existing machines on the production line. Based on changes in the certification system, the Technology Acceptance Model (TAM) was chosen, because this model is most suitable for testing the effectiveness of the use of web-based technology e-OJT Assessment Certification. Based on previous research with the title "E-Learning Learning Methods Using Technology Acceptance Modeling (TAM) for Accounting Learning [2]", therefore the researcher raised

the title "Analysis of the Effectiveness of Employee Certification Against the e-OJT Assessment Certification Web System Using the Technology Acceptance Model".

2. Literature Review

2.1 Perceived Ease of Use

Perceived ease of use also known as perceived ease of use can determine the level of confidence of users in the use of certain systems is not difficult and requires great effort [3]. Perceived ease of use refers to the extent to which an individual believes that using a specific technology would require minimal effort. As an individual's perception of the ease with which they can utilize a certain technology improves, their inclination to employ that technology likewise grows. The assessment of perceived ease of use is frequently conducted via a questionnaire.

2.2 Perceived Usefulness

Perceived usefulness also known as perceived usefulness is used to measure the confidence of users in the use of certain systems that are considered to improve the performance of their work [3]. Perceived usefulness refers to the extent to which an individual believes that utilizing a specific technology would be advantageous. As the perceived utility of a specific technology grows for an individual, their inclination to utilize that technology likewise increases.

2.3 Attitude Toward Using

The attitude of liking or disliking the use of a system can be used to determine the behavior and intention of a person as a user or user to use or not a system[4]. Attitude towards usage refers to a user's evaluation of the attractiveness of utilizing a particular information system application.

2.4 Behavioral Intention to Use

Behavioral intention to use or can be called behavioral intention to use is used to measure the user's desire or motivation of the user to continue to use a technology or a system[3]. The intention to use information technology is a reliable indicator of actual usage behavior. Multiple research are now examining the impact of characteristics derived from the Technology Acceptance Model (TAM) on individuals' attitude towards using technology, and how this attitude influences their intention to actually use it, as per the Theory of Planned Behavior (TPB).

2.5 Actual System Use

The form of measuring actual system use is the frequency and length of time in using technology or systems[4]. The efficacy of technology is determined by the duration and frequency of its utilization.

3. Hypothesis Development

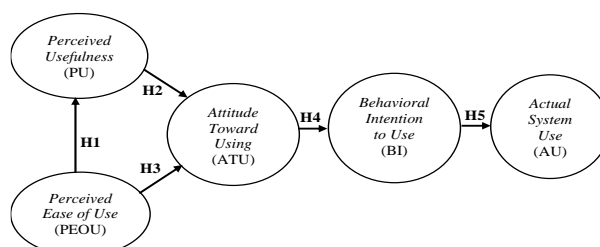


Figure 1. Hypothesis Development

Based on **Figure 1**, it can be concluded that the hypothesis in this study is as follows:

- H₁ : Perceived Ease of Use (PEOU) has a positive effect on Perceived Usefulness (PU).
- H₂ : Perceived Usefulness (PU) has a positive effect on Attitude Toward Using (ATU).
- H₃ : Perceived Ease of Use (PEOU) has a positive effect on Attitude Toward Using (ATU).
- H₄ : Attitude Toward Using (ATU) has a positive effect on Behavioral Intention to Use (BI).
- H₅ : Behavioral Intention to Use (BI) has a positive effect on Actual System Usage (AU).

4. Research Methods

In this study, a quantitative research approach method is employed, which can be defined as a type of research approach method that measures the variables of the study using statistics and data in the form of numbers. This study includes two exogenous variables, namely perceived usefulness and perceived ease of usage. There are three endogenous variables in this study, namely: *attitude toward using*, *behavioral intention to use*, and *Actual System Use*.

The population to be studied is PT XYZ employees totaling 1,250 employees who have followed the certification process. The error rate used is 10%. The total number of samples used in this investigation was determined using the Slovin formula [5]:

$$n = \frac{N}{1+N(e)^2} \quad (1)$$

$$n = \frac{1250}{1+1250(0,1)^2} \quad (2)$$

$$n = 93 \text{ Respondents} \quad (3)$$

Description:

n = sample size

N = population size

e = tolerable sampling error rate

The total sample size to be studied in this study is 93 respondents of XYZ Company who work in the technician and operator sections that researchers will make as respondents. The method of sample withdrawal utilized in this study is non-probability sampling with accidental sampling approaches.

In analyzing the data in this study, SEM-PLS is used which has two types of testing, Specifically, the outer model and the inner model. The *outer* model test will be carried out on convergent validity along with discriminant validity, while for testing the *inner* model, the *R-square test* and hypothesis testing will be carried out.

5. Results and Discussion

Table 1 shows the findings of descriptive analysis for the characteristics of respondents analyzed based on the results of 93 questionnaires that were delivered.

Table 1. Employee Characteristics of e-OJT Assessment Certification web users

Characteristics	Category	Total	Percentage
Gender	Male	21	22,6%
	Female	72	77,4%
Age	17-23 years old	25	26,9%
	24-30 years old	21	22,6%
	31-37 years old	24	25,8%
	38-42 years old	11	11,8%
	43-49 years	11	11,8%
	> 49 years	1	1,1%
Last Education	SMA/SMK	78	84%
	Vocational.	11	12%
	Diploma	4	4%
	Bachelor (S1)	15	16,1%
	<i>End Off Line</i> (EOL)	15	16,1%
Work Area	<i>Front Off Line</i> (FOL)	30	32,3%
	<i>Mark Scan Pack</i> (MSP)	26	28%
	TEST	22	23,7%
Frequency of having participated in certification activities	1 Time	18	19,4%
	2 Times	12	12,9%
	3 Times	9	9,7%
	4 Times	9	9,7%
	> 4 Times	45	48,4%
Frequency of participating in re-certification activities	1 Time	71	76,3%
	2 Times	22	23,7%

5.1 Descriptive Analysis

Descriptive analysis calculations use an average value that can reliably represent all of the existing data [6]. The average value is divided into 4 categories with the calculation using 4 categories using the calculation of the interval scale range formula as follows:

Table 2. Interval Scale Range

$$\begin{aligned} \text{Range of interval scale} &= \frac{\text{largest score-smallest score}}{\text{number of criteria}} && (1) \\ &= \frac{4 - 1}{4} && (2) \\ &= 0,75 && (3) \end{aligned}$$

The next step divides the scale range of respondents' opinions to find out the average value of respondents' opinions on each question from the research questionnaire. **Table 3**, shows the descriptive analysis scale range.

Table 3. Descriptive Analysis Scale Range

Scale range	Description
1,00 - 1,75	Very Low
1,76 - 2,51	Low
2,52 - 3,27	High
3,28 - 4,03	Very High

The results of descriptive analysis data in this study present a description of the perceptions of employees who are respondents to each indicator variable studied in this study.

1) Perceived Ease of Use

According to the data's outcomes in **Table 4**, the PEOU1 indicator has the highest mean of 3.62 with very high criteria and the mean of the PEOU variable is 3.61 with very high criteria. It can be interpreted that according to the respondents of this study, the e-OJT Assessment Certification web is very easy and not difficult to learn to use the web.

Table 4. Employee Perceptions of Perceived Ease of Use Variables

Variables	Indicator	Frequency of Answer				Mean Ind	Criteria	Mean Var	Criteria
		1	2	3	4				
Perceived Ease of Use	PEOU1			35	58	3,62	Very High		
	PEOU2			40	53	3,57	Very High		
	PEOU3			36	57	3,61	Very High	3,61	
	PEOU4			36	57	3,61	Very High	Very High	
	PEOU5			46	47	3,51	Very High		
	PEOU6			37	56	3,60	Very High		

2) Perceived Usefulness

According to the statistics in Table 5, the PU6 indicator has the highest mean of 3.69 with very high criteria and the mean of the PU variable is 3.55 with very high criteria. This shows that the results of this study, the employees who are respondents have

responded that the e-OJT Assessment Certification web is useful in doing tasks during certification activities.

Table 5. Employee Perceptions of Perceived Usefulness Variables

Variables	Indicator	Frequency of Answer				Mean Ind	Criteria	Mean Var	Criteria
		1	2	3	4				
Perceived Usefulness	PU1	1	39	53	3,56	Very High	3,55 Very High		
	PU2		40	53	3,57	Very High			
	PU3	1	40	52	3,55	Very High			
	PU4	1	42	50	3,53	Very High			
	PU5	1	42	50	3,53	Very High			
	PU6		29	64	3,69	Very High			

3) Attitude Toward Using

According to the results of the data in **Table 6**, the ATU3 indicator has the highest mean of 3.63 with very high criteria and the mean of the ATU variable is 3.52 with very high criteria. This shows that according to the results of this study, the employees who were respondents had an assessment that using the e-OJT Assessment Certification web during certification activities was fun. However, the ATU 4 indicator has a total of 9 respondents who agree with the statement that using the e-OJT Assessment Certification web is a bad idea and ATU 5 with 1 respondent who stated that he did not like the idea of using the e-OJT Assessment Certification, based on this data, 10 respondents considered the use of the e-OJT Assessment Certification web a bad idea and did not like the idea of using it because the respondents were not used to using computer devices such as typing using a keyboard which can be seen in **Figure 2**. ATU indicator 6 has a total of 5 respondents who agree with the statement that using the e-OJT Assessment Certification web will be unpleasant because the display is only in the form of writing and there is no process flow video display for certification activities, the e-OJT Assessment Certification web display can be seen in **Figure 3**.

Table 6. Employee Perceptions of the Attitude Toward Using Variable

Variables	Indicator	Frequency of Answer				Mean Ind	Criteria	Mean Var	Criteria
		1	2	3	4				
Attitude Toward Using	ATU1		44	49	3,53	Very High	3,52 Very High		
	ATU2		39	54	3,58	Very High			
	ATU3		34	59	3,63	Very High			
	ATU4	9	45	39	3,32	Very High			
	ATU5	1	43	49	3,52	Very High			
	ATU6	5	40	48	3,46	Very High			



Figure 2. e-OJT Assessment Certification web view

4) Behavioral Intention to Use

in accordance with data results in **Table 7**, the BI3 indicator has the highest mean of 3.63 with very high criteria and the mean of the BI variable is 3.58 with very high criteria. This is able to show that users have the intention to use the e-OJT Assessment Certification web in certification training activities.

Table 7. Employee Perceptions of Behavioral Intention to Use Variables

Variables	Indicator	Frequency of Answer				Mean Ind	Criteria	Mean Var	Criteria
		1	2	3	4				
Behavioral Intention to use	BI1		44	49	3,53	Very High		3,58	
	BI2		39	54	3,58	Very High		Very High	
	BI3		34	59	3,63	Very High			

5) Actual System Use

According to the results of the data in **Table 8**, the AU1 indicator has the highest mean of 3.63 with very high criteria and the mean of the AU variable is 3.65 with very high criteria. This proves that users convey their satisfaction with the use of the e-OJT Assessment Certification web to other users. However, in the AU2 indicator, there are 9 respondents who disagree with the average use of at least 15 minutes, this is because these respondents carry out the certification activity process in less than 15 minutes. In the AU3 indicator, there is 1 respondent who disagrees with the statement that overall he is satisfied with the performance of the web, this is due to the factor of being less satisfied with the appearance of the web system. In the AU4 indicator, there are 5 respondents who disagree to convey their satisfaction to other employees, this is due to differences in working hours between one employee and another which has an impact on conveying satisfaction to other employees that cannot be conveyed properly, PT XYZ itself has four shifts, namely shifts A, B, C, and D whose schedules are always different for each week so that not all employees can convey satisfaction with the use of the e-OJT Assessment Certification web to other employees.

Table 8. Employee Perceptions of Actual System Use Variables

Variables	Indicator	Frequency of Answer				Mean Ind	Criteria	Mean Var	Criteria
		1	2	3	4				
Actual System Use	AU1		37	60	3,65	Very High			
	AU2		9	47	3,30	Very High		3,49	
	AU3		1	42	50	3,53	Very High	Very High	
	AU4		5	40	48	3,46	Very High		

5.2 Outer Model

The outer model is used as a model to test the validity of research constructs by determining if research constructs have a high or weak association with their statement items[7].

1) Convergent Validity

A loading factor value greater than 0.7 is necessary to assess convergent validity. In confirmatory research, The loading factor must be in the range of 0.6-0.7. The average variance extracted (AVE) value must be greater than 0.5 and the composite reliability and Cronbach's alpha values must be > 0.70 [8].

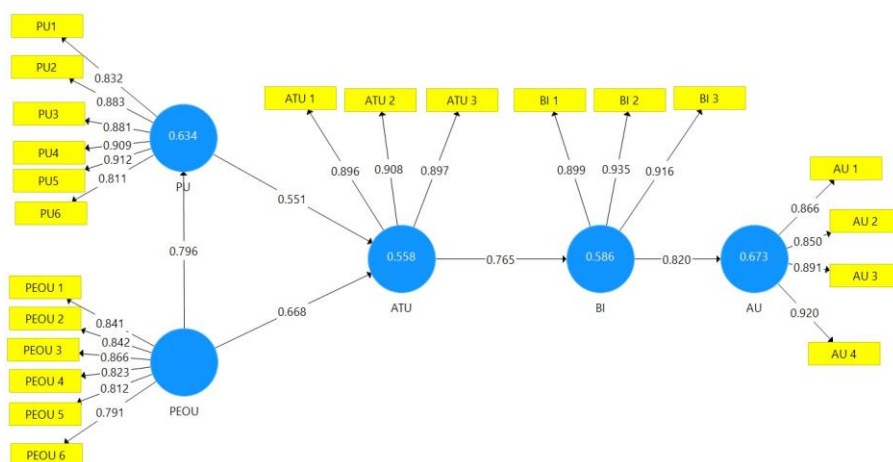


Figure 3. Outer Model Results After Removal (*Dropping*)

According to the data results in **Figure 3**, after the dropping process, the research model is re-processed and re-examined until all model indicators must be worth more than 0.7. The total initial indicators in this study amounted to 25 indicators, namely PEOU1-PEOU6, PU1-PU6, ATU1-ATU6, BI1-BI3, AU1-AU4. Due to the value of the loading factor for 3 indicators less than 0.7, it was dropped, the indicators were ATU4 (0.396), ATU5 (0.508), and ATU6 (0.511). The deleted indicator, ATU4-ATU6, is an indicator that has a negative statement opposite the statement on the ATU1-ATU3 indicator, but the ATU1-ATU3 indicator can already represent ATU4-ATU6, so that when the ATU4-ATU6 indicator is deleted it does not affect the measurement of the attitude towards using variable.

The PEOU3 indicator has the highest loading factor value of 0.866 in the variable perceived ease of use. This demonstrates that the e-OJT Assessment Certification online is adaptable in terms of interacting with consumers or users. This is due to the features of the e-OJT Assessment Certification web that are not complicated so that users or users can easily adapt to the e-OJT Assessment Certification web.

In the perceived usefulness variable, the PU5 indicator has the value of the largest loading factor, namely 0.912. This shows that the e-OJT Assessment Certification web can increase user effectiveness because the e-OJT Assessment Certification web can help the process of running certification activities with the web, users can more easily fill in the questions given by the trainer without requiring paper and pen preparation.

The ATU2 indicator has the highest loading factor value in terms of attitude toward using variables, which is 0.908. This shows that the idea of using the e-OJT Assessment Certification web is favored by users because the web is able to provide the expected results during the implementation of certification activities.

In the behavioral intention to use variable, the BI2 indicator obtained the value of the results of the largest loading factor, namely 0.935. This is able to show that users have the intention to use the e-OJT Assessment Certification web in certification training activities. Furthermore, in the actual system use variable, the AU4 indicator has the value of the results of the largest loading factor, namely 0.935. This is able to prove that users convey their satisfaction with the use of the e-OJT Assessment Certification web to other users.

Furthermore, in the actual system use variable, the AU4 indicator has the value of the largest loading factor, which is 0.935. This is able to prove that users convey their satisfaction with the use of the e-OJT Assessment Certification web to other users. The following step in determining convergent validity is to undertake an evaluation based on the AVE (Average Variance Extracted) value, composite reliability value, and Cronbach's alpha, as shown in **Table 9**.

Table 9. Average Variance Extracted (AVE), Composite Reliability, and Cronbach's Alpha values

Latent Variable	AVE Value	Composite Reliability	Cronbach's Alpha
<i>Perceived Ease of Use</i>	0,688	0,930	0,911
<i>Perceived Usefulness</i>	0,761	0,950	0,937
<i>Attitude Toward Using</i>	0,810	0,928	0,883
<i>Behavioral Intention to Use</i>	0,840	0,940	0,905
<i>Actual System Use</i>	0,778	0,933	0,905

2) Discriminant Validity

The second stage in measuring the outer model is to measure discriminant validity. In a model, indicators are considered to be sufficient if the value of cross loading derived from all indicators on the targeted latent variable is greater than the value acquired from indicators on other latent variables. **Table 10** shows the value of cross loading for each latent variable intended in this study; the data reveal that each latent variable intended in this study is greater when compared to other latent variables in this study.

Table 10. Cross Loading Value

Indicator	Perceived Ease of Use	Perceived Usefulness	Attitude Toward Using	Behavioral Intention to Use	Actual System Use
PEOU1	0,841	0,703	0,629	0,591	0,564
PEOU2	0,842	0,763	0,626	0,513	0,593
PEOU3	0,866	0,762	0,642	0,585	0,620
PEOU4	0,823	0,535	0,502	0,409	0,440
PEOU5	0,812	0,562	0,434	0,362	0,438
PEOU6	0,791	0,563	0,420	0,367	0,445
PU1	0,610	0,832	0,579	0,545	0,566
PU2	0,718	0,883	0,639	0,637	0,656
PU3	0,676	0,881	0,638	0,601	0,581
PU4	0,692	0,909	0,680	0,589	0,664
PU5	0,755	0,912	0,726	0,606	0,622
PU6	0,707	0,811	0,563	0,559	0,545
ATU1	0,572	0,601	0,896	0,644	0,687
ATU2	0,631	0,651	0,908	0,698	0,758

Indicator	Perceived Ease of Use	Perceived Usefulness	Attitude Toward Using	Behavioral Intention to Use	Actual System Use
ATU3	0,600	0,722	0,897	0,720	0,750
BI1	0,531	0,639	0,676	0,899	0,744
BI2	0,504	0,596	0,725	0,935	0,736
BI3	0,567	0,626	0,703	0,916	0,775
AU1	0,538	0,584	0,726	0,742	0,866
AU2	0,524	0,565	0,656	0,616	0,850
AU3	0,635	0,676	0,759	0,805	0,891
AU4	0,531	0,618	0,721	0,707	0,920

5.3 Inner Model

The evaluation of the structural model or inner model is then analyzed using an evaluation of the R-square value combined with the path coefficients generated based on the results of the calculation using bootstrapping. The R-square value in this study is shown in **Table 11**.

Table 11. R-Square value

	R-Square
<i>Perceived Usefulness</i>	0,634
<i>Attitude Toward Using</i>	0,558
<i>Behavioral Intention to Use</i>	0,586
<i>Actual System Use</i>	0,673

The variable of perceived usefulness has an R-square value of 0.634, and the variable of perceived ease of use may explain the variable of perceived usefulness by 63.4%, according to the data in **Table 11**. The variables of perceived ease of use and perceived usefulness explain 55.8% of the variance in attitude toward utilizing. The variable from perceived ease of use and the variable from perceived usefulness are able to explain the variable from behavioral intention to use by 58.6%. The variable of perceived ease of use and the variable of perceived usefulness are able to explain the variable of actual system use by 67.3%.

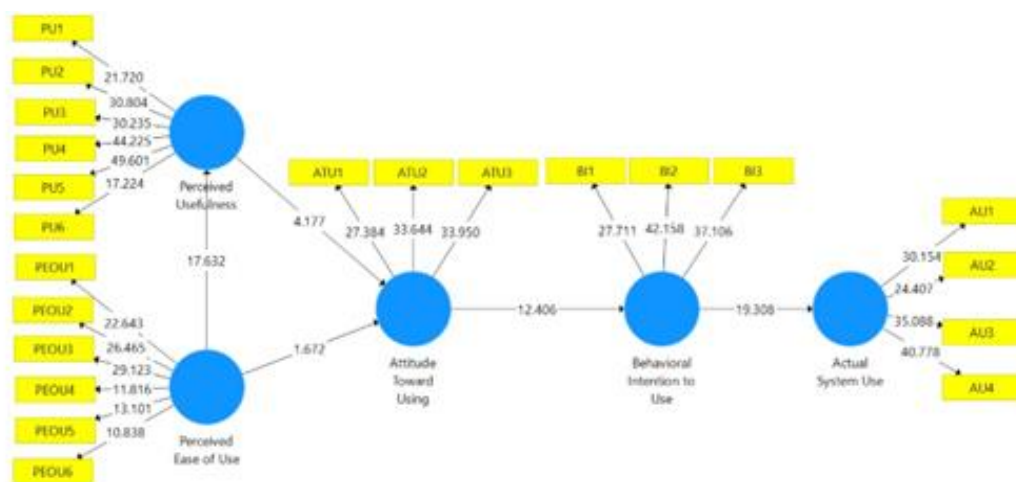


Figure 4. Bootstrapping calculation results

Table 12. Hypothesis Test

No.	Hypothesis	Original Sample	T-statistics	P-Value	Hypothesis
H₁	<i>Perceived Ease of Use</i> → <i>Perceived Usefulness</i>	0,796	17,632	0,000	Accepted
H₂	<i>Perceived Usefulness</i> → <i>Attitude Toward Using</i>	0,551	4,177	0,000	Accepted
H₃	<i>Perceived Ease of Use</i> → <i>Attitude Toward Using</i>	0,229	1,672	0,095	Accepted
H₄	<i>Attitude Toward Using</i> → <i>Behavioral Intention to Use</i>	0,765	12,406	0,000	Accepted
H₅	<i>Behavioral Intention to Use</i> → <i>Actual System Use</i>	0,820	19,308	0,000	Accepted

Based on **Figure 4** and **Table 12**, The hypothesis test calculation results in this study are as follows:

- 1) **Hypothesis 1:** Perceived Ease of Use has a positive and significant influence on Perceived Usefulness of the e-OJT Assessment Certification web. These results are obtained based on the original sample value has a positive value of 0.796 with a T-statistic value of 17.632 which has a value > 1.65. The results of the t-statistic > t-table (17.632 > 1.65), so H1 is accepted while H0 is rejected. The results of research conducted by Hidayah & Fernanda [9], which supports this hypothesis that the perceived ease of use variable can show a positive and significant impact on the perceived usefulness variable.
- 2) **Hypothesis 2:** Perceived Usefulness has a positive and significant effect on Attitude Toward Using web e-OJT Assessment Certification. These results are obtained based on the value of the original sample has a positive value of 0.221 and the value of the T-statistic has a value of 4.177 which has a value > 1.65. The results of the t-statistic > t-table (4.177 > 1.65) and p-value (0.000 < 0.1). With this it is concluded that H2 is accepted while H0 is rejected. The results of research conducted by Putra & Hardiyanti [10], which supports this hypothesis that the perceived usefulness variable can have a positive and significant impact on the attitude towards using variable.
- 3) **Hypothesis 3:** Perceived Ease of Use has a positive and significant effect on Attitude Toward Using web e-OJT Assessment Certification. These results are obtained based on the positive original sample value of 0.551 with a T-statistic value of 1.672 so that it has a value > 1.65. The results of the t-statistic > t-table (1.672 > 1.65) and p-value (0.095 < 0.1), so H3 is accepted while H0 is rejected. The results of research conducted by Putra & Hardiyanti [10], support this hypothesis that the perceived ease of use variable can have a positive and significant impact on the attitude towards using variable.
- 4) **Hypothesis 4:** Attitude Toward Using has a positive and significant effect on Behavioral Intention to Use web e-OJT Assessment Certification. These results are obtained based on the positive original sample value of 0.765 and a T-statistic value of 12.406 which has a value > 1.65. The results of the t-statistic > t-table (12.406 > 1.65) and p-value (0.000 < 0.1), so H4 is accepted and H0 is rejected. The results of research conducted by Iqbal & Arisman [2], which supports this hypothesis that the attitude towards using variable can have a positive and significant effect on the behavioral intention to use variable.

- 5) **Hypothesis 5:** Behavioral Intention to Use has a positive and significant effect on Actual System Use of the e-OJT Assessment Certification web. These results are obtained based on the positive original sample value of 0.820 and a T-statistic value of 19.308 which has a value > 1.65. The results of the t-statistic value > t-table (19.377 > 1.65) and p-value (0.000 < 0.1), so H5 is accepted and H0 is rejected. The results of research conducted by Iqbal & Arisman [2], support this hypothesis that the behavioral intention to use variable can have a positive and significant effect on the actual system use variable

6. Conclusion

Based on the research, the following conclusions have been reached: Perceived ease of use of web e-OJT Assessment Certification causes a positive and significant influence on perceived usefulness of web e-OJT Assessment Certification. Perceived usefulness of web e-OJT Assessment Certification has a positive and significant influence on attitude towards using web e-OJT Assessment Certification. Perceived ease of use web e-OJT Assessment Certification has a positive and significant influence on attitude toward using web e-OJT Assessment Certification. Attitude toward using web e-OJT Assessment Certification has a positive and significant influence on behavioral intention to use web e-OJT Assessment Certification. Behavioral intention to use web e-OJT Assessment Certification has a positive and significant influence on actual system use web e-OJT Assessment Certification.

7. Suggestion

The authors make the following recommendations based on the findings of their research: for PT XYZ, the attitude towards using variable needs to be considered again because respondents are still not accustomed to using computer devices to type using the keyboard, as well as the appearance of the web which needs to be evaluated by adding a process flow video display for certification activities so that employees can better understand the questions about the process flow referred to in the certification questions. In the actual system use variable, it is necessary to maintain apprised of work hours so that each employee has the same amount of time to access the e-OJT Assessment Certification online during certification activities.

According to the findings of the research, there are limitations related to corporate privacy, It is intended that this research can be used as a reference for future researchers, and that researchers can expand this research by taking into account additional characteristics other than those mentioned in this study, as well as the limits of this study.

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