

ABSTRAK

Tujuan penelitian ini adalah untuk mengetahui determinan *Perceived Usefulness* serta pengaruhnya terhadap *Intention To Use* dari *e-government* yang diteliti yaitu *E-Smart*. Penelitian ini sendiri khusus hanya bertempat di Samsat Surabaya Selatan dan dilakukan secara langsung dengan menggunakan kuisioner. Sampel penelitian ini adalah para pengguna layanan jasa *E-Smart* yang terdaftar sebagai wajib pajak di kantor Samsat wilayah Surabaya Selatan. Jumlah responden yang berpartisipasi dalam penelitian ini adalah sejumlah 50 orang yang terdaftar sebagai wajib pajak Samsat Surabaya Selatan. Metode analisis data pada penelitian ini adalah analisis SEM dengan menggunakan software WarpPLS 6.0. Hasil penelitian ini membuktikan bahwa semua variabel penelitian yang diteliti yaitu *Intention To Use*, *Perceived Usefulness*, *Image*, *Perceived Ease To Use*, *Compatibility*, dan *Trust* berpengaruh positif dan signifikan terhadap adopsi *E-Smart*.

Kata Kunci : *Compatibility*, *E-Smart*, *Image*, *Intention To Use*, *Perceived Ease To Use*, *Perceived Usefulness*, *Trust*.

ABSTRACT

The purpose of this study was to determine the determinants of *Perceived Usefulness* and their effect on *Intention To Use* of *e-government* studied, namely *E-Smart*. This study took place in South Surabaya One Roof System and was done directly using questionnaire. The sample of this study are the users of *E-Smart* service who are registered taxpayers in South Surabaya One Roof System office. The respondents who participated in this study were 50 registered taxpayers listed in South Surabaya One Roof System. To confirm the hypotheses, SEM-PLS analysis was done using WarpPLS 6.0 . The result of this study proved that all of studied variable, which are *Intention To Use*, *Perceived Usefulness*, *Image*, *Perceived Ease To Use*, *Compatibility*, and *Trust* have a positive and significant effects toward the adoption of *E-Smart*.

Keywords : *Compatibility*, *E-Smart*, *Image*, *Intention To Use*, *Perceived Ease To Use* , *Perceived Usefulness*, *Trust*,.