

The Effect of the Unified Theory of Acceptance and Use of Technology (UTAUT) Model on User Satisfaction with the Sapawarga App in Bandung

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Abstract

This study aims to analyze the effect of the Unified Theory of Acceptance and Use of Technology (UTAUT) model on user satisfaction with the Sapawarga application in Bandung. The research was motivated by the increasing implementation of digital public services in Indonesia and the need to evaluate user satisfaction as an indicator of the success of e-government services. The study employed a quantitative approach using descriptive and verificative methods. Data were collected through questionnaires distributed to 400 active users of the Sapawarga application in Bandung, selected using purposive sampling. The data were analyzed using multiple linear regression with SPSS version 25. The findings reveal that simultaneously, performance expectancy, effort expectancy, social influence, and facilitating conditions significantly affect user satisfaction. Partially, performance expectancy, effort expectancy, and facilitating conditions have a positive and significant effect on user satisfaction, while social influence does not significantly affect user satisfaction. The results indicate that users are more satisfied when the application provides useful features, ease of use, and adequate supporting facilities. However, several issues—such as system instability, complicated service processes, and limited technical support—still reduce the overall user experience. Therefore, the government and application developers are encouraged to improve system reliability, simplify service procedures, and strengthen technical support to enhance sustainable user satisfaction with digital public services.

INTRODUCTION

Indonesia is undergoing a massive acceleration of digital transformation, a strategic agenda positioned as a key pillar in economic development and national bureaucratic reform (Government of the Republic of Indonesia, 2023). Driven by ambitious government policies and rapid technological penetration in society, digitalization is now affecting all sectors, including the public sector (Ministry of Communication and Digital, n.d.; Ministry of PANRB, 2024). This phenomenon has given rise to a new paradigm in state administration, namely electronic government (e-government), which aims to overhaul conventional public service models to be more efficient, transparent, and citizen-oriented (Ministry of PANRB, 2019). In response to this national agenda, local governments are encouraged to innovate, including the development of integrated digital platforms to bring services closer to the community (Government of the Republic of Indonesia, 2023; Banyumas Communication and Information Service, 2025).

The West Java Provincial Government, through the West Java Digital Service, launched

the Sapawarga application as one of the flagship initiatives in the digital transformation agenda (West Java Digital Service, 2025; West Java Provincial Government, 2025). Designed as a two-way communication bridge, Sapawarga aims to facilitate citizens' access to information, enable the delivery of aspirations, and simplify various public services in one platform (West Java Digital Service, 2025; West Java Provincial Government, 2025). The city of Bandung, as one of Indonesia's metropolitan cities, has a high urbanization rate and a relatively digitally literate population (Hidayat & Pratiwi, 2020; Rahmawati et al., 2022). This makes Bandung a strategic and representative location to study the adoption and use of digital public service applications such as Sapawarga (Hidayat & Pratiwi, 2020; Rahmawati et al., 2022). The demographic and social characteristics of Bandung residents, who are receptive to technological innovation, provide an opportunity to gain deeper insight into user behavior in the context of e-government implementation (Rahmawati et al., 2022).

Sapawarga's presence on major application distribution platforms, such as the Google Play Store and Apple App Store, demonstrates the government's commitment to reaching a wide audience (Google Play, 2025). As of the third quarter of 2025, the app had been downloaded more than 1,000,000 times nationwide, indicating a high level of public awareness and the success of initial socialization efforts (Google Play, 2025; GovInsider, 2025). This reflects the potential of Sapawarga to become a dominant digital interaction tool between citizens and the government (GovInsider, 2025). However, user experience metrics present a more nuanced picture. On the Google Play Store, the Sapawarga application holds an aggregate rating of 3.8 out of 5 stars, indicating that user sentiment is mixed.

A public service application is considered successful when its functionality aligns with citizens' expectations, so that users perceive the benefits as proportional to or exceeding the effort expended (Indrasari & Press, 2019; Lubis & Andayani, 2017). Fulfillment of this satisfaction is crucial as it underpins user loyalty and the sustainability of technology adoption in the long term. In this context, user satisfaction extends beyond positive perceptions of service—it also determines post-adoption behavior. Satisfied users are more likely to continue using the app, recommend it, and provide constructive feedback, ultimately supporting the sustainability of the digital ecosystem (Joshi, 2025). Conversely, gaps between the promise of ease of service and operational realities impede the government's digital transformation agenda.

To validate these phenomena, a preliminary analysis was conducted on 30 user reviews of the Sapawarga application on the Google Play Store (August–October 2025). This analysis aimed to identify key complaint themes and assess their relevance to the UTAUT theoretical framework. Using user reviews from digital platforms as secondary data provides a comprehensive and objective view of field realities. Methodologically, leveraging user-generated content offers advantages over conventional pre-surveys, including broader sample coverage, rapid data collection, and representation of dynamic user responses (Chaffey & Ellis-Chadwick, 2019).

The novelty of this research lies in several interconnected contributions. First, it applies the Unified Theory of Acceptance and Use of Technology (UTAUT) model specifically to a government-to-citizen (G2C) public service context, whereas most prior Indonesian UTAUT studies have focused on commercial applications. Second, it evaluates the Sapawarga application, a strategic digital service platform for West Java Province, which has not been

systematically analyzed using UTAUT previously. Third, the study identifies which UTAUT constructs most influence public service satisfaction in a metropolitan Indonesian context (Bandung), providing location-specific insights. Fourth, the research incorporates analysis of Google Play Store user reviews as preliminary validation, demonstrating a mixed-methods approach rarely used in UTAUT studies (Bayhaqi & Nuryana, 2022). Fifth, the findings reveal that social influence is non-significant for public service satisfaction, contrasting with commercial contexts and highlighting important contextual differences. These contributions advance both theoretical understanding of UTAUT's applicability to public services and practical knowledge for improving government digital applications (Mutlu & Der, 2017).

Previous research has demonstrated that app store user reviews effectively reveal fundamental usability and functionality issues. Therefore, public reviews of Sapawarga users are considered a valid initial data source for identifying research problems without additional pre-surveys. Analysis of these reviews showed complaints related to application benefits, ease of use, and system support. In the performance expectancy domain, users reported slow service processes, payment transaction failures, and duplicate payments. Regarding effort expectancy, users experienced difficulties due to system bugs, payment confirmation failures, and problems in data input and storage. In terms of facilitating conditions, users highlighted poor technical support, slow administrative responses, and difficulties accessing features such as cameras and verification systems. Collectively, these issues indicate that user dissatisfaction is influenced by low application quality and suboptimal reliability of digital services.

This phenomenon highlights a gap between the government's objective of delivering effective digital public services and actual user experiences. Although Sapawarga has a large active user base in Bandung, user satisfaction and optimal use of public service features still require improvement. To analyze these issues comprehensively, this study employs the UTAUT model, which includes four main constructs: performance expectancy, effort expectancy, social influence, and facilitating conditions. This model was selected for its ability to explain factors influencing technology acceptance and user satisfaction, as supported by prior research. The study focuses on the influence of UTAUT constructs on user satisfaction with the Sapawarga application in Bandung, recognizing that the success of digital public services depends not only on usage levels but also on user satisfaction, which determines long-term sustainability of application use.

RESEARCH METHOD

This study employs descriptive and verifiable methods within a quantitative approach to obtain a systematic, factual, and accurate understanding of the phenomenon under investigation, as well as to empirically test the relationships between variables (Zhao & Baca, 2020). The descriptive method is used to capture real conditions related to the level of technology acceptance and user satisfaction with the Sapawarga application in the city of Bandung without intervening in the research variables. Meanwhile, the verifiable method is applied to test the hypotheses and measure the influence of the variables—Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions—on User Satisfaction, both partially and simultaneously.

This quantitative research is grounded in a positivist philosophy, collecting data through research instruments and analyzing them using statistical techniques to produce a

comprehensive, objective, and structured understanding aligned with the research objectives.

Data and Data Sources

The data used in this study comes from two types, namely primary data and secondary data. Primary data is obtained directly from Sapawarga application users who have a frequency of use at least 2-3 times in the last three months or have completed at least one public service cycle, such as reporting citizen complaints, paying taxes, and managing administration to completion. Primary data were collected through the dissemination of questionnaires and observations. Meanwhile, secondary data is obtained through intermediaries or supporting documents, such as data on Sapawarga application users in the city of Bandung from the Communication and Information Service, Google Play reviews, books, journals, scientific articles, previous research results, and various other reference sources relevant to the research topic.

Population and Sample

The population in this study is all active users of the Sapawarga application in the city of Bandung who have at least carried out activities on the application. Based on data from the official website of the West Java Provincial Government, the number of active users of the Sapawarga application in the city of Bandung was recorded at 21,683 users. In this study, the population is understood as a whole subject that has characteristics in accordance with the focus of the research, namely the community that uses digital public services through the Sapawarga application. Meanwhile, the sample is part of the population that is selected to represent the overall characteristics of the population so that the results of the study can be generalized. Because the population is quite large and there are limitations of time, cost, and research resources, sampling techniques are used to obtain representative data.

The sampling technique used is non-probability sampling with the purposive sampling method, which is the determination of samples based on certain criteria that are relevant to the research objectives. The selected respondents were people from the city of Bandung who were registered as users of the Sapawarga application and had real experience in using the application, such as using the application at least 2-3 times in the last three months or having completed one public service completely, such as reporting complaints, paying taxes, or managing administration. The determination of the number of samples was carried out using the Slovin formula with an error rate of 5% from the total population of 21,683 users, so that the number of samples was obtained of 392,754 which was then rounded to 400 respondents. The adjustment of the number of samples was made to facilitate data processing while improving the quality of research test results.

Data Collection Methods

The data collection method in this study was carried out through field research and library research. Field research was used to obtain primary data directly through the distribution of questionnaires to respondents who met the purposive sampling criteria and the collection of documents relevant to the research needs. The questionnaire used is closed, where each statement item has been accompanied by a measurable alternative answer to make it easier for respondents to provide responses. Meanwhile, a literature study was conducted to obtain secondary data and theoretical foundations through the review of various literature sources related to the UTAUT model and satisfaction of digital service users. In this study, the measurement of respondents' responses was carried out using the Likert Scale with five levels

of answers, ranging from Strongly Disagree to Strongly Agree, in order to measure respondents' perception of the use of the Sapawarga application quantitatively.

Data Analysis Techniques

Data analysis is a series of processes in processing and interpreting the data that has been collected so that it produces useful information and can be used as a basis for decision-making. According to (Sugiyono, 2022), data analysis is an activity that is carried out after all data from respondents and other sources have been collected. In this study, data processing was carried out using the Statistical Package for the Social Sciences (SPSS), version 25 developed by IBM. The analysis techniques used include descriptive analysis, validity test, reliability test, normality test, multicollinearity test, heteroscedasticity test, multiple linear regression and hypothesis testing through Determination Coefficient Analysis (R^2), F test, and t test.

RESULT AND DISCUSSION

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Multiple linear regression analysis was used to determine the direction and extent of the influence of independent variables, namely Performance Expectancy (X1), Effort Expectancy (X2), Social Influence (X3), and Facilitating Conditions (X4), on the dependent variable, namely User Satisfaction (Y).

Based on the results of data processing using the SPSS version 25 program, the results of multiple linear regression calculations are obtained which are presented in Table 1 below:

Table 1. Results of Multiple Linear Regression Analysis

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	7.053	2.172		3.247	.001
	X1	.152	.032	.220	4.793	.000
	X2	.240	.044	.249	5.440	.000
	X3	-.057	.043	-.062	-1.345	.179
	X4	.212	.044	.223	4.861	.000

a. Dependent Variable: Y

Source: Researcher-generated data (2026)

Based on the results of data processing using the SPSS version 25 program, the following multiple linear regression equations were obtained:

$$Y = 7.503 + 0.152 X1 + 0.044 X2 - 0.057 X3 + 0.212 X4 + e$$

The interpretation of the multiple linear regression equation above is as follows:

1. A Constant value of 7.053 states that if *the variables Performance Expectancy (X1), Effort Expectancy (X2), Social Influence (X3), and Facilitating Conditions (X4)* are assumed to be constant or have a value of zero (0), then the User Satisfaction Level (Y) of the Sapawarga application in the city of Bandung is 7.053 units.
2. The regression coefficient of *the variable Performance Expectancy (X1)* of 0.152 is positive. This indicates the direction of a unidirectional relationship, where every 1 unit increase in *Performance Expectancy (X1)* will increase User Satisfaction (Y) by 0.152 units, assuming other independent variables are of fixed value.

3. The regression coefficient of the *variable Effort Expectancy* (X2) of 0.240 is positive. This means that every increase in *Effort Expectancy* (X2) by 1 unit will increase User Satisfaction (Y) by 0.240 units, assuming other independent variables are of fixed value.
4. The regression coefficient of *the Social Influence* variable (X3) of -0.057 is negative. This shows the opposite direction of the relationship, where any increase in *Social Influence* (X3) by 1 unit will actually decrease User Satisfaction (Y) by 0.057 units, assuming the other independent variables remain. This indicates that high social encouragement or pressure without being accompanied by service quality actually has a negative impact on citizen satisfaction.
5. The regression coefficient of the *Facilitating Conditions* (X4) variable of 0.212 is positive. This means that every increase in *Facilitating Conditions* (X4) by 1 unit will increase User Satisfaction (Y) by 0.212 units, assuming the other independent variables are of fixed value.

Determination Coefficient Test (R^2)

In this study, because it uses multiple linear regression with more than two independent variables, the value evaluated is Adjusted R Square so that the estimate is not biased towards the number of variables included in the model. The results of the calculation of the determination coefficient are presented in the following Table 2:

Table 2. Determination Coefficient Test Results

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.417a	.174	.166	3.559
a. Predictors: (Constant), X4, X3, X2, X1				
b. Dependent Variable: Y				

Source: Researcher-generated data (2026)

Based on Table 2, the Adjusted R Square value is 0.166 or 16.6%. This shows that 16.6% of the variation in the User Satisfaction (Y) variable can be explained by independent variables, namely *Performance Expectancy* (X1), *Effort Expectancy* (X2), *Social Influence* (X3), and *Facilitating Conditions* (X4). Meanwhile, the remaining 83.4% of the variation was influenced by other factors outside the research model.

These findings indicate that although UTAUT variables have a contribution to explaining user satisfaction, there are other external factors that are more dominant, such as the quality of service information, the level of trust in the government, and the availability of offline service alternatives.

Simultaneous Hypothesis Test (F Test)

According to Ghozali (2018), the statistical test F basically shows whether all independent or independent variables included in the model have a simultaneous influence on the dependent/bound variable. This test is also used to prove Hypothesis 5 (H5) in this study.

The decision-making criteria in the F Test were carried out by comparing the value of F-Calculate with the F-Table and looking at the probability level of its significance ($\alpha = 0.05$). With the number of samples ($n = 400$) and the number of independent variables ($k = 4$), the degree of freedom of the numerator ($df1 = 4$) and denominator ($df2 = 395$) was obtained, so that the value of F-Table was 2.39.

Here are the guidelines for testing the F-Test hypothesis with a significance level (α) of 5%:

If $F\text{-Calculate} > F\text{-Table}$ (2.39) and the Sig. value < 0.05 , then H_5 is accepted (has a significant effect simultaneously).

If $F\text{-Calculate} < F\text{-Table}$ (2.39) and the Sig. value > 0.05 , then H_5 is rejected (has no significant effect simultaneously).

The results of the simultaneous test (Test F) are presented in the following Table 4.15:

Table 3. F Test Results

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1054.573	4	263.643	20.813	.000b
	Residual	5003.667	395	12.668		
	Total	6058.240	399			

a. Dependent Variable: Y
b. Predictors: (Constant), X4, X3, X2, X1

Source: Researcher-generated data (2026)

Based on Table 3 above, the F value of 20.813 was obtained with a significance probability level of 0.000. Referring to the decision-making criteria, it is known that the calculated F value is much larger than the F of the table ($20.813 > 2.39$) and the significance value is much smaller than 0.05 ($0.000 < 0.05$).

Thus, it can be concluded that the Hypothesis is accepted. This means that the variables *Performance Expectancy* (X1), *Effort Expectancy* (X2), *Social Influence* (X3), and *Facilitating Conditions* (X4) together (simultaneously) have a positive and significant influence on User Satisfaction (Y) of the Sapawarga application in the city of Bandung.

Partial Hypothesis Test (t-test)

The t-statistical test is basically used to show how far an individual (partial) explanatory or independent variable is influential in explaining the variation of the dependent variable. This test is used to prove Hypothesis 1 (H1) to Hypothesis 4 (H4).

The decision-making criteria in the t-test were carried out by comparing the t-calculated value with the t-table at a significance level (α) of 0.05 (5%). With two-tailed testing, the number of samples (n) = 400, and the number of independent variables (k) = 4, the value of degree of freedom (df) = $400 - 4 - 1 = 395$ was obtained. Based on the distribution table t, the critical limit value of t-table was obtained of 1.966.

According to (Ghozali, 2018) the results of t calculation are compared to t tables, with the following conditions:

- If the value of t is calculated $> t$ table (1.966) or the value of Sig. < 0.05 , then the hypothesis is accepted (has a significant effect).
- If the value of t is calculated $< t$ table (1.966) or the value of Sig. > 0.05 , then the Hypothesis is rejected (has no significant effect).

Based on Table 4, the results of partial hypothesis testing are described as follows:

Table 4. Test Results t

		Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients		t	Sig.
		B	Std. Error	Beta			
1	(Constant)	7.053	2.172			3.247	.001
	X1	.152	.032	.220		4.793	.000
	X2	.240	.044	.249		5.440	.000
	X3	-.057	.043	-.062		-1.345	.179
	X4	.212	.044	.223		4.861	.000

a. Dependent Variable: Y

Source: Researcher-generated data (2026)

Based on Table 4, the results of partial hypothesis testing are described as follows:

1. Hypothesis 1 (H1) Testing, the effect of Performance Expectancy (X1) on User Satisfaction

Based on the results of regression analysis, a positive directional coefficient was obtained with a t-count value of 4.793 and a significance level of 0.000. Since the t-value of the t-table $> (4.793 > 1.966)$ and the Sig. value $< 0.05 (0.000 < 0.05)$, it can be concluded that H1 is accepted. This means that Performance Expectancy partially has a positive and significant effect on User Satisfaction of the Sapawarga application. The higher the performance or benefit expectations felt by residents, the more user satisfaction will increase.

2. Testing Hypothesis 2 (H2), the effect of Effort Expectancy (X2) on User Satisfaction

A positive directional coefficient was obtained with a t-calculated value of the Effort Expectancy variable of 5.440 and a significance level of 0.000. Since the t-value of the t-table $> (5.440 > 1.966)$ and the value of Sig. $< 0.05 (0.000 < 0.05)$, it can be concluded that H2 is acceptable. This means that Effort Expectancy partially has a positive and significant influence on User Satisfaction. The ease of use of the application is an important factor that significantly determines citizen satisfaction.

3. Testing Hypothesis 3 (H3), the effect of Social Influence (X3) on User Satisfaction

Based on the results of the analysis, the directional coefficient of the Social Influence variable was negative (-0.057) with a t-calculated value of -1.345 and a significance level of 0.179. Since the absolute value of t-calculated $< t\text{-table} (1.345 < 1.966)$ and the value of Sig. $> 0.05 (0.179 > 0.05)$, it can be concluded that H3 is rejected. This means that partially Social Influence does not have a significant effect on User Satisfaction. This indicates that the motivation or influence factor of the surrounding social environment is not the main determinant of whether residents are satisfied or not with the Sapawarga application.

4. Testing Hypothesis 4 (H4), the effect of Facilitating Conditions (X4) on User Satisfaction

A positive directional coefficient was obtained with a t-calculated value of the Facilitating Conditions variable of 4.861 and a significance level of 0.000. Since the t-calculated value $> the\ t\text{-table} (4.861 > 1.966)$ and the Sig. $< value\ of\ 0.05 (0.000 < 0.05)$, it can be concluded that H4 is accepted. This means that Facilitating Conditions partially has a positive and significant effect on User Satisfaction. The availability of adequate supporting facilities (such as smartphone devices and internet connections) will significantly increase citizen satisfaction.

The Effect of Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions on User Satisfaction

Based on simultaneous hypothesis testing, an F-Count value of 20.813 was obtained. This figure is much larger than the F-Table limit value of 2.39 ($20.813 > 2.39$) with a significance probability level of $0.000 < 0.05$. Thus, it is concluded that Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions together (simultaneously) have a positive and significant influence on User Satisfaction of the Sapawarga application.

These results are in line with the findings of previous research conducted by Fahmi et al. (2023) which stated that the UTAUT model is effectively able to explain the factors that affect the satisfaction of digital application users. In addition, these findings are also supported by research by Aji et al. (2024) which confirms that the variables Performance Expectancy, Effort Expectancy, and Social Influence simultaneously influence intentions and behavior.

The Effect of Performance Expectancy on User Satisfaction

The effect of Performance Expectancy on User Satisfaction shows positive results based on the analysis that has been carried out. The calculated t-value of 4.793 is known to be greater than the table t of 1.966 ($4.793 > 1.966$), with a significance level of 0.000 which is smaller than 0.05. These results indicate that partially Performance Expectancy has a positive and significant influence on User Satisfaction. Thus, the greater the benefits and time efficiency felt by the public in using the service, the higher the level of user satisfaction will also increase. The results of this study are in line with the findings (Ibrahim et al., 2025) which states that performance expectations have a positive and significant effect on user satisfaction. Therefore, the government needs to direct the development of service innovations to increase the effectiveness of completing bureaucratic services, not only limited to providing information.

The Effect of Effort Expectancy on User Satisfaction

The effect of Effort Expectancy on User Satisfaction shows a positive relationship based on the results of the research analysis. The t-value of 5.440 is known to be greater than the t-table of 1.966 ($5.440 > 1.966$), with a significance value of 0.000 which is below 0.05. This indicates that partially Effort Expectancy has a positive and significant effect on User Satisfaction. In other words, the ease of operating the application is an important factor that determines the level of user satisfaction. These findings are consistent with research (Ibrahim et al., 2025) and (Fahmi et al., 2023) which states that ease of use is one of the main indicators that affect the satisfaction of digital service users.

The Influence of Social Influence on User Satisfaction

In contrast to the previous variable, the test results on the Social Influence variable showed that the research hypothesis was rejected. Based on the results of the analysis, a negative directional coefficient of -0.057 with a calculated t value of -1.345 was obtained, which was smaller than the t table of 1.966 ($-1.345 < 1.966$), and a significance value of $0.179 > 0.05$. These results show that Social Influence partially does not have a significant effect on User Satisfaction of the Sapawarga application.

These findings indicate that user satisfaction with government service applications is not much influenced by social impulses, environmental recommendations, or social group pressure. The use of the Sapawarga application tends to be carried out due to administrative needs and public service obligations, so social factors are not the main consideration in

determining the level of user satisfaction.

The results of this study are consistent with a study (Ibrahim et al., 2025) which found that Social Influence does not have a significant effect on user satisfaction. Similar findings were also put forward by (Sari et al., 2024), where the Social Influence variable on digital services did not show a significant influence on user satisfaction. Thus, user satisfaction with digital government services is more influenced by the quality of the system and the real benefits that are directly felt than by social factors in the user's environment.

The Effect of Facilitating Conditions on User Satisfaction

The effect of Facilitating Conditions on User Satisfaction shows positive results based on tests that have been carried out. The calculated t-value of 4.861 is known to be greater than the table t of 1.966 ($4.861 > 1.966$), with a significance level of 0.000 which is smaller than 0.05. These results confirm that partially Facilitating Conditions have a positive and significant influence on User Satisfaction.

Thus, the more adequate the supporting facilities available, the higher the level of user satisfaction will also increase. These findings are in line with research (Azomah & Murniati, 2025) and (Dai et al., 2024) which states that the availability of supporting facilities, both in the form of technological infrastructure and technical support, plays a real role in increasing user satisfaction. Based on the results of the descriptive analysis, the significance of this variable also indicates that local governments need to be more serious in strengthening assistance services or helpdesks to help the community overcome various system obstacles that are still often encountered in the use of applications in the field.

CONCLUSION

Based on the results of the study on the influence of the Unified Theory of Acceptance and Use of Technology (UTAUT) model on user satisfaction with the Sapawarga application in the city of Bandung, it was concluded that, simultaneously, the variables of Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions had a significant effect on user satisfaction. Partially, Performance Expectancy, Effort Expectancy, and Facilitating Conditions were shown to have a positive and significant effect on user satisfaction, while Social Influence had no significant effect. The results indicate that users perceive the Sapawarga application as enhancing bureaucratic transparency and offering relatively easy navigation. However, obstacles remain, including complicated bureaucratic workflows, insufficient technical assistance, and hesitation among users to recommend the application to others due to suboptimal system stability. Therefore, the government and developers are advised to simplify service processes within the application, improve helpdesk quality and technical support, and focus on developing features that genuinely benefit the community rather than merely increasing application socialization. In addition, further research is recommended to incorporate additional variables outside the UTAUT model—such as information quality, public trust, and data security—to provide a more comprehensive explanation of user satisfaction.

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