ANALYSIS OF THE ACCEPTANCE OF SISKOPATUH BY THE UMRAH PILGRIMAGE TOUR ORGANIZER IN INDONESIA

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ABSTRACT

Since it was launched in August 2019, no research has been conducted on the acceptance of Siskopatuh by Umrah Pilgrimage Tour Organizer or Penyelenggara Perjalanan Ibadah Umrah (PPIU. This study aims to find the factors that influence the acceptance of Siskopatuh by using the Technology Acceatance Model (TAM) along with the order of magnitude. Data was taken from distributing questionnaires via google form to PPIU and obtained 108 respondents. Then the data were analyzed using multiple linear regression method using the Smart PLS application. The conclusion of this study is attitude toward use has a significant effect on acceptance of the system, perceived usefulness has a significant effect on acceptance of the system, perceived usefulness has a significant influence on attitude toward use, perceived ease of use has no significant influence on attitude toward use, perceived ease of use has a significant effect on perceived usefulness.

Keywords: Siskopatuh; Technology acceptance model; Perceived ease of use; Perceived usefulness; Attitude toward using; Acceptance of system.

INTRODUCTION

The growth rate of Indonesian pilgrims performing the umrah pilgrimage can be said to be in a positive trend, at least in the last four years. Since 2016, the number of Indonesian Umrah pilgrims stood at 677,509 people, then in 2017 there were 858,933, a sharp increase in 2018 to 1,005,803 people. The Ministry of Religion also emphasized that in 2019, Indonesian congregants who left for Umrah reached 974,650 (Indonesia, 2020).

In Indonesia, a travel agency or what is known as the Umrah Pilgrimage Tour Organizer or Penyelenggara Perjalanan Ibadah Umrah (PPIU) is a travel agency that has obtained permission from the minister of religion to organize a series of Umrah travel activities outside the Hajj season which includes guidance, service, and protection of the congregation (Kementrian, 2018). This has also triggered an increase in the emergence of various PPIUs in Indonesia to facilitate the wishes of the community regarding Umrah worship activities. In July 2019, the Director General of Haj and Umrah Decree number 323 of 2019 was issued regarding "*Guidelines for the Registration of Umrah Pilgrims*". The decree states that there is a computerized integrated management system for umrah and hajj which called as Siskopatuh. Siskopatuh is a data and information management system for organizing special umrah and hajj pilgrimage trips. Siskopatuh has the principle of "*5 Pasti Umrah*" which consists of making sure the travel is officially licensed, making sure the schedule, making sure the flight, making sure the hotel, and making sure the visa.

The process flow for using Siskopatuh starts from the PPIU who makes the Umrah or Hajj travel package, then is accompanied by filling in the details of the package such as who the officers are on the trip, the departure ticket for the trip, all hotel accommodations provided, and finally the

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return ticket. After the package is completed, it is followed by filling in data for all Umrah or Hajj pilgrims, then after the pilgrims' visas have been issued, the PPIU must also fill in visa data for all pilgrims. After that, fill out tickets and passports to be able to print pilgrims' cards. The pilgrim card is used when checking at the airport by the officer to confirm that the pilgrim is in the Siskopatuh system. After the pilgrims depart, the package is realized for officer data reports, departures, hotels, and returns. If it has been reported, the Siskopatuh process is complete (Kementrian, 2018).

Since it was launched in August 2019, based on the results of the author's interview with Siskopatuh's umrah supervisor, Mr. Misbach stated that no research had been conducted on the acceptance of Siskopatuh so it was not known how the PPIU's feedback on the use of Siskopatuh. Therefore, it is necessary to conduct research on the acceptance of Siskopatuh by PPIU to evaluate the use of the Siskopatuh application.

Technology Acceptance Model (TAM) is considered the most influential and most common theory used to explain the acceptance of information systems by individuals. Tam was adapted from The Theory of Reasoned Action by Ajzen and Fishbein in 1980 and first proposed by Davis in 1986 (Lee et al., 2003). The original TAM have framework as in Figure 1.

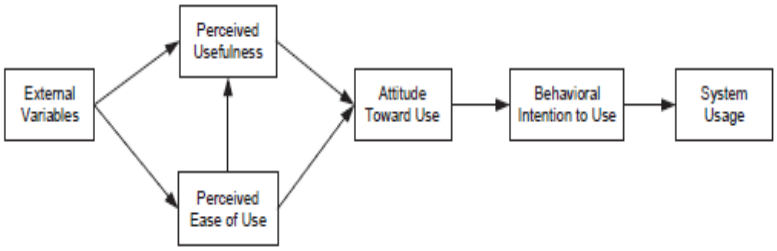

FIGURE 1

THE ORIGINAL MODEL OF TAM

In previous research conducted by Al-Gahtani (2001), the behavioral intention and actual usage variables were replaced by IT acceptance variables because basically behavioral intention and actual usage variables are indicators to measure IT acceptance. Sahut also uses the TAM model which has been modified by removing the behavioral intention variable to be used as in the modified TAM model developed by Sahut in 2008 which is shown in Figure 2 (Sahut, 2013).

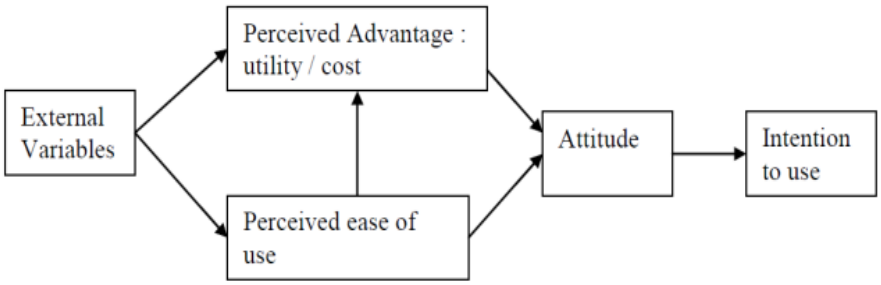

FIGURE 2
THE MODIFIED MODEL OF TAM BY SAHUT

Brown (Brown et al., 2002) said in the mandatory environment attitude become a critical

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factor because it shows the degree of satisfaction of the users so that the researcher includes the attitude variables into the research framework shown as in Figure 3, where the modified model used in this study.

There are some previous researches that used same modified technology acceptance model, such as research about acceptance of Siskohat to determine the acceptance of Siskohat Gen 2 in accordance with the uses and benefits of the perceived usefulness (PU) and perceived ease to use (PEOU) factors on the Acceptance of IT (ACC) Najwa (2016), acceptance of revenue assurance application to analyze the user acceptance of the PDP revenue assurance application using the Technology Acceptance Model (TAM) method. Dalimunthe (2020), acceptance of Pt. MMBC Tour And Travel to the system of online reservation to determine the acceptance of SRO users and which variables have the most influence on user acceptance. Putra (2018), which shown in Figure 3.

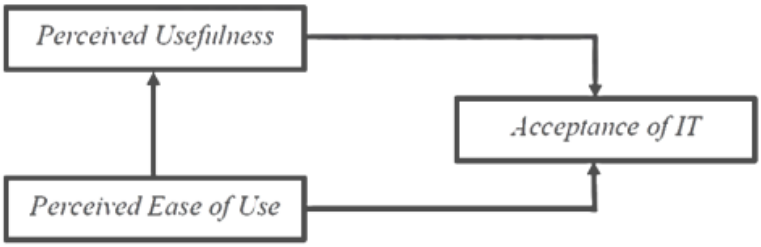

FIGURE 3
THE MODIFIED MODEL OF TAM

Perceived usefulness is defined as the extent to which a person believes that using a particular system will improve his work performance. This means that the perceived usefulness will depend on the consumer's perception of the results of a particular system. If the system can be used profitably then there are benefits that are perceived positively. Perceived usefulness comes from the extent to which users believe that the system or technology will improve their work performance (Khoi, 2020).

Perceived ease of use is defined as the extent to which an individual believes that using a particular system will free him from physical and mental effort. If technology is perceived as useful but requires a complex way of using it, its benefits will be overshadowed by the difficulties associated with using it.

Ease of use is defined by Davis as freedom from hardship or effort. Because the task of the user is to use a technology system, Perceived ease of use is also defined as the perception that individuals have about how easy and simple it is to use the technology (Khoi, 2020).

Attitude toward use is defined as positive or negative feelings from individuals in their activities and how these feelings can affect certain behaviors of users (Nyorol et al., 2015). Attitude towards use is one of the main factors that can affect behavioral intentions (behavioral intention to use); this directly affects the frequency of using technology (Khoi, 2020).

RESEARCH METHODS

This study uses a quantitative approach and is based on survey research methods. The survey method here is modified using treatment in data collection by distributing questionnaires.

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Research Framework

Based on a discussion of the TAM theory and also a literature study regarding previous research, the model to be used in this study is as follows (Figure 4):

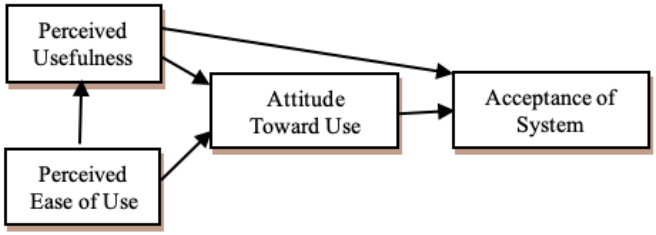

FIGURE 4
RESEARCH MODEL

Researchers use the above model based on the results of research that has been done by Al-Gahtani, (2001); Brown et al. (2002); Ma & Liu (2004), which states that Perceived ease of use is due to Perceived ease of use. is an antecedent of Perceived Usefulness compared to a direct determinant of system use, so that Perceived ease of use also affects system acceptance (Acceptance of System) indirectly, usefulness and user convenience also have a relationship to determine user attitudes in the use of information technology, this explains the Perceived variable. ease of use and Perceived Usefulness of Attitude toward use. The last is Attitude toward use of the Acceptance of the system, this is because a system is mandatory, making the attitude variable an important factor because the user's attitude shows the level of satisfaction, which means the system can be accepted by the user.

Perceived ease of use can be interpreted as the ease with which a system is used by the user. Therefore, Perceived ease of use in Siskopatuh can be explained as the ease of use of Siskopatuh by its users. If the management services for the departure and return of Umrah pilgrims are easy for its users to learn and use, this will positively affect the perceived usefulness and attitudes toward use or attitude toward use in the Siskopatuh application so that PPIU as Siskopatuh users will find it easier to adopt travel management Umrah so it can be considered that ease of use or Perceive ease of use will ultimately affect Siskopatuh acceptance (acceptance of system).

The perceived usefulness factor according to Davis is the extent to which a person believes that using a certain system will improve or performance in his job so that the use value of Siskopatuh will affect attitudes towards using Siskopatuh (Attitude toward use) and affect acceptance (Acceptance of System) Siskopatuh (Khoi, 2020). Attitude toward use is a user's attitude toward a system based on their beliefs so that attitude toward use affects Siskopatuh acceptance (Acceptance of system).

In this study, there are two independent variables (independent variable) and two dependent variables (dependent variable). The independent variable is a variable that affects the dependent variable. The following are the independent variables used in this study are perceived usefulness of Siskopatuh and perceived ease of use Siskopatuh. The dependent variable is the variable that is influenced by the independent variable, in this case the attitude toward use of Siskopatuh and acceptance of the system of Siskopatuh as the end-variable.

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Variable Measurement

The independent variable (independent variable) is a variable that affects the dependent variable (dependent variable). The following are the independent variables used in this study, the first is perceived usefulness is defined as "*the extent to which a person believes that using a particular system will improve his or her work performance*". This means that the perceived usefulness will depend on the consumer's perception of the results of a particular system. If the system is "*capable of being used profitably*" then there are positive perceived benefits. Perceived usefulness comes from the extent to which users believe that the system or technology will improve their work performance (Khoi, 2020).

The second one is perceived ease of use which is defined as "*the degree to which an individual believes that using a particular system will relieve him of physical and mental effort*". If technology is perceived as useful but requires a complex way of using it, its benefits will be overshadowed by the difficulties associated with using it. Ease of use is defined by Davis as "*freedom from hardship or exertion*". Because the task of the user is to use the technology system, Perceived ease of use is also defined as the perception that individuals have about how easy and simple it is to use the technology (Khoi, 2020).

The dependent variable is the variable that is influenced by the independent variable, in this case the attitude toward use of Siskopatuh and acceptance of the system of Siskopatuh as the end-variable. Attittude is a person's positive or negative attitude towards an activity based on individual beliefs. In this study, the attitude toward use of Siskopatuh was examined, namely the attitude of use towards Siskopatuh. In this case, the attitude of PPIU's belief in Siskopatuh is assessed, such as the belief that Siskopatuh will help improve PPIU's performance in the management of Umrah. Siskopatuh acceptance is assessed whether PPIU feels helped by using Siskopatuh and accepts and feels satisfied with Siskopatuh (Table 1).

Table 1
RESEARCH VARIABLE INDICATORS

No	Variable	Aspect	Indicator	Code
1	*PEOU*	Easy to learn	Using SISKOPATUH is easy to learn	PEOU1
		Easy to access	The use of SISKOPATUH is easy to access anywhere	PEOU2
		Clear and easy to understand	I think the use of SISKOPATUH is easy to understand	PEOU3
		Easy to use	The features provided by SISKOPATUH are good and easy to use	PEOU4
		Ease of interaction	The use of SISKOPATUH is very flexible to interact	PEOU5
		Easy to remember	The use of SISKOPATUH is very easy to remember	PEOU6
2	*PU*	Completing tasks quickly	Using SISKOPATUH can speed up my work in monitoring the journey of Umrah worship	PU1
		Improve the performance	Using SISKOPATUH can improve my performance in organizing Umrah pilgrimages	PU2
		Increase productivity	Using SISKOPATUH can make it easier for me to organize an Umrah pilgrimage	PU3
		Increase effectiveness	The use of SISKOPATUH can increase effectiveness in the management of the congregation	PU4
		Make work easier	With the presence of SISKOPATUH, congregational management becomes easier	PU5

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		Find benefits	SISKOPATUH was able to provide security for me in organizing my Umrah pilgrimage	PU6
3	*ATU*	Happy to use	Using SISKOPATUH in managing the Umrah pilgrimage is a fun thing	ATU1
		Convenience of interacting	I feel comfortable using SISKOPATUH in managing my Umrah pilgrimage	ATU2
		Beneficial	I feel that using SISKOPATUH in the management of the Umrah pilgrimage is a waste of time	ATU3
		Not boring	I feel bored managing my Umrah pilgrimage using SISKOPATUH	ATU4
4	*AOS*	Feeling helped	The use of SISKOPATUH really helped me in completing my work as PPIU	AOS1
		Accept the application of information systems	I can accept the application of SISKOPATUH to manage the Umrah pilgrimage	AOS2
		Features already meet the needs	The features that exist in SISKOPATUH have met the needs of the PPIU in managing the Umrah pilgrimage	AOS3
		Satisfied with system performance	I am satisfied with SISKOPATUH's performance	AOS4

Can be seen in the table above is to explain the indicators used in this study based on the aspects of the variables used in this study.

Population and Sample

The number of PPIUs in Indonesia as of October 2020 is 1138 PPIUs. In this study, the determination of the number of samples used the Slovin formula can be concluded that the minimum sample size in this study is 92 PPIU, but to avoid human error, the distribution of questionnaires was assigned to 108 PPIUs throughout Indonesia. The sample used in this population was determined using a simple random method.

Data Analysis

The data analysis method used in this research is statistical analysis technique using Smart PLS software to process the data. The analysis used are as follows:

The validity test was conducted to determine the ability of the research instrument to measure what should be measured. The parameters used are convergent validity and discriminant validity. The reliability test is used to measure the consistency of the measuring instrument in measuring a concept and to measure the consistency of the respondents in answering the question items in the questionnaire. A measuring instrument is said to have reliability if it is used many times by the same researcher or by other researchers but gives the same results. Parameters that can be used to measure reliability are composite reliability and Cronbach's alpha (Willy Abdillah, 2015).

Hypothesis Testing

In an effort to answer the problems in this study, multiple regression analysis was used. Regression analysis is basically a study of the dependence of the dependent variable (dependent) with one or more independent variables (explanatory / independent variables), with the aim of estimating and/or predicting the population average or the values of the dependent variable based on the value of the independent variable is known. For regression where the independent variable

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consists of two or more, the regression is also called multiple regression.

Because the independent variables above have more than two variables, the regression in this study is called multiple regression. The regression equation in this study is to determine how much the relationship or influence of independent or free variables, namely the relationship of Perceived Usefulness (PU), Perceived Ease of Use (PEOU) to Acceptance of System (AOS) and Attitude Toward Use (ATU). The mathematical formula of multiple regression used in this study are:

$$AOS = \beta 10 + \beta 11 ATU + \beta 12\ PU + \text{Ɛ}1$$

$$ATU = \beta 20 + \beta 21 PEOU + \beta 22 PU\ \text{Ɛ}2$$

$$PU = \beta 30 + \beta 31 PEOU + \text{Ɛ}3$$

Where,
AOS =Acceptance of System
ATU =Attitude toward Use
PU =Perceived Usefulness
PEOU =Perceived Ease of Use
β =Regression Coefficient
e =Error

H_1: *Hypothesis of the influence of the Attitude toward Use factor on the Acceptance of System.*

H_0: $\beta 11=0$

H_1: $\beta 11\neq 0$

H_2: *The hypothesis of the effect of the Perceived Usefulness factor on the Acceptance of System.*

H_0: $\beta 12 = 0$

H_1: $\beta 12 \neq 0$

H_3: *Hypothesis of the effect of the Perceived Usefulness factor on Attitude toward use.*

H_0: $\beta 12=0$

H_1: $\beta 12\neq 0$

H_4: *Hypothesis of the effect of the Perceived Ease of Use factor on Attitude toward use.*

H_0: $\beta 21=0$

H_1: $\beta 21\neq 0$

H_5: *Hypothesis of the effect of the Perceived Ease of Use factor on Attitude toward use.*

H_0: $\beta 21=0$

H_1: $\beta 21\neq 0$

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RESULTS AND DISCUSSION

The data collection method used in this study was by distributing questionnaires through the google form platform given to siskopatuh users. The distribution of questionnaires started from researchers who contacted Siskopatuh to get assistance in distributing to all PPIUs in Indonesia registered at Siskopatuh, then researchers also distributed questionnaires through various PPIUs spread across Jakarta, researchers also contacted the Chairperson of Amphuri (Muslim Association of Hajj and Umrah Organizers of the Republic of Indonesia) to request assistance in distributing this questionnaire to all Amphuri members. The questionnaire was distributed for approximately 5 months with the help of whatsapp media because it can make it easier for researchers in this pandemic condition. The number of respondents who have been collected is 108 respondents, which exceeds the target sample of this study, namely 92 respondents who are PPIUs spread throughout Indonesia.

Descriptive Analysis

The following are the results of descriptive analysis to determine the percentage of the highest and lowest answers based on the indicators (Table 2).

Table 2
QUESTIONNAIRE ANSWERS

Indicator	Answers				
	1	2	3	4	5
PEOU1	1%	3%	6%	56%	33%
PEOU2	4%	5%	8%	47%	36%
PEOU3	3%	3%	9%	59%	26%
PEOU4	3%	5%	26%	44%	22%
PEOU5	3%	6%	29%	38%	23%
PEOU6	4%	3%	30%	45%	17%
PU1	4%	7%	22%	39%	27%
PU2	4%	5%	18%	53%	19%
PU3	4%	6%	15%	59%	17%
PU4	5%	4%	16%	56%	19%
PU5	4%	4%	14%	59%	19%
PU6	2%	0%	8%	48%	41%
ATU1	5%	3%	38%	45%	9%
ATU2	3%	3%	13%	59%	22%
ATU3	51%	26%	11%	6%	6%
ATU4	34%	39%	13%	8%	5%
AOS1	3%	6%	10%	68%	13%
AOS2	1%	2%	11%	68%	17%
AOS3	2%	6%	39%	42%	11%
AOS4	2%	5%	25%	58%	10%

Based on the table above, it can be seen that the highest answer for each indicator is at number 4 except for the ATU3 and ATU4 indicators which say that the respondents agree with the questionnaire questions except for the ATU3 and ATU4 indicators.

Results of Suggestions to Siskopatuh by Users

The results of the questions on the questionnaire also include suggestions from various

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PPIUs regarding the acceptance and use of Siskopatuh. The researcher concludes several main suggestions for Siskopatuh, among others;

- Siskopatuh should be easier to operate for PPIU
- Siskopatuh should be simplified and easier to use
- Siskopatuh should improve the user interface

Evaluation of Measurement Model

From the respondent data that has been collected, the Measurement Model Evaluation is carried out to be able to measure the variable values of all indicators by looking at the convergent validity and discriminant validity tests.

Table 3
THE PARAMETERS RULE OF THUMB FOR VALIDITY AND RELIABILITY TEST.

	Name	Parameters	Rule of Thumbs
Validity Test	Convergent	Loading factors	>0.70
		Average variance extracted (AVE)	>0.50
		Communality	>0.50
	Discriminant	AVE root and correlation	AVE root>Correlation
		Latent variable	Latent variable
		Cross loading	>0.7 in one variable
Realiability Test	Composite Reliability		>0.70
	Cronbach's Alpha		>0.60

To test the validity of the constructs, researchers used two parameters; convergent validity and discriminant validity. The parameters rule of thumb for validity and reliability test shown on Table 3.

The researcher calculated the loading factor and AVE as it shown on the Table 4 below.

Table 4
THE LOADING FACTOR AND AVE RESULTS

Variable	Indicator	Loading Factor	AVE	Conclusion
PEOU	PEOU1	0,7220	0,6040	Valid
	PEOU2	0,8203		Valid
	PEOU3	0,8279		Valid
	PEOU4	0,7673		Valid
	PEOU5	0,7253		Valid
	PEOU6	0,7936		Valid
PU	PU1	0,7786	0,6579	Valid
	PU2	0,8369		Valid
	PU3	0,8666		Valid
	PU4	0,8497		Valid
	PU5	0,8333		Valid
	PU6	0,6880		Not Valid
ATU	ATU1	0,7374	0.731	Valid
	ATU2	0,8312		Valid
	ATU3	-0,7252		Not Valid

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	ATU4	-0,8027		Not Valid
AOS	AOS1	0,8457	0.682	Valid
	AOS2	0,7762		Valid
	AOS3	0,8014		Valid
	AOS4	0,7198		Valid

Based on the table of loading factor values above, it can be seen that there are three indicators that have a loading factor value below 0.70, namely PU6, ATU3, and ATU4 which indicates that the three indicators are invalid and must be abolished. The following are the results of calculations using the PLS algorithm after removing the three indicators (Figure 5).

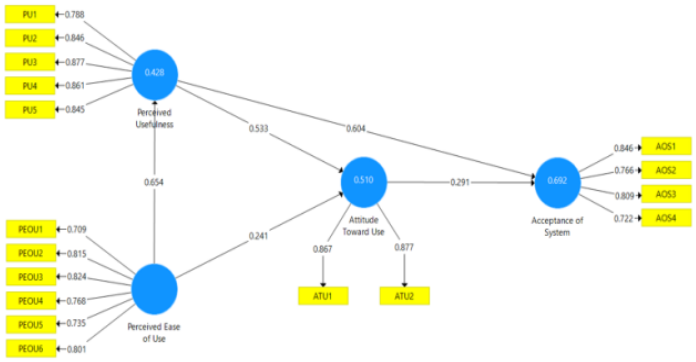

FIGURE 5
CALCULATION STRUCTURAL MODEL

Reliability of the Constructs

To test the consistent and stable measures over time of the constructs, researcher calculated the reliability using two parameters; composite reliability and cronbach's alpha. The rule of thumb of the test shown in Table 3. The composite reliability and the Cronbach's alpha test shown in the Table 5 and Table 6.

Table 5
THE COMPOSITE RELIABILITY RESULTS

Variable	Composite Reliability	Results
Acceptance of System	0.8665	Reliable
Attitude Toward Use	0.8640	Reliable
Perceived Ease of Use	0.9009	Reliable
Perceived Usefulness	0.9253	Reliable

The results of composite reliability in Table 5 above show that all of the variables in this study are reliable. The results of Cronbach's alpha in Table 6 above show that all of the variables in this study are reliable.

Table 6
THE CRONBACH'S ALPHA RESULTS

Variable	Cronbach's Alpha	Results
Acceptance of System	0.7944	Reliable

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Attitude Toward Use	0.6852	Reliable
Perceived Ease of Use	0.8684	Reliable
Perceived Usefulness	0.8989	Reliable

Hypotheses Tests

The t-Statistics test is conducted to determine whether a hypothesis is significant or not. This can be analyzed by comparing the t-statistical value with the t-table value. The value of the t-table in this study is 1.9872. If the t-statistic value >t-table and p-value <0.05 then the relationship between the variables is declared significant, whereas if the t-statistic value <t-table and p-value>0.05 then the relationship between the variables is declared insignificant. The results of the t-statistic shown on the Table 7 below.

Table 7
THE RESULT OF T-STATISTIC

Relation	Sample Mean (M)	Standart Deviation (STDEV)	t-statistic	p-Value
ATU → AOS	0,2893	0,0842	34,533	0,0006
PEOU → ATU	0,2683	0,1434	16,780	0,0940
PEOU → PU	0,6626	0,0913	71,628	0,0000
PU → AOS	0,6049	0,0800	75,549	0,0000
PU →ATU	0,5028	0,1408	37,875	0,0002

The hypotheses tests of the analyses of Analysis of the Acceptance of a Computerized Integrated Management System for Umrah and Special Hajj by the Umrah Pilgrimage Tour Organizer in Indonesia were performed by observing the (p) 0.05 using t-statistic.

From the output of the estimation of T-statistic in Table 7 we could perform the hypotheses tests of this study, as follows:

Hypothesis 1 which stated that attitude towards use has a significant effect on system acceptance could be accepted with a probability of 0.0006 (<0.05).

Hypothesis 2 which proposed that perceived usefulness has significant effect on the acceptance of Siskopatuh could be accepted with a probability of 0.0000 (>0.05).

Hypothesis 3 which suggested that perceived usefulness has a significant effect on attitude toward use of Siskopatuh could be accepted with a probability of 0.0000 (<0.05).

Hypothesis 4 which stated that perceived ease of use has a significant effect on attitude toward use of Siskopatuh could not be accepted with a probability of 0.0940 (<0.05).

Hypothesis 5 which proposed that perceived ease of use has a significant effect on perceived usefulness could be accepted with a probability of 0.0002 (<0.05).

Discussion of the Results of the Study

The influence of attitude towards use on Siskopatuh acceptance

Attitude toward use has a significant effect on the acceptance of system. This shows that the attitude toward use affects the acceptance of Siskopatuh. This is consistent with previous research that said when the use are mandatory, attitude will become more important, because it represents the degree to which users are satisfied with the system. So as Siskopatuh usage is mandatory, the

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government as the developer of the system must work on positive attitude towards a system and its use (Brown et al., 2002).

The influence of perceived usefulness on Siskopatuh acceptance

This shows that the usability of the system has a significant effect on system acceptance. This result is very suitable because Siskopatuh is a management system whose purpose is to be able to monitor Umrah or Hajj trips starting from Umrah or Hajj travel officers, departures, hotel accommodations, to returning to Indonesia. This makes the system more acceptable to all users. This is also in accordance with previous research which states that the usefulness of a system has a significant effect on the acceptance system (Islami et al., 2021; Santoso, 2010).

The influence of perceived usefulness on attitude towards use of Siskopatuh

Perceived Usefulness has a significant influence on Attitude Toward Use. This shows that perceived usefulness has a significant influence on attitude toward use in Siskopatuh. These results are consistent with previous research on perceived usefulness showed that there was a significant relationship between perceived usefulness and attitude toward use (Indarsin & Ali, 2017; Islami et al., 2021; Raza et al., 2017).

The influence of perceived ease of use on attitude toward use of Siskopatuh

This shows that the perceived ease of use variable does not have a significant effect on the attitude toward use variable in the use of system A. This is contrary to previous research which shows a significant relationship between perceived ease of use variables and attitude toward use (Raza et al., 2017; Scherer et al., 2019). This may be because system A is a mandatory system so that the ease of use of the system is not an important factor in the attitude of the user because this system is mandatory for use by the user. This is in line with research conducted by (Tyas & Darma, 2017).

The influence of perceived ease of use on perceived usefulness of Siskopatuh

Perceived Ease of Use has a significant influence on Perceived Usefulness of Siskopatuh. These results are consistent with previous research on perceived usefulness and perceived ease of use which shows a strong relationship between perceived ease of use variables and perceived usefulness in the use of information systems (Ramayah & Ignatius, 2005; Raza et al., 2017) Users will feel greater benefits if they feel the ease of using the information system.

CONCLUSION

Based on the results of the discussion in the previous chapter, the researcher was able to conclude this research that:

The factors that influence the acceptance of Siskopatuh are:

- Attitude toward Use has a significant effect on the Acceptance of System in the use of Siskopatuh with p value 0.0006. This is because the user's attitude to the mandatory system has a significant influence on the acceptance of the system.
- Perceived Usefulness has a significant effect on Attitude Toward Use in the use of Siskopatuh with p value 0.0000. This is because Siskopatuh is a system provided by the government to meet the

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sustainability of PPIUs in organizing Umrah and Hajj. So the usability aspect greatly influences the attitudes of users in using Siskopatuh.

- Perceived Ease of Use has a significant influence on Attitude Toward Use in the use of Siskopatuh with p value 0.0000. This is due to the usefulness aspect that is fulfilled by Siskopatuh towards PPIUs in organizing Umrah, therefore the perception of usefulness has a significant effect on the acceptance of the Siskopatuh system.
- Perceived Ease of Use has a significant effect on Perceived Usefulness in the use of Siskopatuh with p value 0.0002. This is because Siskopatuh, which is easy to use by PPIUs, can make it easier for PPIUs to organize Umrah pilgrimages. So the perception of ease of use has a significant effect on the perception of the use value of Siskopatuh.

The order of the most influential factors based on the regression coefficients are:

- Perceived Ease of Use to Perceived Usefulness with a path coefficient of 0.6540
- Perceived Usefulness to Attitude toward Use with a path coefficient of 0.5334
- Attitude toward Use to the Acceptance of System with a path coefficient of 0.2907
- Perceived Ease of Use to Attitude toward Use with a path coefficient of 0.2407

The following are some suggestions that can be given based on the results of this study from the PPIU and also the researchers themselves, including:

- The Siskopatuh must work with a positive attitude from the system and its uses because Siskopatuh is a mandatory system. The aspect of attitude toward use that has the most influence is comfort in interacting.
- In accordance with the results of the suggestion by the PPIU, namely that Siskopatuh should make it easier for the PPIU, the Siskopatuh's developer must pay attention to the aspect of perceived usefulness. The aspect of perceived usefulness that has the most influence is increasing productivity and making work easier.
- In accordance with the results of the suggestion by the PPIU, Siskopatuh can be simplified and made easier to use. Siskopatuh's developer must also improve the ease of use of the system to users, this can be seen from the aspect of perceived ease of use that has the most influence, which is clear and easy to understand.
- Siskopatuh's developer can also improve the user interface in accordance with the results of suggestions by users so that their system becomes easier to use (user friendly), so that the features provided can be further simplified to avoid users who have difficulty using Siskopatuh.

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