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User Acceptance Research on The Legal Documentation and Information Network Platform in Majalengka Government

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Abstract

The evaluation of JDIH platform's user acceptance in accessing legal documentation and information has not been conducted, resulting in an average visitation rate of only 15%. The objective of this study is to identify the factors that influence user acceptance of the JDIH platform and provide recommendations for enhancing visitor traffic to the JDIH platform. This study was conducted using a mixed methods approach, incorporating the Technology Acceptance Model as its foundational theory and integrating the Innovation Diffusion Theory, DeLone & McLean IS Success Model, and Habit variables as its external constructs. The quantitative data processing method was conducted using the PLS-SEM method with the assistance of the SmartPLS application. The findings of this study reveal that the factors of relative advantage, habit, perceived benefits of use, and intention to use significantly influence user acceptance in utilizing the JDIH platform.

A. Introduction

The Legal Documentation and Information Network (JDIH) platform, which is overseen by the Legal Section of the Regional Secretariat, functions as a means of efficiently distributing and sharing information pertaining to Regional Law products within the Majalengka Regency. The purpose of this platform is to cater to the requirements of individuals seeking prompt and accurate access to relevant information. The aspiration is that this platform will serve as a platform for discussing and exchanging ideas on various policies implemented by the Majalengka Regency Government, encompassing both the legal sector and other domains. The primary objective of this initiative is to enhance comprehension and consciousness regarding lawful commodities among the broader populace, while also promoting their efficient execution. The primary objective is to cultivate a heightened level of legal consciousness within the populace of Majalengka Regency [1].

The JDIH platform offers a range of features, one of which is the ability to search for legal product documents. Users have the option to search for legal products using criteria such as the product number, year of issue, type, title, or status. Furthermore, the JDIH platform has incorporated links within its navigation menu to categorize legal products according to their type and specific types. In order to enhance the caliber of legal documentation and information services accessible to the general public, the JDIH platform offers a feature wherein users can provide suggestions and input through a designated box. The purpose of this initiative is to facilitate the ongoing innovation and adaptation of JDIH in response to user requirements. Library services offer users the opportunity to access legal products in both digital and physical formats. In addition to downloading digital content, users can also acquire original legal products through these services. This service allows individuals to access and borrow authentic legal materials, contingent upon their registration as members of the library affiliated with the Legal Department of the Regional Secretariat. The WhatsApp messaging application link allows users to engage in consultations regarding the availability of legal products, both publicly accessible and those that are not, with the JDIH manager.

JDIH Majalengka Regency has achieved recognition for its efforts to enhance the quality of legal product services. It has been awarded the second place in the JDIH Member category for the Regional Government in the West Java Province region. Additionally, JDIH Majalengka Regency has successfully obtained the Legal Aware Village Predicate for six villages within the Majalengka Regency [2]. However, it is important to note that a disparity exists between the anticipated outcomes outlined in the strategic plan and the actual circumstances that transpire in the practical implementation. The motivation for this study stems from the disparity between anticipated outcomes and actual results, specifically pertaining to the failure to attain the desired number of visitors on the JDIH platform. Consequently, this shortfall has hindered the realization of the strategic plan's objectives. The aspiration is that the JDIH platform, serving as a means for delivering legal information and documentation services, will successfully reach the entire target population of 100% residing in the 10 villages designated for

Legal Awareness Villages, aligning with the objectives outlined in the strategic plan [3]. In fact, based on data obtained from the JDIH platform, the average total number of visitors only reached 3904 visitors or 15% of the target set.

This indicates that the legal information and documentation services offered have not successfully met the objective of attaining the strategic plan, primarily due to the limited visitor count on the JDIH platform. The SPBE Master Plan for Majalengka Regency emphasizes the significance of awareness as a crucial determinant for the successful implementation of SPBE. Specifically, the JDIH platform plays a pivotal role in fostering awareness, which can manifest through the intention to use, utilize, and actively engage various stakeholders[4]. Subsequently, it became evident through the outcomes of informant interviews that the underlying issue identified was the absence of an assessment of user acceptance to ascertain the appropriateness of the JDIH platform in meeting user requirements for accessing documentation and legal information, thereby impeding the attainment of objectives outlined in the strategic plan. The underlying cause of this issue is further substantiated by empirical evidence indicating that the mean proportion of visits made to individuals residing in a given location stands at a mere 15%. Furthermore, the inclusion of the Whatsapp message link feature has created a loophole through which users can acquire legal products without utilizing the JDIH platform, thereby exploiting a shortcut. Hence, the authors put forth research inquiries that are derived from the established underlying factors.

RQ1: What are the factors that impact user acceptance of the JDIH platform?
RQ2: What are the potential strategies that can be suggested to enhance the number of visitors to the JDIH platform?

B. Research Method

This study employs a quantitative approach, utilizing the Technology Acceptance Model (TAM) as its foundational theory. The TAM has been extensively validated in previous research [5]–[8]. Additionally, the study incorporates the DeLone and McLean IS Success Model (DMISM) as demonstrated in previous studies [6], [7], as well as habit variables explored in prior research [9]–[11]. Furthermore, the study addresses the limitations of the innovation variable identified in previous research [8] by substituting it with the Innovation Diffusion Theory (IDT) model. The IDT model, based on Rogers' attributes of innovation [12], includes relative advantage, compatibility, complexity, trialability, and observability as external variables. The inclusion of the habit variable in this study was motivated by the work of Alsharo [10], who argued that incorporating habits into the TAM is a justifiable strategy for examining the sustained utilization of information systems and forecasting future user behavior. The development of habits is likely to result in a heightened perception of the system's utility and ease of use as users gain familiarity with its diverse aspects and functionalities. The research model is depicted in Figure 1.

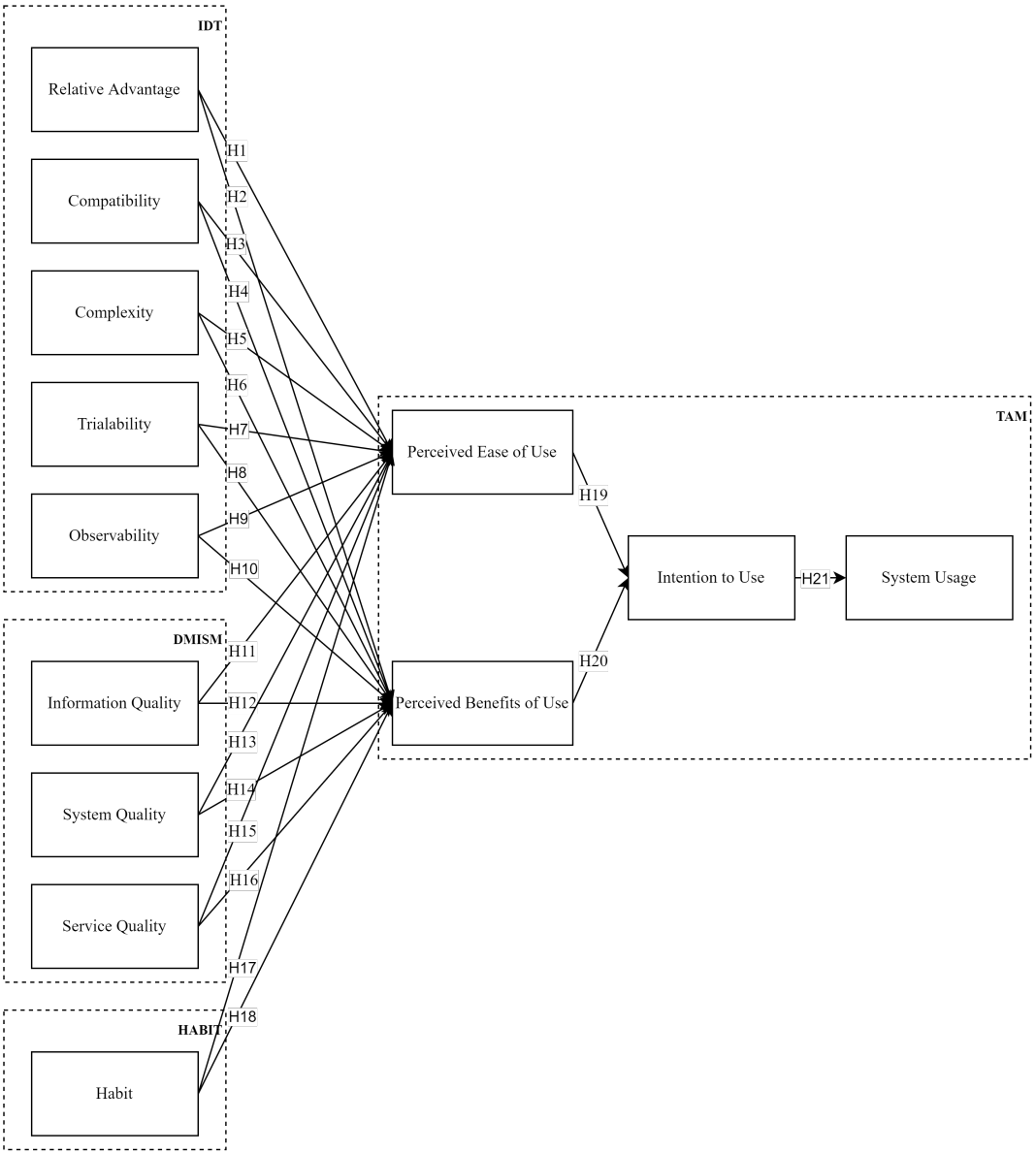

Figure 1. Research Model

The present study encompasses a total of thirteen variables, each of which is measured through a set of fifty indicators in the form of questionnaire statements. The indicators utilized in this study are derived from prior research findings that are deemed pertinent to each respective variable. The indicators for the five variables of the IDT model were derived from empirical research [5], [8], [12]–[14]. The indicators for the three variables of the DMISM model were derived from previous studies [6], [7], [15]–[17]. The habit variables' indicators were derived from a previous study [9]. The indicators for the two variables in the Technology Acceptance Model (TAM) were derived from previous research studies [5]–[8], [18]. The indicators pertaining to the intention to utilize variables were derived from previous studies [6], [7], [17]. In addition to research-derived variables, indicators of system use were also obtained [16]. The interconnections among

variables, indicators, statements, and their corresponding references are visually represented in Table 1.

Table 1. Research Indicators

Variables	Indicators	Statements	References
Relative Advantage	RA1	The advancements in the JDIH system offer a greater range of functionalities compared to the conventional approach.	[5], [8], [12], [13]
	RA2	The implementation of innovation in the JDIH system has significantly enhanced the accessibility of information, surpassing the efficacy of the previous method.	[5], [12], [13]
	RA3	The implementation of innovative practices at JDIH yields significant economic advantages and enhances social standing.	[12]
Compatibility	COP1	The innovations implemented at JDIH are widely regarded as being in alignment with the existing advantages.	[12], [13]
	COP2	The innovations of JDIH are regarded as being in line with prior systems experience.	[5], [12]
	COP3	The innovations implemented at JDIH demonstrate compatibility with prevailing styles and strategies.	[13]
Complexity	COX1	The adoption of innovations in JDIH is widely regarded as a challenging endeavor.	[12], [13]
	COX2	The innovations developed by JDIH are widely regarded as being of a relatively complex nature, thereby posing challenges in terms of comprehension.	[5], [12], [13]
	COX3	The usability of innovations in JDIH is perceived to be comparatively more challenging in comparison to their typical usage in everyday contexts.	[5], [12], [13]
Observability	OBS1	The innovation at JDIH is widely regarded as both informative and successful by other institutions.	[5], [12], [13]
	OBS2	The utilization of innovation on the JDIH platform is widely regarded as a valuable tool.	[13]
	OBS3	At JDIH, innovation is classified within the domain of information technology innovation.	[12], [13]
Trialability	TRI1	The advancements in the JDIH platform present prospects for future utilization.	[5], [13], [14]
	TRI2	The implementation of innovations on the JDIH platform facilitates the process of validating information.	[5], [13]
	TRI3	The utilization of innovation on the JDIH platform presents a valuable opportunity to access and engage with content of substantial depth and quality.	[5], [13]
Information Quality	IQ1	The JDIH system provides output that aligns precisely with the required specifications.	[6], [7], [15]–[17]
	IQ2	The requisite information from the JDIH is consistently accessible.	[6], [7], [15]–[17]
	IQ3	The data obtained from the JDIH is readily available in a format that can be easily utilized.	[6], [7], [15], [16]
	IQ4	The information retrieved from the JDIH platform is presented in a manner that is easily readable, comprehensible, and effectively organized.	[6], [7], [15], [16]
	IQ5	The information obtained from the JDIH is presented in a concise manner.	[6], [7], [15]–[17]

Variables	Indicators	Statements	References
System Quality	SQ1	The JDIH platform is characterized by its user-friendly interface and intuitive design, facilitating ease of use for individuals interacting with the system.	[7], [15]–[17]
	SQ2	The acquisition of knowledge and skills pertaining to JDIH is facilitated by its inherent simplicity.	[7], [15]–[17]
	SQ3	The JDIH system satisfies the requirements set forth by the BPHN.	[6], [15]
	SQ4	The JDIH platform incorporates the essential attributes and capabilities.	[6], [7], [15], [17]
	SQ5	The JDIH consistently adheres to its intended purpose.	[6], [7], [15]
	SQ6	The user interface of JDIH can be readily tailored to accommodate individual preferences.	[15]–[17]
Service Quality	SEQ1	The JDIH service support exhibits a prompt and efficient response.	[7], [15]–[17]
	SEQ2	The JDIH service support offers a high level of reliability that is guaranteed.	[7], [15]–[17]
	SEQ3	The JDIH service support is characterized by the presence of empathy among its staff members.	[7], [15]
Habit	HAB1	I have developed a high level of proficiency in utilizing the JDIH platform, to the point where it has become ingrained in my routine.	[9]
	HAB2	I am accustomed to utilizing the JDIH platform.	[9]
	HAB3	I am required to utilize the JDIH system.	[9]
Perceived Ease of Use	PEU1	I anticipate that acquiring proficiency in operating JDIH will be a straightforward task for me.	[5]–[8], [18]
	PEU2	I perceive it as a straightforward task to effectively influence JDIH to comply with my desires.	[6], [7], [18]
	PEU3	The clarity and comprehensibility of my interactions with JDIH will be ensured.	[6], [8], [18]
	PEU4	The JDIH system exhibits a high degree of flexibility in terms of its interactive capabilities.	[18]
	PEU5	Acquiring proficiency in utilizing JDIH would be a feasible task for me.	[6], [8], [18]
	PEU6	I perceive the JDIH platform as user-friendly.	[5]–[8], [18]
Perceived Benefits of Use	PBU1	The utilization of the JDIH system in my professional endeavors will facilitate the timely and efficient completion of various tasks.	[7], [18]
	PBU2	The utilization of JDIH is expected to enhance my professional productivity.	[5]–[8], [18]
	PBU3	Incorporating the utilization of the JDIH platform within my professional endeavors is expected to yield a notable enhancement in my overall productivity levels.	[7], [8], [18]
	PBU4	The utilization of JDIH is expected to enhance my overall efficiency within the workplace.	[6], [7], [18]
	PBU5	The utilization of the JDIH platform has the potential to enhance the efficiency and effectiveness of my tasks.	[6]–[8], [18]
	PBU6	The utilization of the JDIH platform has proven to be advantageous in the context of my professional endeavors.	[6], [18]
Intention to Use	IU1	I intend to prioritize the utilization of the JDIH platform as a means to collect the necessary information.	[6], [7]

Variables	Indicators	Statements	References
	IU2	Utilizing the JDIH platform for information aggregation is a judicious decision.	[6]
	IU3	I intend to utilize the JDIH platform with increased frequency.	[6], [7]
	IU4	I intend to persist in utilizing the JDIH system in subsequent instances.	[6], [7], [17]
System Usage	SU1	The JDIH platform is utilized by me throughout the entirety of my working hours.	[16]
	SU2	Frequently, I utilize the JDIH platform.	[16]

The questionnaires were distributed to respondents based on the indicators outlined in Table 1. The data obtained from the questionnaire survey was analyzed using the Partial Least Squares Structural Equation Modeling (PLS-SEM) method, utilizing the SmartPLS4 software [19]. The utilization of the PLS-SEM algorithm necessitates the inclusion of a path diagram, which outlines all variables and hypotheses in accordance with the research model depicted in Figure 1. The survey results are subsequently analyzed through the evaluation of both the outer model and inner model, in order to derive the outcomes of hypothesis testing. The association between variables and hypotheses is evident in Table 2.

Table 2. Research Hypotheses

Code	Variables	Hypotheses
H1	RA → PEU	Relative advantage influences the perceived ease of use.
H2	RA → PBU	Relative advantage influences the perceived benefits of use.
H3	COP → PEU	Compatibility influences the perceived ease of use.
H4	COP → PBU	Compatibility influences the perceived benefits of use.
H5	COX → PEU	Complexity influences the perceived ease of use.
H6	COX → PBU	Complexity influences the perceived benefits of use.
H7	OBS → PEU	Observability influences the perceived ease of use.
H8	OBS → PBU	Observability influences the perceived benefits of use.
H9	TRI → PEU	Trialability influences the perceived ease of use.
H10	TRI → PBU	Trialability influences the perceived benefits of use.
H11	IQ → PEU	Information quality influences the perceived ease of use.
H12	IQ → PBU	Information quality influences the perceived benefits of use.
H13	SQ → PEU	System quality influences the perceived ease of use.
H14	SQ → PBU	System quality influences the perceived benefits of use.
H15	SEQ → PEU	Service quality influences the perceived ease of use.
H16	SEQ → PBU	Service quality influences the perceived benefits of use.
H17	HAB → PEU	Habit influences the perceived ease of use.
H18	HAB → PBU	Habit advantage influences the perceived benefits of use.
H19	PEU → IU	Perceived ease of use influences the intention to use.
H20	PBU → IU	Perceived benefits of use influences the intention to use.
H21	IU → SU	Intention to use influences the system usage.

C. Result and Discussion

The statistical analysis conducted on hypothesis H1 indicates that there is no significant positive influence of the relative advantage factor on perceived ease of use. This conclusion is drawn based on the t-statistics and p-values, which have values of 1.264 and 0.103, respectively, failing to meet the predetermined criteria. This finding is in opposition to the results reported in prior studies conducted by Al-Rahmi [5] and Almaiah [13]. According to the Al-Rahmi model [5], it is evident

that students universally utilize the E-Learning system due to its inherent benefits in facilitating learning through its user-friendly interface. According to Almaiah [13], there exists a positive correlation between relative advantage and the ease of doing business, suggesting that an efficient government can be achieved. According to the findings from the interviews, it was observed that users perceive the process of searching for legal products on the JDIH platform to be straightforward. The relative advantage variable is employed as a metric to assess the efficacy of the features offered in facilitating convenience when utilizing the JDIH platform. Nevertheless, in light of the findings from the investigation, the aforementioned hypothesis was invalidated. It is postulated that the features offered are not solely intended to enhance user convenience, but rather to enhance the perceived utility experienced by users.

The results pertaining to the H2 hypothesis align with the findings of Al-Rahmi's study [5], which indicate that the relative advantage factor exerts a positive and statistically significant influence on the perceived benefits of use. According to Al-Rahmi [5], it has been demonstrated that students universally utilize the benefits of the E-Learning system as a means of enhancing their educational experience. The survey findings indicate a high level of consensus among respondents, with nearly all participants expressing agreement that the JDIH platform offers a greater range of features compared to the previous method. According to the findings derived from interviews conducted with users, it has been observed that users perceive notable advantages in their professional endeavors pertaining to government regulations.

The statistical analysis conducted indicates that there is no significant positive influence of the compatibility factor on the perceived ease of use, as the t-statistics and p-values of 0.433 and 0.333 respectively do not meet the predetermined criteria. This finding contradicts the results of prior studies conducted by [5] and Almaiah [13]. In a study conducted by Al-Rahmi [5] it was demonstrated that the E-Learning system employed was suitable for all students and facilitated ease of use in the learning process. According to Almaiah [13], the inclusion of compatibility as an independent variable has the potential to facilitate the adoption process at the governmental level. According to the findings from the conducted interviews, users perceive that the platform's interface compatibility remains up-to-date with current trends. The compatibility variable is a metric employed to assess the JDIH platform's capacity to accommodate user requirements, thereby influencing the perceived user-friendliness of the platform. Nevertheless, certain individuals encounter challenges in staying abreast of advancements in technology. There is a suspicion that the JDIH platform has encountered difficulties in implementing user interface adaptations for various devices utilized by its users.

The statistical analysis conducted on hypothesis H4 indicates that the compatibility factor does not exhibit a positive and significant influence on the perceived benefits of use. This conclusion is drawn based on the t-statistics and p-values, which have been calculated to be 1.375 and 0.085, respectively. These values do not meet the predetermined criteria for statistical significance. The findings presented in this study demonstrate a lack of consistency when compared to the results obtained from previous studies conducted by Al-Rahmi [5] and

Almaiah [13]. According to Al-Rahmi [5], it has been demonstrated that the utilization of the E-Learning system is suitable for all students and facilitates their learning process. According to Almaiah [13], the adoption of compatible innovations is more probable than that of incompatible ones. Therefore, compatibility, as an independent variable, can be utilized to assess the extent of adoption at the governmental level. The compatibility variable is a metric employed to assess the JDIH platform's capacity to accommodate user requirements, thereby influencing the perceived utility of its usage. According to the findings derived from interviews conducted with users, it is evident that users perceive this compatibility to be advantageous in the context of work pertaining to legal products. Nevertheless, certain users express concerns regarding the system's compatibility with their individual capabilities, as they perceive difficulties in utilizing the system effectively, thereby impeding their ability to derive benefits from it. There are indications that the JDIH platform has encountered challenges in adapting to the user experience of its users.

The results of the statistical analysis indicate that the complexity factor in the H5 hypothesis does not exhibit a statistically significant negative effect on perceived ease of use. This conclusion is drawn based on the t-statistics and p-values, which have been found to be 0.521 and 0.301, respectively, failing to meet the predetermined criteria. This finding is inconsistent with the results reported in prior studies conducted by Al-Rahmi [5] and Almaiah [13]. According to Al-Rahmi [5], it was found that the utilization of the E-Learning system by students did not result in a perception of its user-friendliness for educational purposes. According to Almaiah [13], the ease of adoption is facilitated by the absence of complexity in executing actions. The complexity variable is a metric employed to assess the level of complexity within a system, which in turn can impact the perceived usability of the JDIH platform. According to the findings of the interview, participants expressed a lack of perceived complexity in the system. Furthermore, it was observed that even novice users were able to readily utilize the platform due to its inherent convenience. However, there are users who perceive the system as being complex, leading them to choose not to utilize the JDIH platform. There is a suspicion that the functionalities of the JDIH platform have not effectively facilitated the acquisition of legal products for its users. Furthermore, it is worth noting that the current state of platform accessibility remains inadequate. Specifically, when individuals attempt to search for legal products through search engines, they encounter a lack of information from the JDIH platform on search engine pages.

The statistical analysis conducted on hypothesis H6 indicates that the complexity factor does not exhibit a statistically significant negative impact on perceived benefits of use. This conclusion is based on the t-statistics and p-values, which have been determined to be 0.5 and 0.309, respectively. These values do not meet the predetermined criteria for significance. The present findings diverge from the outcomes reported in the studies conducted by Al-Rahmi [5] and Almaiah [13]. According to Al-Rahmi [5], it has been observed that students encounter challenges when utilizing the E-Learning system, leading to a perception that the system is of limited utility. According to Almaiah [13], the presence of simplicity in executing actions suggests a positive correlation with increased adoption rates and

enhanced effectiveness. The complexity variable is a metric employed to quantify the level of complexity within a system, thereby influencing the perceived advantages associated with utilizing the JDIH platform. The findings from user interviews indicate that the perceived level of complexity of the system has a significant influence on the benefits experienced by users. Users perceive various advantages in their professional activities due to the convenience afforded to them. Nevertheless, according to the findings of the research, this hypothesis was invalidated. There is a suspicion that the features offered on the JDIH platform have failed to deliver advantages to users in their acquisition of legal products.

The statistical analysis conducted on hypothesis H7 indicates that there is no significant positive influence of the observability factor on perceived ease of use. This conclusion is drawn based on the t-statistics and p-values, which have been found to be 0.019 and 0.492, respectively, failing to meet the predetermined criteria. This discovery aligns with the prior investigation carried out by Al-Rahmi [5], which indicates that all students have encountered difficulties in perceiving the ease of use of the E-Learning system. Nevertheless, the present findings are incongruent with the outcomes of a prior investigation conducted by Almaiah [13], which indicated the presence of observability in the context of AIA adoption is associated with a favorable outcome. This is attributed to the fact that users are able to directly perceive the level of usability associated with the technology. Based on the findings of the interview, users are able to perceive the level of usability of the system through its interface that is characterized by enhanced comprehensibility. However, users who are not familiar with the platform may encounter challenges when attempting to locate legal products, as the ease of use is not readily apparent to them.

The statistical analysis results suggest that there is no statistically significant positive correlation between the observability factor and the perceived benefits of use associated with the utilization of the H8 hypothesis. This conclusion is drawn based on the t-statistics and p-values, which are 1.233 and 0.109, respectively, and fail to meet the predetermined criteria. This finding is inconsistent with the results reported in prior studies conducted by Al-Rahmi [5] and Almaiah [13]. According to Al-Rahmi [5], it has been demonstrated that every student possesses the capacity to effectively utilize the E-Learning system, thereby rendering it a valuable tool for educational purposes. According to Almaiah [13], the presence of observability in the context of AIA is associated with a favorable outcome. This is attributed to the fact that users are able to directly perceive the advantages of AIA subsequent to its adoption. The observability variable is a metric utilized to assess the system's capacity to offer users a comprehensive view of the platform, enabling them to observe the system. This observation capability can potentially impact users' perception of the advantages associated with utilizing the JDIH platform. Based on the findings obtained from user interviews, individuals have the ability to observe and analyze the utilization of the platform, thereby experiencing the advantages associated with its usage. Nevertheless, the hypothesis was refuted according to the findings of the research. It is postulated that the user possesses the ability to perceive the level of user-friendliness exhibited by the system, while the user lacks the capacity to directly perceive the efficacy or value derived from utilizing said system.

The statistical analysis conducted on hypothesis H9 indicates that the trialability factor does not have a significant positive impact on the perceived ease of use. This conclusion is drawn based on the t-statistics and p-values, which have been found to be 0.14 and 0.444, respectively, failing to meet the predetermined criteria. This finding is consistent with prior research conducted by Al-Rahmi [5], which suggests that not all students perceive E-Learning as easy to use. Nevertheless, this discovery presents a contradiction to the outcomes of a prior investigation carried out by Almaiah [13], wherein it was asserted that users express a desire to witness the capabilities of AIA and engage with it prior to actual implementation. Based on the findings of the interview, it is recommended that potential users engage with this platform, as it serves as an appropriate solution for individuals seeking legal products. However, there are users who perceive the JDIH platform as being complex, leading them to choose not to utilize it.

The statistical analysis results suggest that there is no statistically significant positive relationship between the trialability factor and the perceived benefits of use, as hypothesized in H10. This conclusion is drawn based on the t-statistics and p-values, which have been calculated to be 0.248 and 0.402, respectively, and do not meet the predetermined criteria for significance. The present discovery is in direct opposition to the findings of prior investigations conducted by Al-Rahmi [5] and Almaiah [13]. According to Al-Rahmi [5], it has been demonstrated that every student possesses the capability to effectively utilize the E-Learning system, thereby rendering it a valuable tool for educational purposes. According to Almaiah [13], trialability exerts a significant influence on the adoption of AIA by virtue of its crucial role in facilitating the adoption process. The trialability variable is employed as a metric to assess the system's capacity to allow users to test the JDIH platform, thereby influencing the perceived advantages associated with its utilization. Based on the findings derived from interviews conducted with users, it has been observed that users do not perceive the advantages of the JDIH platform when they engage with it. Users perceive the legal product library as a valuable resource due to its ability to facilitate direct interaction between managers and users. It is postulated that the user possesses the capability to engage with the system, yet fails to perceive the inherent utility of doing so.

The statistical analysis conducted on the H11 hypothesis indicates that there is no significant positive influence of the information quality factor on the perceived ease of use. This conclusion is drawn based on the t-statistics and p-values, which have been found to be 0.982 and 0.163, respectively, failing to meet the predetermined criteria. The results presented here are consistent with the findings of Sari's study [7], which suggest that individuals may have varying perspectives on the quality of available information. Additionally, the extent of data requirements may also play a role in explaining why the perceived ease is not influenced by the quality of information. Nevertheless, the results of a study conducted by Chen [6] present a contrasting perspective, asserting that the perception of ease of use is positively and significantly affected by factors related to the quality of information. According to Chen [6], an important determinant of users perceiving a system as easy to use is the caliber of the information produced by said system.

The results of the statistical analysis indicate that the information quality factor in the H12 hypothesis does not exert a positive and significant influence on perceived benefits of use. This conclusion is drawn based on the t-statistics and p-values, which have been found to be 1.485 and 0.069, respectively, failing to meet the predetermined criteria. These findings align with the research conducted by Sari [7], which suggests that individual users may have varying perspectives on the quality of available information, thereby indicating that the perceived benefits are not influenced by the quality of the information. Nevertheless, the results of this study are inconsistent with the findings of previous research conducted by Chen [6] and Shim [17]. According to Chen [6], the quality of information plays a crucial role in assisting users in their task planning endeavors. According to Shim [17], the perceived benefits experienced by users are influenced by the quality of information. The variable of information quality is employed to assess the caliber of information presented to users, thereby exerting an impact on the perceived advantages associated with utilizing the JDIH platform. According to the findings derived from interviews conducted with users, it is evident that users perceive notable advantages in utilizing the JDIH platform in terms of the quality of information it offers. The information provided exhibits a high level of clarity, comprehensiveness, and accuracy. Nevertheless, the hypothesis was refuted in light of the findings obtained from the study. There is a perception among users that the platform's information availability and timeliness may be inconsistent. In instances where a user acquires a lawful product from an alternative platform, the verification of the product's legitimacy via the JDIH platform may yield unavailability of said lawful product.

The results of the statistical analysis conducted on hypothesis H13 indicate that there is no statistically significant positive relationship between the system quality factor and the perceived ease of use. This conclusion is drawn based on the t-statistics and p-values, which have been found to be 0.769 and 0.221, respectively, failing to meet the predetermined criteria for significance. These findings are consistent with the research conducted by Sari [7], which suggests that individual users may have varying perspectives on the current system. These perspectives can influence the extent to which the system's quality impacts their perception of its ease of use. Nevertheless, the results obtained in this study are inconsistent with the findings reported by Chen [6] and Shim [17] in their previous research. According to Chen [6], users perceive the system as user-friendly when it exhibits a high level of operational quality and enables them to navigate its various functions with ease and efficiency. Based on the findings from the interviews, it can be observed that users perceive the system to be of high quality and find it easy to use. Nevertheless, there are instances where conducting a search necessitates a considerable amount of time for processing.

The statistical analysis findings suggest that there is no statistically significant positive relationship between the system quality factor and the perceived benefits of use, as hypothesized in H14. This conclusion is drawn based on the t-statistics and p-values, which have been calculated as 1.184 and 0.118, respectively, and do not meet the predetermined criteria. These findings align with the research conducted by Sari [7], which suggests that individual users hold varying perspectives on the current system. These perspectives play a significant

role in explaining why the perceived benefits of the system are not influenced by its quality. Nevertheless, the aforementioned findings appear to be in opposition to the outcomes of a prior investigation carried out by Chen [6] , which posited that users perceive a system as more useful when they experience a high level of operational quality and are able to comfortably and seamlessly navigate through various system functions. Based on the findings from user interviews, it is evident that users perceive a need for enhancing the system's quality in order to facilitate a more beneficial utilization of the platform.

The statistical analysis conducted on hypothesis H15 indicates that there is no significant positive influence of service quality factors on perceived ease of use. This conclusion is drawn based on the t-statistics and p-values, which have been found to be 1.176 and 0.12, respectively, failing to meet the predetermined criteria. This observation aligns with the findings of a prior investigation conducted by Sari [7], which posited that there is no significant impact of service quality on perceived convenience. Nevertheless, these findings are inconsistent with the outcomes of prior studies conducted by Chen [6], which suggested that the determinant for users perceiving the system as easy to use and enabling them to operate it efficiently is the quality of service or the user's perception of the system's convenience. Based on the findings from interviews, it is evident that users perceive the services offered on the JDIH platform as responsive to their individual requirements. Furthermore, the platform undergoes regular updates, thereby enabling users to experience enhanced operational convenience.

The statistical analysis findings suggest that there is no statistically significant positive correlation between the service quality factor and the perceived benefits of use, as hypothesized in H16. This conclusion is drawn based on the t-statistics and p-values, which have been calculated to be 0.253 and 0.4, respectively, and do not meet the predetermined criteria for statistical significance. These findings align with the research conducted by Sari [7], which suggests that users hold diverse perspectives regarding the current system. This variability in viewpoints influences the lack of impact of service quality on perceived benefits. Furthermore, it is noteworthy that service quality, characterized by additional features, is exclusively observed among internal users. Nevertheless, this discovery presents a discrepancy with the outcomes of a prior investigation carried out by Chen [6], which posited that users generally perceive the system as more comfortable, enabling them to rapidly acquire proficiency and significantly enhancing their willingness to adopt the system. The findings from user interviews indicate that the platform's service quality plays a significant role in facilitating user engagement. Furthermore, users find the platform beneficial for searching legal products.

The results pertaining to hypothesis H17 align with the findings of a prior research conducted by Alsharo [10], which suggests that the habit factor exerts a positive and statistically significant influence on the perceived ease of use. According to Alsharo [10], individuals who possess prior experience with a system may have their perception of the system's ease of use influenced by their habitual behavior. According to the findings from the interview, individuals who possess prior familiarity with technology exhibit a higher level of proficiency in utilizing the JDIH platform, and express a desire for further enhancements to its usability.

However, it is worth noting that other users have also become accustomed to this phenomenon due to the passage of time. Nevertheless, individuals who lack familiarity with the JDIH platform encounter challenges in utilizing the technology.

The results pertaining to the H18 hypothesis align with prior research conducted by Alsharo [10] which suggests that habit factors can have a positive and significant impact on the perceived benefits of usage. According to Alsharo [10], individuals who possess prior experience with a system are more likely to have their perceptions of the system's benefits influenced by their habitual behavior. According to the findings derived from interviews conducted with individuals, it has been observed that users who possess a certain level of familiarity with technology, particularly the JDIH platform, are able to optimize their utilization of this platform to a greater extent. However, individuals who are not accustomed to it tend to exhibit a preference for the conventional method.

The statistical analysis conducted on hypothesis H19 indicates that the factor of perceived ease of use does not exhibit a positive and significant influence on the intention to use. This conclusion is drawn based on the t-statistics and p-values, which have been calculated to be 1.077 and 0.143, respectively, and do not meet the predetermined criteria. This finding is inconsistent with the results reported in prior studies conducted by Al-Rahmi [5] and Chen [6]. According to Al-Rahmi [5], it was found that students universally experience a sense of convenience when utilizing the E-Learning system, and they express a strong inclination towards incorporating E-Learning into their educational practices. According to Chen [6], the primary determinant of usage intention in system adoption is the perception of ease of use. This implies that a system design that is user-friendly and facilitates quick mastery of the system significantly enhances user acceptance. The variable of perceived ease of use is employed as a metric to assess the level of ease with which the JDIH platform can be utilized, thereby potentially impacting the user's intention to engage with said platform. According to the findings derived from interviews conducted with users, individuals who perceive the JDIH platform as user-friendly exhibit a propensity to utilize the JDIH platform. Nevertheless, the hypothesis was refuted in light of the findings obtained from the study. It is postulated that individuals are inclined to utilize the platform primarily due to its utility and the imperative to accomplish tasks, rather than solely for the sake of convenience.

The results pertaining to the H20 hypothesis are consistent with the findings reported by Al-Rahmi [5] and Chen [6] in their respective studies. According to Al-Rahmi [5], it has been observed that students universally experience the advantages of utilizing the E-Learning system and express a strong inclination towards incorporating E-Learning into their educational practices. According to Chen [6], the determinants of usage intention in system adoption include the perceived benefits of utilization, which refers to the system's capacity to assist users in achieving their goals and thereby influencing their inclination to use the system. The findings from user interviews indicate that the perceived advantages experienced by users can foster a persistent inclination to utilize the JDIH platform consistently. The existence of the JDIH platform serves as a viable solution for users seeking access to comprehensive information pertaining to relevant legal provisions.

The results pertaining to the H21 hypothesis align with the research conducted by Aldholay [16], which demonstrated a positive correlation between user inspiration, motivation, and encouragement in relation to online learning engagement. The study found that when users feel inspired, motivated, and recognized for their efforts, they tend to exhibit increased frequency and duration of system usage. Based on the findings from the interviews, individuals who have encountered the advantages of the JDIH platform, have become accustomed to its usage, and express an intention to continue using it, do not possess any discernible rationale for abstaining from its utilization.

This study demonstrates the efficacy of utilizing a composite set of variables derived from the IDT, DMISM, TAM, and Habit models to examine the factors that can potentially impact users' inclination to utilize the JDIH platform. The results of the study indicate that the variable perceived ease of use is influenced by exogenous variables to a significant extent, with a magnitude of 91%. Similarly, the variable perceived benefits of use is also significantly influenced by exogenous variables, with a magnitude of 87.7%. The empirical findings indicate that the constructs of perceived ease of use and perceived benefits of use collectively exert a substantial influence, accounting for 84.3% of the variance observed in the intention to use construct. Furthermore, it is observed that the variable of intention to use exerts a substantial impact of 60% on the system usage variable, while the remaining percentage is ascribed to other variables that were not encompassed within the scope of this investigation. Therefore, it is imperative for future studies to incorporate additional pertinent variables in order to ascertain other potential factors that may influence user acceptance of the JDIH platform.

D. Conclusion

The findings of the study indicate that there exist various factors that possess the capability to exert an influence on the acceptance of the JDIH platform by users. The factors encompassed in this study comprise relative advantage, habit, perceived benefits of use, and intention to use. The variable that exerts the most substantial impact on the perceived benefits of use is the factor of relative advantage, with a statistically significant level of 5%. Furthermore, the factor of relative advantage also has an indirect impact on the intention to use and system usage, with a statistically significant level of 5%. The statistical significance of habit factors on perceived ease of use and perceived benefits of use is observed at a significance level of 1%. Furthermore, the habit factor has an indirect impact on the intention to use and system usage, with a statistically significant level of 1%. The perceived benefits of use associated with the utilization of factors exert a significant influence on the intention to use, as evidenced by a significance level of 1%. Furthermore, these perceived benefits of use indirectly impact the system usage, also at a significance level of 1%. The system usage is influenced by the intention to use factor, exhibiting a statistically significant impact at a significance level of 1%.

In order to enhance the number of visitors to the JDIH platform, recommendations have been formulated based on research findings. These recommendations serve as a guide for government policies aimed at increasing visitor engagement with the JDIH platform. The recommendations include the

development of innovative features that offer relative advantages to users, thereby enhancing their perception of the platform's usefulness. This, in turn, is expected to increase user intentions to utilize the system. Additionally, conducting usability testing analysis is recommended to improve the overall user experience. Furthermore, enhancing accessibility through the implementation of search engine optimization (SEO) techniques is advised. This involves ensuring that the platform is easily discoverable by users through search engines. Moreover, it is recommended to enhance the availability and regular updating of legal products on the platform. To familiarize users with the JDIH platform, it is suggested to facilitate a transition from the traditional methods of accessing legal information to utilizing the platform. This can be achieved through socialization efforts and the establishment of regulations that mandate the use of the JDIH platform. Lastly, it is recommended to raise awareness among users regarding the advantages and benefits offered by the JDIH platform.

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