

**STRENGTHENING INTENTION TO USE  
E-SAMSAT SERVICES FOR MOTOR  
VEHICLE TAXPAYERS IN SIDOARJO**

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**Penerbit Pustaka Rumah Cinta**

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## **PREFACE**

Praise the presence of Allah SWT for its abundance of grace and grace so that the monograph of STRENGTHENING INTENTION TO USE E-SAMSAT SERVICES FOR MOTOR VEHICLE TAXPAYERS IN SIDOARJO has been completed. This monograph is the result of research on strengthening of motor vehicle tax mandatory in increasing the use of e-samsat on improvement quality of samsat services in sidoarjo. Thank you to all parties who have helped in the completion of this monograph. We realize that there are still deficiencies in this monograph that criticism and suggestions for the improvement of this book are desirable. Hopefully this book can provide benefits for further research and for all those who need it.

Sidoarjo, 07 April 2020

Author.

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# STRENGTHENING INTENTION TO USE E-SAMSAT SERVICES FOR MOTOR VEHICLE TAXPAYERS IN SIDOARJO

## ABSTRACT

**Purpose:** *The use of e-Samsat services in East Java has not been significant in the amount of use of its services for tax payments as a whole. The purpose of this study is to analyze what factors East Java e-Samsat services practice and the existence of recommendations as a basis for government decisions to improve the quality of East Java e-Samsat services.*

**Research design, data and methodology:** *Our model hypothesizes that three key factors determine the intention to use e-samsat platform such as: trust, awareness, ease to use. Data collection methods by distributing questionnaires and interviews.*

**Results:** *The results of the study provide two findings, firstly, Trust, Ease of Use, Awareness directly or indirectly affects the Intention to Use the East Java e-Samsat service for motor vehicle taxpayers. Thus it is essential to pay attention to these three variables in terms of clarity, reliability, and timeliness as a recommendation to improve the quality of East Java e-Samsat services.*

**Conclusions:** *The results of this study can be applied and developed in other countries besides Indonesia with the same cultural patterns. Several variables have been measured in previous studies in several Asian continent countries.*

**Keyword:** *E-Samsat; Intention to Use; Utilization of technology.*  
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