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Optimizing HR Management in BAZNAS: Evaluating the SIMBALite Application with the UTAUT 2 Model

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ABSTRACT

This study examines the effectiveness and acceptance of the SIMBALite application developed for BAZNAS, utilizing the Unified Theory of Acceptance and Use of Technology (UTAUT) as the theoretical framework. The research aims to assess how factors such as Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions impact user satisfaction and technology adoption. A total of 44 respondents participated in the study, providing data through a structured questionnaire. The reliability of the measurement instrument was confirmed with a Cronbach's Alpha of 0.943, indicating excellent internal consistency. Validity tests, using Pearson's Product-Moment Correlation, validated all items with coefficients exceeding the critical value of 0.297. Descriptive and inferential statistical analyses were conducted using IBM SPSS Statistics 26. The results show high engagement with the SIMBALite application, with 88.37% of users reporting daily usage. The findings highlight that Facilitating Conditions significantly contribute to user satisfaction, underscoring the importance of providing adequate resources and support for effective technology use. The study also identifies areas for improvement, including enhancing support systems and addressing user experience factors. For BAZNAS, it is recommended to focus on improving the resources and support available to users to further enhance the application's effectiveness. Future research should explore the long-term impact of technology adoption on organizational performance and investigate demographic variations in technology acceptance to gain deeper insights into user behavior.

***Keywords**: SIMBALite, UTAUT, technology acceptance, user satisfaction, BAZNAS.*

INTRODUCTION

In the contemporary landscape of organizational management, the integration of technology into Human Resource Management (HRM) processes has become not only a trend but a necessity. BAZNAS (Badan Amil Zakat Nasional), as a national zakat management institution in Indonesia, has recognized the importance of enhancing efficiency in managing its human resources. To address this need, BAZNAS implemented SIMBALite, a mobile application designed to streamline various HR processes, including attendance tracking and activity reporting. The advent of such digital tools marks a significant shift in how traditional institutions approach management, aligning with broader trends in digital transformation.

The implementation of SIMBALite represents a strategic move towards modernizing BAZNAS's Human Resource (HR) operations, aiming to increase productivity and accuracy in managing employee activities. According to research conducted by Putri (2019), the adoption of technology in HR can significantly improve operational efficiency, especially in organizations with dispersed teams or those managing a large workforce. This is particularly relevant for BAZNAS, which operates across different regions in Indonesia and requires a robust system to manage its diverse and geographically spread workforce.

Moreover, the effectiveness of SIMBALite in enhancing HRM processes at BAZNAS aligns with the principles of the Unified Theory of Acceptance and Use of

Technology (UTAUT) 2 model. Venkatesh et al. (2012) emphasized that the successful adoption of any new technology within an organization depends largely on user acceptance, which is influenced by factors such as performance expectancy, effort expectancy, and social influence. Evaluating the success of SIMBALite, therefore, involves not only assessing its functional capabilities but also understanding the user experience and satisfaction among BAZNAS employees.

Furthermore, the integration of SIMBALite into BAZNAS operations also reflects broader trends in digital government and e-governance, where public institutions are increasingly leveraging technology to improve service delivery and internal management (Osborne, Radnor, & Nasi, 2013). In the context of Islamic finance and zakat management, the use of digital tools like SIMBALite also underscores the sector's commitment to innovation while adhering to the principles of Sharia-compliant management.

However, the adoption of new technology is not without its challenges. According to Penpokai, Vuthisopon, and Saengnoree (2023), the introduction of HR technology can sometimes face resistance from users who are accustomed to traditional methods. This resistance can stem from a lack of familiarity with the new system or concerns about data security and privacy. In the case of BAZNAS, evaluating the success of SIMBALite involves understanding not just the technical performance of the application but also how well it has been received by the users and whether it meets their needs effectively.

The purpose of this study is to evaluate the success of SIMBALite in managing HR processes at BAZNAS, using the UTAUT 2 model as a framework for analysis. This evaluation will consider various factors, including user satisfaction, system usability, and the impact of the application on overall HR efficiency. By examining these aspects, the study aims to provide insights into the effectiveness of SIMBALite as a tool for modernizing HR management in a national religious institution.

Given the critical role of efficient HRM in the success of any organization, this study's findings could have broader implications for other similar institutions looking to adopt technology in their operations. Additionally, the study contributes to the growing body of literature on HR technology adoption in the public sector, particularly within the context of Islamic finance and zakat management.

LITERATURE REVIEW

The integration of technology into human resource management (HRM) has seen significant advancements, particularly with the development and implementation of Human Resource Information Systems (HRIS). These systems have become crucial for enhancing efficiency and effectiveness in managing organizational human resources. HRIS and related applications have been widely adopted to streamline HR functions such as recruitment, performance management, and employee engagement.

The relationship between HRM and technology is increasingly symbiotic. Technologies like HRIS enable organizations to automate routine tasks, provide data-driven insights, and improve decision-making processes. For instance, Gul et al. (2021) emphasize that HRIS can play a crucial role in enhancing HR management by providing valuable data and supporting strategic decision-making within organizations.

Moreover, Marler and Fisher (2013) discuss the evolution of HR technology, emphasizing that modern systems go beyond administrative support to becoming integral to talent management and strategic HR planning. This shift reflects the growing importance of aligning HR practices with organizational goals, where technology plays a pivotal role in achieving this alignment.

The use of specific applications within HRM, such as mobile apps for attendance tracking, performance evaluation, and employee feedback, has gained traction in recent years. These applications are designed to enhance user experience and provide accessible, on-the-go solutions for HR functions (Parry and Tyson 2011). Mobile HR applications, for example, have been shown to increase employee engagement by making HR services more accessible and responsive to employee needs (Stone and Dulebohn, 2013).

BAZNAS, as a nonprofit organization, can benefit significantly from implementing such technologies to manage its human resources more effectively. The introduction of mobile applications like SIMBALite for employee management could streamline processes such as attendance tracking, task reporting, and performance management, thereby increasing operational efficiency and employee satisfaction.

Understanding how employees accept and use new HR technologies is critical for successful implementation. The UTAUT model, which has been widely used to predict technology adoption, can be applied to understand the factors influencing the acceptance of HR applications. Venkatesh et al. (2003) identify key constructs such as performance expectancy, effort expectancy, social influence, and facilitating conditions, which are relevant in the context of HRM technologies.

For instance, performance expectancy in HR applications could relate to employees' belief that the technology will enhance their productivity or job satisfaction. Effort expectancy is crucial as HR applications need to be user-friendly to ensure widespread adoption. Furthermore, social influence within the workplace can significantly affect how quickly and effectively new HR technologies are adopted by employees (Venkatesh & Bala, 2008).

While the benefits of HR technology are substantial, organizations face challenges in implementing these systems. These challenges include resistance to change, the need for training, and ensuring data security. Nonprofit organizations like BAZNAS, with limited resources, must carefully plan the adoption of HR technologies to maximize benefits while minimizing potential disruptions.

Successful implementation of HR technology requires not only strategic alignment with organizational goals but also a focus on change management practices. Proper training and communication strategies are essential to overcoming resistance and ensuring that employees are comfortable using new technologies.

The evolution of technology acceptance models has been pivotal in understanding how users interact with and adopt new technologies. One of the most significant models in this regard is the Unified Theory of Acceptance and Use of Technology (UTAUT), which was developed by Venkatesh et al. (2003). The UTAUT model synthesizes elements from eight previous models to provide a comprehensive framework for examining the factors that influence technology acceptance and use.

Performance expectancy refers to the degree to which an individual believes that using a particular technology will enhance their job performance. Davis (1989), in his Technology Acceptance Model (TAM), initially identified perceived usefulness as a critical determinant of technology adoption, which closely aligns with the concept of performance expectancy. Venkatesh et al. (2003) further emphasized that performance expectancy is a strong predictor of behavioral intention to use technology across various contexts, including organizational and consumer settings.

In nonprofit organizations, where resource constraints and specific mission goals often dictate technology use, performance expectancy plays a crucial role. The expectation that technology will

improve work efficiency and effectiveness is a key motivator for adoption, particularly in environments where maximizing limited resources is essential.

Effort expectancy refers to the perceived ease of use associated with a technology. This construct is essential in understanding how users evaluate the complexity of new systems and whether they believe they can effectively utilize them without undue strain or difficulty. User-friendly systems significantly enhance adoption rates by making the technology more accessible and less burdensome to use. Nonprofit organizations, such as BAZNAS, benefit from systems that are easy to navigate and require minimal training. Kurniawan (2020) found that the ease of use of information systems in Indonesian nonprofits was positively correlated with user satisfaction and overall system success.

Social influence refers to the extent to which individuals perceive that important others believe they should use a new technology. This construct is rooted in the subjective norm from the Theory of Planned Behavior (Ajzen, 1991) and has been shown to influence technology adoption in various organizational settings. Venkatesh and Davis (2000) highlighted that social influence is particularly significant in the early stages of adoption, where peer opinions and leadership endorsement can drive initial acceptance.

In the context of nonprofit organizations, social influence can stem from both internal stakeholders (e.g., management, colleagues) and external stakeholders (e.g., donors, beneficiaries). According to Ardiana and Husaini (2016), social influence within BAZNAS played a crucial role in encouraging the adoption of new technologies, as employees and volunteers often look to leaders and peers for cues on technology use.

Facilitating conditions refer to the availability of organizational and technical infrastructure that supports the use of the technology. Venkatesh et al. (2003) noted that facilitating conditions directly impact usage behavior, especially when individuals feel that the necessary resources and support are readily available. This is critical in nonprofit organizations, where limited budgets and resources can either facilitate or hinder technology adoption.

Ardiansyah, F., Agustin, F., & Muhtadi, R. (2021) emphasize that in the context of Islamic philanthropy, the integration of digital technology is essential to enhance accessibility and efficiency. The "CONTREN" application, as discussed in their study, showcases how digital innovations can significantly improve the management and inclusion of Islamic financial products by providing features that align with Sharia standards and increase financial literacy and accessibility.

Hedonic motivation, or the pleasure derived from using technology, has emerged as a significant factor influencing technology adoption, particularly in consumer-oriented applications (Venkatesh et al., 2012). Although traditionally less emphasized in organizational contexts, hedonic motivation is increasingly recognized as important in environments where user engagement and satisfaction are key to sustained use.

In the context of modern information systems, especially those used by a diverse workforce, hedonic aspects such as interface design and user experience are critical in promoting continuous use. This is particularly relevant for organizations like BAZNAS, where user-friendly and engaging systems can significantly enhance the overall effectiveness of technology deployment.

RESEARCH METHODOLOGY

This study employs a quantitative research design to evaluate the effectiveness and acceptance of the SIMBALite application in BAZNAS. The research utilizes the Unified Theory of Acceptance and Use of Technology (UTAUT) as the theoretical framework. UTAUT helps to understand factors influencing technology acceptance,

such as Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions.

The population targeted in this study includes all employees at BAZNAS who have used the SIMBALite application. A purposive sampling technique was used to select 44 respondents, ensuring that the sample consists of individuals who have direct experience with the application. The respondents' demographic data, including gender, age, and education level, were collected to contextualize the findings and explore potential differences in technology acceptance and use behavior across different user groups.

Reliability test of the research instrument was assessed using Cronbach's alpha, which measures internal consistency. Cronbach's alpha is calculated using the following formula:

$$\alpha = \frac{N.\bar{c}}{\bar{\upsilon}+(N-1).\bar{c}}$$

Where:

- N = number of items,
- $\bar{c}$ = average covariance between item pairs,
- υ = average variance.

In this study, the calculated Cronbach's alpha was 0.943, indicating a high level of internal consistency among the items, and suggesting that the instrument is reliable.

Validity testing is conducted to determine how well an instrument measures what it is intended to measure. In this study, the validity test was carried out on 44 respondents, using a significance level (α) of 5% or 0.05. To obtain the r-table value, the degrees of freedom (Df) were calculated as N−2=44−2, resulting in an r-table value of 0.297. The data is considered valid if the calculated r-value is greater than the r-table value and the significance value is less than 0.05. The testing tool used is the Pearson product-moment correlation formula, analyzed with IBM SPSS Statistics 26.

Data analysis collected data was analyzed using the Statistical Package for the Social Sciences (SPSS). Descriptive statistics, including frequencies, means, and percentages, were used to summarize the demographic characteristics of the respondents and their responses to the survey items. Inferential statistics were employed to explore the relationships between UTAUT 2 variables and user satisfaction. Correlation analysis was conducted to determine the strength and direction of the relationships between variables, while cross-tabulations helped identify differences in perceptions across demographic groups. The use of SPSS facilitated a comprehensive analysis of the data, allowing for the identification of significant patterns and trends.

Ethical considerations were a crucial component of this study. Informed consent was obtained from all participants, ensuring they were fully aware of the study's purpose and their right to withdraw at any time without penalty. Participants were assured that their responses would be kept confidential and anonymized to protect their privacy. Data was securely stored and only accessible to the research team. The study adhered to ethical guidelines to prevent any potential harm to participants and to maintain the integrity of the research process. By addressing these ethical issues, the study ensures a respectful and responsible approach to research.

Limitations study is limited by its cross-sectional design, which captures data at a single point in time and may not fully reflect changes in user perceptions over time. Additionally, the sample size is relatively small, which may limit the generalizability of the findings. Future research could expand the sample size and explore longitudinal data to provide a more comprehensive understanding of the factors influencing the adoption and effectiveness of human resource applications like SIMBALite.

RESULTS & DISCUSSIONS

The analysis of the SIMBALite application using SPSS provided insights into the effectiveness and acceptance of the technology. The study found that the majority of respondents use the application daily, indicating high engagement (Use Behavior: Daily - 88.37%). This high level of usage reflects positively on the application's acceptance.

Reliability analysis test yielded a Cronbach's Alpha of 0.943, suggesting that the measurement instrument is highly reliable. This is consistent with Davis (1989) who indicated that a Cronbach's Alpha above 0.8 is considered excellent.

Validity analysis test confirmed that all items in the questionnaire were valid, as the correlation coefficients exceeded the critical value of 0.297 (Venkatesh et al., 2003). This validates the accuracy of the measurement tool used in assessing the constructs of the UTAUT model.

Descriptive statistics data showed varying levels of agreement across different constructs. For example, 'Facilitating Conditions' had a high agreement rate (47.73% strongly agree), which suggests that users perceive the availability of resources and support as crucial for effective use of the application.

Gender:

- Male: 33 (75%)
- Female: 11 (25%)

Highest Education Level:

- High School/Equivalent: 1 (2.27%)
- Diploma: 0 (0%)
- Bachelor's Degree: 38 (86.36%)
- Master's Degree: 5 (11.36%)

Age:

- 19-25 Years: 7 (15.91%)
- 26-30 Years: 17 (38.64%)
- 31-35 Years: 16 (36.36%)
- 36-40 Years: 1 (2.27%)
- Over 41 Years: 3 (6.82%)

Validity testing is essential to ensure that an instrument measures what it is intended to measure. It evaluates the accuracy and relevance of the items in capturing the constructs they are designed to assess. In this study, validity was examined using Pearson's Product Moment correlation coefficient, with a significance level (α) set at 5% (0.05).

To determine the validity of each item, the correlation coefficient for each item was compared to the critical value of r. The degrees of freedom (df) for this test were calculated as follows:

- Degrees of Freedom (df): N - 2 = 44 - 2 = 42
- Critical Value (r table): 0.297

An item is considered valid if its correlation coefficient is greater than the critical value and the p-value is less than 0.05. The validity test was conducted using IBM SPSS Statistics 26.

Table 1. Validity Test for All Variables

No. Item	R Count	R Table	Description
P1	0.562	0.297	Valid
P2	0.670	0.297	Valid
P3	0.843	0.297	Valid
P4	0.562	0.297	Valid
P5	0.670	0.297	Valid
P6	0.763	0.297	Valid
P7	0.399	0.297	Valid
P8	0.403	0.297	Valid
P9	0.580	0.297	Valid
P10	0.878	0.297	Valid
P11	0.399	0.297	Valid
P12	0.714	0.297	Valid
P13	0.745	0.297	Valid
P14	0.864	0.297	Valid
P15	0.878	0.297	Valid
P16	0.738	0.297	Valid
P17	0.829	0.297	Valid
P18	0.745	0.297	Valid
P19	0.765	0.297	Valid
P20	0.829	0.297	Valid

The results indicated that all items in the questionnaire had correlation coefficients exceeding the critical value of

0.297. This outcome confirms that each item effectively measures the intended construct and contributes to the overall validity of the instrument. Since all items met the validity criteria, there is no need for any modifications or deletions. This ensures that the questionnaire accurately captures the constructs of interest and is suitable for use in this study.

Reliability testing is very important in determining the consistency and dependability of measurement instruments. This test assesses whether the instrument provides stable and consistent results when used repeatedly on the same object or subject. In this study, reliability was evaluated using Cronbach's Alpha, a commonly used statistical measure of internal consistency.

The reliability test aims to determine the consistency of the measuring instrument if the same object is used more than once. Or in other words, the reliability test can be interpreted to show the extent to which a measurement result is relatively consistent if the measurement is repeated two or more times. If reliability is less than 0.6 is not good, while 0.7 is acceptable and above 0.8 is good. Based on the results of calculating the Alfa Cronbach formula using SPSS version 26, the reliability coefficient decision of the study was obtained as follows:

Table 2. Variable Reliability Test

Reliability Statistics	
Cronbach's Alpha	N of Items
.943	20

The obtained Cronbach's Alpha value of 0.943 significantly exceeds the acceptable threshold of 0.7. This high coefficient suggests that the questionnaire used in this study demonstrates an excellent level of internal consistency. Each item on the questionnaire is highly correlated with the overall scale, indicating that the instrument consistently measures the intended constructs. This strong reliability assures that the data collected using this tool are dependable and that the results of the study are based on a solid foundation of consistent measurement.

The comprehensive reliability and validity testing results validate the robustness of the measurement instrument employed in this research. The exceptionally high Cronbach's Alpha coefficient demonstrates excellent internal consistency, while the validity test confirms that all items accurately measure the intended constructs. These results underscore the reliability and accuracy of the instrument, providing confidence that the data collected are both consistent and relevant.

Performance expectancy results indicate that most respondents agree or strongly agree that the application provides the expected benefits and performance. High percentages in the "Agree" (36.36%) and "Strongly Agree" (22.73%) categories suggest that Performance Expectancy significantly influences behavioral intention and application use. This finding highlights the positive impact of Performance Expectancy on Behavioral Intention.

Table 4. Presents the percentage distribution for Performance Expectancy.

Description	Percentage
Strongly Disagree	2.84%
Disagree	13.64%
Neutral	24.43%
Agree	36.36%
Strongly Agree	22.73%

Effort expectancy results show varied views on ease of use, with 30.68% of respondents being neutral and 26.14% agreeing that the application is user-friendly. This indicates that while the application is generally perceived as easy to use, some challenges remain. Effort Expectancy is known to positively affect Behavioral Intention, although the impact can vary.

Table 3. Item Total Statistics

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P1	72.73	199.645	.494	.944
P2	72.23	198.924	.623	.940
P3	71.52	198.395	.824	.937
P4	72.73	199.645	.494	.944
P5	72.23	198.924	.623	.940
P6	71.48	200.162	.735	.939
P7	70.89	211.917	.353	.944
P8	70.98	211.930	.358	.944
P9	71.39	204.103	.531	.942
P10	72.09	192.503	.858	.936
P11	70.89	211.917	.353	.944
P12	72.18	199.268	.677	.939
P13	71.68	198.082	.710	.939
P14	71.64	193.214	.843	.936
P15	72.09	192.503	.858	.936
P16	71.64	197.400	.701	.939
P17	71.86	197.702	.806	.937
P18	72.00	198.744	.711	.939
P19	71.82	195.734	.729	.938
P20	72.18	195.175	.803	.937

Table 5. Presents the percentage distribution for Effort Expectancy.

Description	Percentage
Strongly Disagree	2.27%
Disagree	12.50%
Neutral	30.68%
Agree	26.14%
Strongly Agree	28.41%

Hedonic motivation, which pertains to pleasure and satisfaction, shows a relatively even distribution with high percentages in "Agree" (31.82%) and "Strongly Agree" (30.68%).

Table 6. Presents the percentage distribution for Hedonic Motivation.

Description	Percentage
Strongly Disagree	3.41%
Disagree	13.64%
Neutral	20.45%
Agree	31.82%
Strongly Agree	30.68%

This suggests that emotional factors are crucial for application use, indicating that the enjoyment and satisfaction users derive from the application significantly influence their intention to continue using it.

Social influence, results for Social Influence show that most respondents feel influenced by others' opinions regarding application use, with 36.36% agreeing and 38.64% strongly agreeing. This indicates that Social Influence is a key factor in shaping Behavioral Intention.

Table 7. Presents the percentage distribution for Social Influence.

Description	Percentage
Strongly Disagree	2.27%
Disagree	13.64%
Neutral	9.09%
Agree	36.36%
Strongly Agree	38.64%

Facilitating conditions data reveal that most respondents feel they have sufficient support and resources for using the application, with 28.79% agreeing and 47.73% strongly agreeing. This suggests that

supportive conditions are crucial for encouraging application use.

Table 8. Presents the percentage distribution for Facilitating Conditions.

Description	Percentage
Strongly Disagree	3.03%
Disagree	7.58%
Neutral	12.88%
Agree	28.79%
Strongly Agree	47.73%

Habit data indicate that many respondents agree or strongly agree they have developed a routine of using the application. With 31.06% agreeing and 23.48% strongly agreeing, this shows that habitual use plays a role in consistent application behavior.

Table 9. Presents the percentage distribution for Habit.

Description	Percentage
Strongly Disagree	8.33%
Disagree	18.18%
Neutral	18.94%
Agree	31.06%
Strongly Agree	23.48%

Behavioral intention results show that 21.14% of respondents agree and 19.43% strongly agree to continue using the application. This reflects how the previous variables influence the intention to use and maintain application use.

Table 10. Presents the percentage distribution for Behavioral Intention.

Description	Percentage
Strongly Disagree	28.00%
Disagree	13.71%
Neutral	17.71%
Agree	21.14%
Strongly Agree	19.43%

Use behavior, most respondents use the application daily (88.37%), indicating high user engagement and retention. This result suggests that strong Behavioral Intention contributes to frequent application use, consistent with regression analysis.

Table 11. Presents the percentage distribution for Use Behavior.

Description	Percentage
Daily	88.37%
Rarely	2.33%
Several times a week	6.98%
Never	2.33%

Relationships between variables, performance Expectancy significantly influences Behavioral Intention. Respondents who perceive the application as beneficial are more likely to intend to use it. This highlights the importance of communicating the application's benefits. Effort Expectancy also affects Behavioral Intention but less strongly than Performance Expectancy. While ease of use is important, variations in user perceptions suggest that further simplification may be needed. Hedonic Motivation positively impacts Behavioral Intention. Enjoyment and satisfaction from using the application enhance users' intention to continue using it.

Social Influence plays a significant role in Behavioral Intention, indicating that recommendations from others can strongly affect users' decisions to use the application.Facilitating Conditions positively impact Behavioral Intention. Access to necessary resources and support encourages users to continue using the application.Habit affects Use Behavior, with frequent users developing consistent usage patterns. This suggests that habitual use is crucial for sustained application engagement.

These findings offer insights for developers and policymakers. Enhancing Performance Expectancy, simplifying the application, and ensuring a pleasurable user experience can boost user intention and engagement. Additionally, fostering social support and providing adequate resources are key for facilitating application use.

CONCLUSION

This study aimed to evaluate user experience and assess the security vulnerabilities of the information management system using the Unified Theory of Acceptance and Use of Technology (UTAUT) 2. The research involved a comprehensive analysis of various factors influencing technology acceptance, including Performance Expectancy, Effort Expectancy, Hedonic Motivation, Social Influence, and Facilitating Conditions. The study utilized a structured questionnaire to gather data from 44 respondents, with the data analyzed using SPSS to ensure the reliability and validity of the findings.

Reliability and Validity

The reliability of the measurement instrument was assessed using Cronbach's Alpha, resulting in a coefficient of 0.943. This high value indicates excellent internal consistency, suggesting that the items on the questionnaire are reliably measuring the intended constructs. According to standard benchmarks, a Cronbach's Alpha above 0.8 signifies a high level of reliability, which aligns with the results of this study. Therefore, the questionnaire can be considered highly dependable for assessing user experience and technology acceptance.

The validity of the instrument was examined through Pearson’s Product Moment correlation, with a significance level of 0.05. The critical value (r table) for the validity test was determined to be 0.297. All items in the questionnaire exceeded this critical value, indicating that each item is valid and effectively measures the constructs it is intended to assess. This confirms that the instrument is suitable for use in evaluating the factors related to technology acceptance and user experience.

Data Analysis and Key Variables

The analysis of survey responses revealed insightful patterns related to the UTAUT 2 variables:

- Performance Expectancy: This variable had a significant influence on user satisfaction, with 59.09% of respondents agreeing or strongly agreeing that the system improves their job performance. This suggests that users perceive the system as beneficial in enhancing their efficiency and effectiveness.
- Effort Expectancy: This variable showed mixed responses, with 26.14% of respondents agreeing and 30.68% being neutral about the ease of use of the system. The variability in responses highlights the need for continued user training and system improvements to reduce perceived effort and enhance usability.
- Hedonic Motivation: Approximately 62.50% of respondents indicated that the system is enjoyable to use, demonstrating that hedonic factors contribute positively to user satisfaction. This emphasizes the importance of incorporating enjoyable features in technology systems to increase user engagement.
- Social Influence: With 75% of respondents agreeing or strongly agreeing that social factors influence their use of the system, it is evident that peer and organizational expectations play a significant role in technology adoption. This underscores the need for effective communication and social support within the organization to promote technology use.
- Facilitating Conditions: This variable showed a high level of agreement, with 76.52% of respondents acknowledging the adequacy of the resources and support available for using the system. This indicates that the organizational infrastructure and support mechanisms are perceived as sufficient to facilitate effective technology use.

Recommendations for BAZNAS

Based on the findings, several recommendations can be made for BAZNAS in the development and enhancement of their information management system, particularly for Human Resource Management (HRM):

- Enhance Usability: Address the concerns related to Effort Expectancy by simplifying the user interface and improving system navigation. Providing comprehensive user training and support materials can also help reduce the perceived effort required for using the system.
- Leverage Hedonic Motivation: Incorporate features that enhance user satisfaction. Personalized user experiences can increase engagement and make the system more enjoyable to use.
- Strengthen Social Influence: Foster a supportive environment that encourages positive peer interactions and organizational endorsement of the system. Communicating the benefits and successes of the system through internal channels can enhance social influence and promote wider adoption.
- Optimize Facilitating Conditions: Ensure that the resources and support provided are continuously evaluated and improved. Regular feedback from users can help identify areas where additional support or resources are needed.

Recommendations for Future Research

Future studies should explore the long-term impact of technology adoption on organizational performance. Additionally, research could investigate how different user demographics influence technology acceptance, as variations in user experience could provide deeper insights into the factors affecting technology use. Longitudinal studies could also offer valuable information on how user acceptance evolves over time. For future research, the following suggestions are proposed:

Expand the Sample Size: Increasing the number of respondents can provide a more comprehensive view of user experiences and help generalize the findings to a broader population.

- Longitudinal Studies: Conducting longitudinal studies can offer insights into how user perceptions and system effectiveness evolve over time. This can help identify long-term trends and impacts of system changes.
- Qualitative Analysis: Incorporate qualitative methods such as interviews or focus groups to gain deeper insights into user experiences and challenges. This can complement quantitative data and provide a more nuanced understanding of the factors influencing technology acceptance.
- Comparative Studies: Compare the findings with other similar systems or organizations to identify best practices and areas for improvement. This can help in benchmarking and adopting successful strategies from other contexts.

In conclusion, the research provides a comprehensive evaluation of user experience and technology acceptance using the UTAUT 2 framework. The high reliability and validity of the measurement tool, combined with the analysis of key variables, offer a clear understanding of the factors affecting technology use. By addressing the identified areas of improvement and implementing the recommended strategies, BAZNAS can enhance user satisfaction and optimize the effectiveness of their information management system. The findings underscore the importance of a user-centered approach in technology implementation and provide a foundation for future research in this area.

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