

## DETERMINANTS OF INTEREST IN USING E-LIBRARY OF GANESHA UNIVERSITY OF EDUCATION STUDENTS

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### Abstract:

This study aims to examine the effect of performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, price value, and habit on the intention to use the E-Library by Ganesha University of Education students. The research method used is quantitative research. The population of this research is the students of Ganesha University of Education. Determination of the sample using the non-probability sampling method, with the purposive sampling technique, where the sample is determined by selecting students who come to the library and students who have used the E-Library. The data in this study used a questionnaire as a data collection instrument consisting of 28 (twenty-eight) question items. The data were tested using SPSS version 20. The results showed that performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, price value and habit have a positive and significant effect on the interest in using the E-Library by students of the Ganesha University of Education. Therefore, the indicators for each variable can be used as a reference in the development of the E-Library by the Ganesha University of Education Library so that students' interest in using the E-Library will increase.

**Keywords:** Intention to Use, E-Library, Students

## INTRODUCTION

The rapid development of digitalization can be seen from its role in almost all aspects of human life. It is not surprising that the current era of digital technology is known as the era of disruption because it has entered the joints of people's lives so that it can change the behavior patterns of the current generation, from children to adults, even to the older generation. It is undeniable that the use of gadgets among people of almost all ages is very massive; this can be seen from the habits of almost all people spending their time enjoying all the facilities or features available in the available applications.

According to UNESCO (2011), digital literacy states that life skills not only involve the ability to use technological devices, information and communication but also involve the ability to learn to socialize, critical thinking, creativity, and inspiration as digital competencies. Meanwhile, Hague & Payton (2017) define digital literacy as an individual's ability to apply functional skills to digital devices so that someone can find and select information, think critically, be creative, collaborate with others, communicate effectively, and still pay attention to electronic security and the developing socio-cultural context. In the context of education, good digital literacy also plays a role in developing a person's knowledge of certain subject matter by encouraging students' curiosity and creativity.

With the many benefits that exist, digital literacy is now a primary need for all groups, including students. The increasingly advanced development of science, technology and information



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is also the reason why digital literacy can become a primary need. Therefore, the progress and development of knowledge of technology and information must be balanced with knowledge, understanding, and the ability to master knowledge of technology and information so that primary needs can be met properly.

Firmawan & Marsono (2009) stated that there was no influence of perceived usefulness (PU), Perceived ease of use (PEOU), security and privacy (SP), internet connection (INCON), and amount of information (INFO). Perceived ease of use (PEOU) on the interest in use. Different from Mahendra & Didied (2013), who stated that performance expectations, effort expectations and social factors simultaneously have a significant influence on the interest in utilizing the system.

Hakim (2017) stated that the development of information technology and the internet has consequences for the production and distribution of information. Information can be produced easily and distributed quickly to users of information who need it. The consequence of this condition is the abundance of information, so it sometimes causes difficulties for users of information in accessing the information they need. It also occurs in the context of education, where students seeking information must prepare themselves with the knowledge and skills to select all the information that is spread so much and abundantly in the internet world so that it can be useful in supporting their academic careers, which of course must be accompanied by an increase in the digital literacy index of each student.

Libraries have various activities that need to be done together in the sense of helping each other or working together so that the results of the activities carried out can be achieved according to common goals. Mutual assistance activities between managers/librarians can be found in various forms of activities in libraries, ranging from government libraries to private libraries. Libraries have developed in the implementation of their activities, and now libraries apply information technology in various fields of activity, especially in library material processing activities. It is influenced by the development of increasingly sophisticated and rapid information technology, so the image of the library is also improving. Libraries, as they exist and are developing now, have been used as one of the centers of information, sources of knowledge, research, recreation, preservation of the nation's cultural treasures, and providing various other services. As a center for information sources, libraries traditionally function to provide various sources of information to meet the needs of their users; for this reason, libraries need to carry out activities to identify, select, organize, catalog, and process information sources so that they are available and can be retrieved and used efficiently.

The library world is increasingly developing and moving forward, this development is supported by the development of information technology and its use that has penetrated various fields. Until now, several problems in the library world have been recorded that have been overcome with an information technology approach. For example, traditional libraries have a collection of books without a catalog, then semi-modern libraries use catalogs (indexes). Catalogs have undergone a metamorphosis from book catalogs and card catalogs to electronic catalogs that are easier and faster to retrieve library materials. Then, the emergence of digital libraries and libraries in management techniques use systems that are developed with the basic idea of how to automate business processes in libraries or known as library automation systems.

E-Library, or electronic library, is a concept that combines technology with libraries to provide access to information resources in digital form, which can be accessed through a computer network. E-Library allows users to access various types of materials, such as electronic books (e-books), electronic journals (e-journals), scientific articles, theses, and other digital resources, through an online platform.



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The background of E-Library can come from several factors, including Technological developments: The development of information and communication technology, such as the internet, allows fast and easy access to various information resources online. It allows users to access E-Library from anywhere and anytime without being limited by physical or geographical boundaries. Changes in user preferences: Users today are more likely to use digital devices, such as computers, tablets, and smartphones, to access information. E-Library provides flexibility in accessing information, which can be adjusted to user preferences. The Ganesha University of Education (Undiksha) Library has implemented library collection management and services based on information technology. In 2015, a library information system was developed with a program called Gelis (Ganesha E-Library System), which the Undiksha ICT UPT carried out. Then, in March 2021, the INLIS Lite 3.1 program was implemented, which was created by Perpunas (National Library) because it is a recommended program for developing digital libraries and is the most important point in carrying out library accreditation. Libraries need to review whether the information system used in the library is acceptable or not. In Teo (2011) it is stated that technology acceptance is defined as "...as a user's willingness to employ technology for the tasks it is designed to support." It means that technology acceptance can be defined as the user's willingness to use technology to support the tasks that have been designed. Regarding the complexity of adopting new technology, it was first popularized by the theory of innovation diffusion presented by Rogers. According to Rogers, some keys influence user behavior toward technology acceptance, namely relative advantage, complexity, compatibility, trialability, and observability.

## METHODS

This research is a type of quantitative research. Quantitative research methods are research methods based on the philosophy of positivism, which is used to research certain populations and samples that use research instruments and statistical data analysis (Sugiyono, 2019). This research is also associative research, which can be interpreted as research to question the relationship between two or more variables. The independent variables (free variables) used in this study are performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, price value, and habit. While the dependent variable (bound variable) used is the interest in use. The population in this study were all students of Ganesha University of Education, totaling 12,788 people (Undiksha, 2021). The sampling method in this study used the non-probability sampling method, with a purposive sampling technique, where the purposive sampling technique is a random sampling method carried out by collecting data from people or objects available around us accidentally or unplanned.

## RESULT AND DISCUSSION

Hypothesis testing in this study was carried out using the multiple linear regression analysis method, which is intended to measure whether the independent variable influences the dependent variable. This analysis also aims to determine the direction of the relationship between the independent variable and the dependent variable and whether it has a positive or negative influence. This study uses seven independent variables, namely performance expectancy (X1), effort expectancy (X2), social influence (X3), facilitating conditions (X4), hedonic motivation (X5), price value (X6), and habit (X7). One dependent variable is also used, namely Interest in Using E-Library (Y). The following are the results of the multiple linear regression analysis of this study:



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**Table 1.** Results of Multiple Linear Regression Analysis

Coefficients					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	2.928	.750		3.904	.000
Performance Expectancy (X1)	1.276	.324	1.973	3.940	.000
Effort Expectancy (X2)	.161	.083	.277	1.932	.056
Social Influence (X3)	4.583	1.193	4.454	3.843	.000
Facilitating Conditions (X4)	1.571	.350	2.309	4.494	.000
Hedonic Motivation (X5)	.061	.029	.247	2.151	.035
Price Value (X6)	.536	.045	.719	12.037	.000
Habit (X7)	.165	.082	.276	2.020	.046

a. Dependent Variable: Behavioral Intention (Y)

Based on the multiple linear regression analysis in Table 4.8 by looking at the Unstandardized Coefficients Beta value because it has the same unit, namely using an ordinal scale, the results of the multiple linear regression equation are as follows:

$$Y = 2,928 + 1,276X1 + 0,161X2 + 4,583X3 + 1,571X4 + 0,061X5 + 0,536X6 + 0,165X7$$

In this study, the t-test is intended to assess how much influence there is between the independent variable and the dependent variable partially. The decision to accept or reject the hypothesis is determined by comparing the significance score of each independent variable with the dependent variable. The hypothesis is accepted if it has a sig. Value <0.05.

**Table 2.** t-Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	2.928	.750		3.904	.000
Performance Expectancy (X1)	1.276	.324	1.973	3.940	.000
Effort Expectancy (X2)	.161	.083	.277	1.932	.056
Social Influence (X3)	4.583	1.193	4.454	3.843	.000
Facilitating Conditions (X4)	1.571	.350	2.309	4.494	.000
Hedonic Motivation (X5)	.061	.029	.247	2.151	.035
Price Value (X6)	.536	.045	.719	12.037	.000
Habit (X7)	.165	.082	.276	2.020	.046

a. Dependent Variable: Behavioral Intention (Y)

The first hypothesis test (H1) can be seen in Table 4.9 with 100 respondents, a significance value of 0.000 was obtained. Where the significance value of 0.000 indicates that sig. 0.000 <0.05, and has a positive tcount of 3.940. So, the performance expectancy variable (X1) has a positive and significant influence on the E-Library Use Interest variable (Y). Thus, it can be concluded that H1 is accepted and H0 is rejected.



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The second hypothesis test (H2) can be seen in Table 4.9 with 100 respondents, a significance value of 0.000 was obtained. Where the significance value of 0.056 indicates that sig. 0.056 < 0.05. Moreover, has a positive tcount of 1.932, so it can be interpreted that the variable effort expectancy (X2) has a positive and significant influence on the variable Interest in Using E-Library (Y). Thus, it can be concluded that H2 is accepted and H0 is rejected.

The third hypothesis test (H3) can be seen in Table 4.9 with 100 respondents, a significance value of 0.000 was obtained. Where a significance value of 0.000 indicates that sig. 0.000 < 0.05, and has a positive tcount of 3.843. So, it can be interpreted that the social influence variable (X3) has a positive and significant influence on the E-Library Use Interest variable (Y). Thus, it can be concluded that H3 is accepted and H0 is rejected.

The fourth test (H4) can be seen in Table 4.9 with 100 respondents, a significance value of 0.000 was obtained. Where a significance value of 0.000 indicates that sig. 0.000 < 0.05. Moreover, has a positive count of 4.494. So, the facilitating conditions variable (X4) has a positive and significant influence on the E-Library Use Interest variable (Y). Thus, it can be concluded that H4 is accepted and H0 is rejected.

The fifth test (H5) can be seen in Table 4.9 with 100 respondents, a significance value of 0.035 was obtained. Where the significance value of 0.035 indicates that sig. 0.035 < 0.05, and has a positive count of 2.151, so it can be interpreted that the variable, hedonic motivation (X5), has a positive and significant influence on the variable Interest in Using E-Library (Y). Thus, it can be concluded that H5 is accepted and H0 is rejected.

The sixth test (H6) can be seen in Table 4.9 with 100 respondents, a significance value of 0.000 was obtained. Where a significance value of 0.000 indicates that sig. 0.000 < 0.05, and has a positive tcount of 12.037, so it can be interpreted that the price value variable (X6) has a positive and significant influence on the E-Library Use Interest variable (Y). Thus, it can be concluded that H6 is accepted and H0 is rejected.

The seventh test (H7) can be seen in Table 4.9 with a total of 100 respondents, a significance value of 0.046 was obtained, where a significance value of 0.046 indicates that sig. 0.046 < 0.05, and has a positive count of 2.020, so it can be interpreted that the variable habit (X7) has a positive and significant influence on the variable Interest in Using E-Library (Y). Thus, it can be concluded that H7 is accepted and H0 is rejected.

**Table 3. Results of the Determination Coefficient Test**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.824 <sup>a</sup>	.678	.654	.91878

a. Predictors: (Constant), Habit (X7), Social Influence (X3), Effort Expectancy (X2), Hedonic Motivation (X5), Performance Expectancy (X1), Facilitating Conditions (X4), Price Value (X6)

Based on Table 3 above, it can be concluded that the Adjusted R Square value is 0.654. It means that all independent variables, namely performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, price value, and habit, have an effect on the dependent variable, namely the Interest in Using E-Library, by 65.4%. Thus, it can be said that the rest of the percentage is aimed at instruments or other factors outside this study that can affect the interest in using the E-Library feature.



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Based on the table above, it can be explained that Performance Expectancy has a positive and significant effect on the interest in using E-Library. This hypothesis is assumed based on theories that support the relationship between Performance Expectancy and Interest in Using E-Library. One of the supporting theories is the Technology Acceptance Model (TAM). According to TAM, a person's interest in using technology is determined by two factors, namely Perceived Usefulness and Perceived Ease of Use. Performance Expectancy is a factor related to Perceived Usefulness, namely the user's perception of the extent to which the use of technology can improve their performance or productivity. According to Venkatesh et al. (2003:447), performance expectancy is the level of system use that will provide benefits in improving its performance.

On the other hand, behavioral intention is defined as the desire to perform behavior (Jogiyanto, 2007:25). Previous studies have revealed that there is a positive and significant influence of performance expectancy on behavioral intention (Alalwan et al., 2017; Eneizan et al., 2019; Martins et al., 2014; Merhi et al., 2019; Monilakshmane and Rajeswari, 2018). On the other hand, the results of research by Hidayat et al. (2020), Putri and Suadhika (2019), Andrianto (2020), and Nuriska et al. (2018) found that performance expectancy did not have a positive effect on behavioral intention. Based on the description above, performance expectancy is the level of system use that will provide benefits in improving its performance.

Effort Expectancy influences Interest in Using E-Library, the influence of the Effort Expectancy factor on interest in using E-Library. From the results of the study, respondents feel that the Effort Expectancy factor influences interest in using E-Library. If respondents feel that using E-Library is easy to do and does not require much effort or effort, then interest in using E-Library will also increase. Conversely, if respondents feel that using E-Library is difficult and requires a lot of effort or effort, then interest in using E-Library will decrease. According to Venkatesh et al. (2003:450), effort expectancy is the extent to which the system is easy to use.

On the other hand, behavioral intention is the interest in performing behavior (Jogiyanto, 2007:25). Previous studies have revealed that there is a positive and significant influence of effort expectancy on behavioral intention (Alalwan et al., 2017; Eneizan et al., 2019; Hidayat et al., 2020; Merhi et al., 2019; Martins et al., 2014). On the other hand, the results of research by Putri and Suadhika (2019), Andrianto (2020), Putranto (2020), Monilakshmane and Rajeswari (2018), and Nuriska et al. (2018) found that effort expectancy did not have a positive effect on behavioral intention. Effort expectancy is the extent to which the system is easy to use; E-Library provides features that are easy to understand. In addition, various information about the features and how to use them. It shows that using E-Library does not require much effort.

Social influence influences the Interest in Using E-Library. Social Influence factors on the interest in using E-Library. Social Influence is considered to be able to influence the interest in using E-Library directly or through other factors such as attitudes and subjective norms. If individuals feel supported by those closest to them to use E-Library, then their interest in using E-Library will also increase. Conversely, if individuals feel that those closest to them do not support the use of E-Library, then their interest in using E-Library will decrease. The results of this study are in line with the research study conducted by (Amelia, 2021), which states that social influence has a positive and significant relationship with the interest in using online loans. In line with research conducted by (Mooduto Iis, 2020), (Dewi, 2020), and (Kirana, 2021), social influence has a positive influence on the interest in use. However, gaps in opinion can occur anywhere and anytime, as in this study. Where according to research conducted by (Hasibuan, 2021) and (Hendratmoko, 2019), social influence does not have a positive influence on interest in using peer-to-peer lending services.



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The Facilitating conditions variable is an independent variable tested in this study, where Facilitating conditions have a significant positive effect on the Intention to Use E-Library. According to Venkatesh et al. (2003:453), facilitating conditions are the extent to which existing infrastructure and technical support the use of the system. Research by Gupta et al. (2018:4) defines facilitating conditions as the influence of the resources needed, such as the internet, memory, hardware, and knowledge, in increasing the intention to use technology. On the other hand, behavioral intention is defined as a person's interest in carrying out a behavior (Jogiyanto, 2007:25). Previous studies have revealed that there is a positive and significant influence of facilitating conditions on behavioral intention (Eneizan et al., 2019; Hidayat et al., 2020; Putri and Suardikha, 2019). Meanwhile, the results of research by Andrianto (2020) and Megadewandanu (2016) found that facilitating conditions did not have a positive effect on behavioral intention. Supporting facilities for using the E-Library include smartphones and internet access.

Hedonic motivation variable is an independent variable tested in this study, where in the hypothesis test Hedonic Motivation has a significant positive influence on the Interest in Using E-Library. Hedonic Motivation is a motivation that drives someone to seek pleasure and satisfaction in using technology. In the context of using E-Library, Hedonic Motivation can drive someone to seek satisfaction in reading interesting books or articles, learning new interesting things, or even interacting with other users in discussion forums or social groups. If respondents feel that using E-Library provides sufficient pleasure and satisfaction, then they tend to have a higher interest in using E-Library regularly. Conversely, if respondents feel that using E-Library does not provide sufficient satisfaction and pleasure, then they tend to have a lower interest in using E-Library. According to Venkatesh et al. (2012:8), hedonic motivation is the pleasure obtained from using technology. Meanwhile, behavioral intention is defined as the desire to perform behavior (Jogiyanto, 2007:25).

Price value influences the Interest in Using E-Library. Price Value is the perception that a product or service has a value that is comparable to the price paid by consumers. In the context of using E-Library, Price Value can be related to the subscription price or access fee required to access the available e-book and e-journal collections. Suppose respondents feel that the value they receive from using E-Library is comparable to the access fee they have to pay. In that case, they tend to have a higher interest in using E-Library regularly. Conversely, if respondents feel that the value they receive is not comparable to the access fee they pay, then they tend to have a lower interest in using E-Library. Previous studies have revealed that there is a positive and significant effect of price value on behavioral intention (Alalwan et al., 2017; Eneizan et al., 2019; Merhi et al., 2019; Nuriska et al., 2018; Putri and Suardikha, 2019). On the other hand, the results of research by Hidayat et al. (2020), Andrianto (2020), Putranto (2020), and Megadewandanu (2016) found that price value has no positive effect on behavioral intention. Based on the description above, E-Library can be downloaded for free only when downloading using an internet service that uses a data package that uses a fee.

Habit can be related to respondents' habits in using electronic resources to obtain information, such as e-books and online journals. If respondents are accustomed to using electronic resources for academic or professional activities, then they tend to have a higher interest in using E-Library regularly. Conversely, if respondents are not accustomed to using electronic resources, then they tend to have a lower interest in using E-Library. Habit is the level at which a person tends to behave automatically because of learning (Limayem et al., 2007:709). Learning, in this case, can be interpreted as the initial stage of using the system. Meanwhile, behavioral intention is a person's desire to perform a behavior (Jogiyanto, 2007:25). Previous studies have revealed that there is a



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positive and significant influence of habit on behavioral intention (Eneizan et al., 2019; Hidayat et al., 2020; Merhi et al., 2019; Nuriska et al., 2018; Putri and Suardikha, 2019). On the other hand, the results of Andrianto's (2020) research found that habits do not have a positive effect on behavioral intention.

## CONCLUSION

Based on the research results and conclusions that have been presented previously, suggestions can be drawn in this research, namely:

**For E-Library Service Provider Institutions.** E-Library provider institutions are expected to improve the functions and systems of E-Library services by adding features to the service to make it easier for users. With the improvement in the function and quality of the system of the service, users will feel the convenience of the feature. In addition, it is necessary to carry out a clear introduction regarding the integrity and credibility of the E-Library feature so that consumers or users have more confidence in the services used. The results of this study explain that the perception of performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, price value, and habit have a positive and significant influence on the interest in using E-Library. The results of this study are expected to be an extension of the Technology Acceptance Model (TAM) theory and the Unified Theory of Acceptance and Use of Technology 2 (UTAUT 2) on the interest in using E-Library.

**For Further Research.** This study resulted in thoughts on how performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, price value, and habit influence the interest in using E-Library. For further research, it is expected to use other variables that can explain the acceptance or interest of someone in using E-Library services such as user attitudes, security, and so on. In addition, further research is expected to expand the population and samples used in order to describe more real conditions in the field.

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