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The Effect of Perception of Usefulness, Perception of Ease of Use, Intention to Use on the Use of the M-Passport Application at the Class I Immigration Office, Special TPI, Makassar

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Abstract. *The objectives of this study are 1) To analyze and examine the effect of Perceived Usefulness on the use of the M-Paspor application at the TPI Makassar Class I Special Immigration Office. 3) To analyze and examine the effect of Perceived Usefulness on the Intention to Use the M-Paspor application at the TPI Makassar Special Class I Immigration Office. 4) To analyze and examine the effect of Perceived Ease of Use on the Intention to Use the M-Paspor application at the TPI Makassar Special Class I Immigration Office. 5) To analyze and examine the effect of Intention to Use on the use of the M-Paspor application at the TPI Makassar Special Class I Immigration Office. The research approach used is quantitative-descriptive. This study was conducted at the TPI Makassar Special Class I Immigration Office, with the research subjects being passport applicants at the office, and a total sample size of 102 respondents. Data collection techniques included observation, questionnaires, and documentation. The findings show that Perceived Usefulness has a significant effect on the use of the M-Paspor application. Perceived Usefulness also has a significant effect on the Intention to Use the M-Paspor application. Perceived Ease of Use has a significant effect on the use of the M-Paspor application. Perceived Ease of Use also has a significant effect on the Intention to Use the M-Paspor application. Furthermore, Intention to Use has a significant effect on the use of the M-Paspor application.*

Keywords: *Technology Acceptance Model, Perceived Usefulness, Perceived Ease of Use, Intention to Use, M-Paspor Application Usage*

JEL Classification: *H83, O33, O38, M15*

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INTRODUCTION

The rapid development of technology today requires individuals to act swiftly in keeping up with technological changes and lifestyle shifts (Bandura, 2002). One of the technological products that has become almost inseparable from people's daily lives is mobile applications on smartphones. This is largely due to the ease with which society can now access such technology, making it a significant opportunity that should be maximized by government institutions in providing public services. Information technology (IT) plays a crucial role in improving public services, particularly in the creation and delivery of new services (Bhatnagar, 2014; Cordella & Tempini, 2015; Latupeirissa et al., 2024).

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This potential has driven government institutions to continuously compete in offering new application-based services. Government agencies, whose primary function is to provide services to the public, are therefore required to optimally utilize technology to achieve a system of services that are fast, transparent, and accountable. Units responsible for delivering public services are obliged to continuously pursue efforts and innovations in facilities and infrastructure to enhance the quality of services (Millard, 2017; Nazali & Pitt, 2009). Implementing public services in response to ongoing changes is not an easy task, especially as globalization affects all aspects of state life, requiring a paradigm shift in how public services are delivered (Akopian et al., 2024; Davis & Rhodes, 2020).

Such a paradigm shift is crucial in redefining public services so that they more directly address the interests, will, and needs of society (Martinus, 2022). Public service delivery has become an obligation that must be fulfilled by the government, creating conditions that demand ongoing and significant improvements. The use of information technology has fostered the development of a system that connects society with the government, known as Electronic Government (E-Government).

E-Government serves as a medium for the government to deliver information and services through information and communication technology (ICT), thereby improving accessibility and convenience in accessing government services and information. E-Government is a new form of information system that assists governments in ensuring transparency of information and providing online public services. Its development represents an effort to advance electronic-based governance, aimed at improving the quality of public services in an effective and efficient manner (Sundari, W., & Sartika, 2025; Wirata et al., 2025).

One institution that has successfully implemented and maximized this opportunity is the Class I Special Immigration Office TPI Makassar. A notable application introduced by Immigration Offices across Indonesia is *M-Paspor*. The *M-Paspor* (Mobile Passport) application enables the public to submit new passport applications and replacements through an online registration system. The application was developed to ensure passport services are more transparent, accountable, and efficient. Through *M-Paspor*, applicants can upload scanned documents directly to the system. It also introduces new features that simplify the process, such as the selection of immigration offices, passport types, appointment scheduling, and payment confirmation through bank transfers within the application. *M-Paspor* was designed to make the passport application process easier, faster, and more accountable.

With this application, the public can register and book a schedule for passport photo appointments from home using *M-Paspor*. The application allows applicants to submit both new and renewal passport requests online. It simplifies the procedure by enabling applicants to easily input their personal data and upload required documents anytime and anywhere. The application is now available across all Immigration Offices in Indonesia.

Due to its convenience and practicality, more and more Indonesian citizens are using *M-Paspor* to register for passports. At the Class I Special Immigration Office TPI Makassar, the number of applicants using *M-Paspor* in January 2022 was 1,352, increasing to 4,264 by December 2022. In January 2023, the number reached 3,054 applicants, before rising to 7,072 by December 2024.

METHODS

This study was conducted to test hypotheses (hypothesis testing) by examining the relationships among perceived usefulness, perceived ease of use, intention to use, and actual use of the *M-Paspor* application among its users at the Class I Special Immigration Office TPI Makassar. Data collection employed a survey method, which is a field research approach carried out on several sample members of a defined population using a questionnaire.

Research Location and Period

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To obtain the data relevant to this study, the research was conducted at the Class I Special Immigration Office TPI Makassar, located at Jalan Perintis Kemerdekaan KM 13, Makassar. The study was carried out from June to July 2025.

Population and Sample

A population is defined as a group of people, events, or anything that has specific characteristics. The population in this study consists of all passport applicants at the Class I Special Immigration Office TPI Makassar who used the *M-Paspor* application, totaling 7,072 individuals. The number of samples used in this study was determined using the Slovin method, which specifies the minimum sample size required when the population size is known.

Types and Sources of Data

Based on its type, the data in this study are subject data, which are data in the form of opinions, attitudes, experiences, or characteristics of individuals or groups serving as research subjects (respondents). Based on its source, the data used in this study are primary data.

Data Collection Technique

The data collection method used in this study was a survey method, which is a primary data collection method involving oral and written questions. Specifically, the data were collected by distributing questionnaires directly to passport applicants using the *M-Paspor* application at the Class I Special Immigration Office TPI Makassar.

Research Instrument

The instrument used in this research was a questionnaire distributed to passport applicants who used the *M-Paspor* (Mobile Passport) service at the Class I Special Immigration Office TPI Makassar, employing a Likert scale. The Likert scale measures attitudes by asking respondents to express their level of agreement or disagreement with certain subjects, objects, or events. In this study, the social phenomena were defined by the researcher as research variables. These variables were broken down into dimensions, which were then operationalized into variable indicators. The indicators served as the basis for constructing questionnaire items in the form of statements or questions. Each answer was linked to a statement of attitude expressed in words such as: strongly disagree, disagree, agree, strongly agree, with scores of 1 = strongly disagree, 2 = disagree, 3 = agree, and 4 = strongly agree. Variables were measured using the Likert scale. To ensure accuracy, the research instruments must be tested for validity and reliability. Validity and reliability testing was carried out using Partial Least Squares (PLS). Perceived usefulness and perceived ease of use were measured using four and three items respectively. Intention to use was measured using three items developed by Davis in Nasri. Actual use was measured using two items developed.

Data Analysis

The outer model specifies the relationship between latent variables and their indicators, also referred to as the measurement model, which explains the characteristics of latent variables through their observed indicators (Purwanto & Sudargini, 2021; Hwang et al., 2020; Rhemtulla et al., 2020; Subhaktiyasa, 2024). The validity of research data depends on the accuracy of measurement. An instrument is valid if it measures what it is intended to measure. Construct validity tests whether an instrument measures the intended construct. It can be assessed through: which indicates that measures of the same construct should correlate highly. In PLS, this is assessed using factor loadings (should exceed 0.7) and average variance extracted (AVE, should exceed 0.5). which indicates that constructs are distinct from one another. This is assessed using cross-loading values, where the square root of the AVE for each construct must be greater than its correlations with other constructs. Reliability refers to consistency. It is evaluated numerically using coefficients. In PLS, reliability can be tested using: Cronbach's Alpha, which measures the lower bound of reliability. Composite Reliability, which measures the actual reliability of a

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construct. A construct is considered reliable if Cronbach's alpha is greater than 0.6 and composite reliability is greater than 0.7.

Cronbach's alpha is widely used because its formula is unaffected by unequal variances among components. Composite reliability further evaluates how well the indicators measure the construct. The inner model specifies the relationships among latent variables (structural model), also called inner relations. It shows how latent variables are related based on the substantive theory of the research. One of the main objectives of this research is hypothesis testing. In quantitative research, hypotheses are formulated as tentative answers to research problems, derived deductively from theory. Hypothesis testing in this study was conducted using Partial Least Squares (PLS). PLS is a Structural Equation Modeling (SEM) technique that analyzes latent variables, indicators, and measurement errors directly. It is particularly suitable when the theoretical basis is weak or when reflective measurement models are applied with limited indicators (Hanafiah, 2020; Watts et al., 2020).

RESULTS AND DISCUSSION

Table 1. Response Rate of Questionnaire

Description	Number of Data
Number of Questionnaires Distributed	110
Number of Questionnaires Not Returned	8
Number of Questionnaires Returned	102
Number of Questionnaires Invalid	0
Number of Questionnaires Valid	102
Sample Size	102
Response Rate	(102/110) ×100% = 92.72%

Table 1 shows that from the total of 110 questionnaires distributed, 102 were returned and deemed valid for further analysis. This return rate of 92.72% reflects a very high level of participation from the respondents. Such a high response rate not only minimizes the potential for non-response bias but also strengthens the reliability and representativeness of the data collected. In survey-based research, response rates above 70% are generally considered satisfactory, while rates exceeding 90% are categorized as excellent. Therefore, achieving 92.72% demonstrates that the respondents were highly engaged and willing to provide accurate information. Moreover, the fact that all returned questionnaires were valid further indicates the clarity of the instrument design, the appropriateness of the questions, and the effectiveness of the data collection process. Overall, the sample obtained not only meets but also exceeds the minimum requirements for statistical analysis, thereby ensuring that the findings of this study can be interpreted with a high degree of confidence.

Table 2. Respondent Characteristics

Sample Criteria	Frequency	Percentage (%)
Total Respondents	102	100
Gender		
Male	45	44.11
Female	52	50.98
No Answer	5	4.90
Age		
Below 21 years	3	2.94
21 – 30 years	63	61.76
31 – 40 years	27	26.47
41 – 50 years	4	3.92
Above 51 years	0	0.00
No Answer	5	4.90

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Education Level		
High School	9	8.82
Diploma	0	0.00
Bachelor (S1)	80	78.43
Master (S2)	7	6.86
Doctor (S3)	1	0.98
No Answer	5	4.90

Table 2 indicates that the respondents are predominantly female (50.98%), with the majority falling within the 21–30 years age group (61.76%), and most of them holding a Bachelor's degree (78.43%). These findings suggest that M-Paspor users are relatively young, well-educated, and belong to a demographic that is generally more adaptable to technological innovations. The dominance of users in the 21–30 age bracket reflects a generation that is typically more engaged with digital platforms, possesses higher levels of digital literacy, and demonstrates greater openness toward adopting new technologies. Furthermore, the high proportion of respondents with a Bachelor's degree or higher indicates that the user base is not only familiar with technology but also equipped with the cognitive skills to navigate online systems effectively. The slight majority of female users also points to the inclusivity of the M-Paspor service across genders, showing that women are equally active participants in adopting e-government applications. Taken together, these demographic characteristics reinforce the suitability of the M-Paspor application for tech-oriented users and highlight the importance of tailoring government digital services to younger, educated populations who are likely to be early adopters and advocates of such innovations.

Table 3. Outer Loading Results

Indicators	Intention to Use	Actual Use of M-Passport	Perceived Usefulness	Perceived Ease of Use
NP1	0.870			
NP2	0.854			
NP3	0.855			
PK1			0.885	
PK2			0.893	
PK3			0.882	
PK4			0.879	
PKP1				0.893
PKP2				0.820
PKP3				0.868
PM1		0.927		
PM2		0.922		

Table 3. shows that all items have Outer Loading values above 0.7, which demonstrates that each indicator has a strong correlation with its respective latent construct. According to Hair et al. (2020), an Outer Loading value greater than 0.7 indicates that the indicator contributes significantly to explaining the variance of its construct, thus confirming convergent validity. This finding suggests that the measurement items used in the questionnaire are reliable and appropriate for capturing the constructs of Perceived Usefulness, Perceived Ease of Use, Intention to Use, and Actual Use of M-Paspor. In other words, each question item effectively represents the theoretical dimension it was designed to measure.

Furthermore, the consistently high Outer Loading values imply that the research instrument is both statistically valid and conceptually sound, strengthening the credibility of subsequent analyses such as path coefficients and hypothesis testing. This validity ensures that the constructs derived from the Technology Acceptance Model (TAM) are accurately

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operationalized in the context of M-Paspor usage. Thus, the measurement model can be considered robust and suitable for further structural analysis.

Table 4. Cronbach's Alpha and Average Variance Extracted (AVE)

Variable	Cronbach's Alpha	Composite Reliability (rho_a)	Composite Reliability (rho_c)	AVE
Intention to Use	0.824	0.827	0.895	0.739
Actual Use of M-Paspor	0.829	0.830	0.921	0.854
Perceived Usefulness	0.908	0.910	0.935	0.783
Perceived Ease of Use	0.825	0.832	0.895	0.741

The results indicate that all constructs have Cronbach's Alpha values greater than 0.6, Composite Reliability values exceeding 0.7, and Average Variance Extracted (AVE) values above 0.5. These results collectively demonstrate that the measurement model fulfills the requirements for both reliability and validity. Specifically, Cronbach's Alpha > 0.6 reflects that each construct achieves an acceptable level of internal consistency, ensuring that the items within a construct measure the same underlying dimension. While higher thresholds such as 0.7 are often recommended (Song et al., 2020), values above 0.6 are still acceptable in exploratory studies or early-stage model testing, particularly in social science research. Composite Reliability (CR) values > 0.7 provide stronger evidence of reliability, as CR is considered a more precise measure compared to Cronbach's Alpha in the context of Structural Equation Modeling (SEM).

This means that the constructs exhibit consistent performance and accurately capture the intended latent variables. Meanwhile, AVE > 0.5 confirms convergent validity, indicating that more than 50% of the variance in each construct is explained by its indicators. This ensures that the constructs adequately represent the theoretical concepts of Perceived Usefulness, Perceived Ease of Use, Intention to Use, and Actual Use of M-Paspor. Taken together, these findings validate the robustness of the research model. They confirm that the constructs are not only reliable but also theoretically sound, thereby providing a strong foundation for proceeding to the structural model analysis and hypothesis testing.

Table 5. Cross Loading Results

Indicators	Intention to Use	Actual Use of M-Passport	Perceived Usefulness	Perceived Ease of Use
NP1	0.870	0.555	0.603	0.602
NP2	0.854	0.619	0.641	0.699
NP3	0.855	0.688	0.730	0.620
PK1	0.707	0.673	0.885	0.628
PK2	0.724	0.768	0.893	0.703
PK3	0.695	0.694	0.882	0.677
PK4	0.588	0.692	0.879	0.603
PKP1	0.733	0.636	0.702	0.893
PKP2	0.624	0.611	0.590	0.820
PKP3	0.555	0.581	0.609	0.868
PM1	0.717	0.927	0.753	0.622
PM2	0.625	0.922	0.726	0.690

Table 5 confirms that the model achieves discriminant validity, as each indicator shows a stronger correlation with its own construct compared to its correlations with other constructs. For instance, the indicator PK1 demonstrates the highest loading with Perceived Usefulness (0.885), which is substantially greater than its correlations with other latent variables. This

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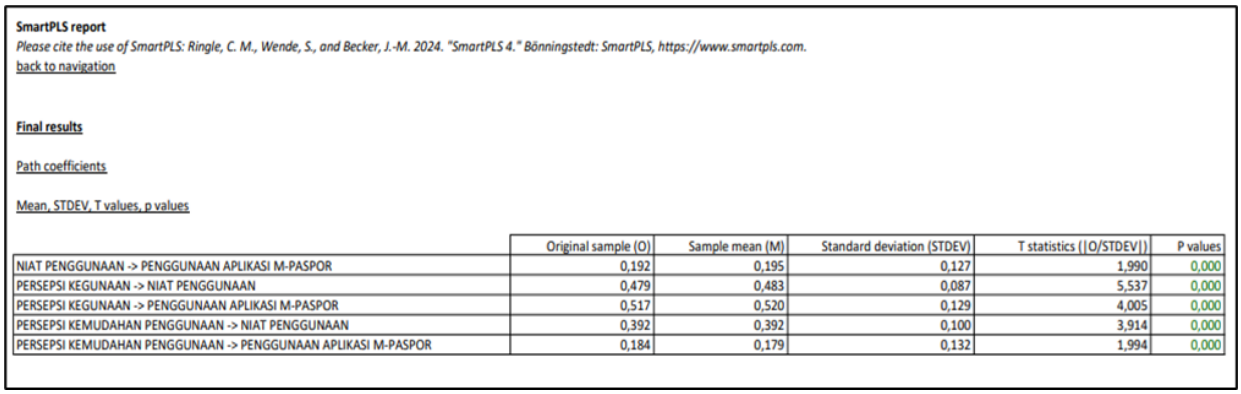
pattern is consistent across all constructs, meaning that the indicators are not only conceptually but also statistically distinct in measuring their intended dimensions. Discriminant validity is an essential requirement in Structural Equation Modeling (SEM), as it ensures that the constructs included in the model are unique and non-overlapping. According to Radomir & Moisescu, (2020); Putra (2022) and Sarma et al. (2022), discriminant validity is established when the square root of the AVE for each construct is greater than its correlation with other constructs, or when cross-loadings show higher values on the intended construct than on alternative constructs. The findings in Table 5 confirm this condition, thereby strengthening the credibility of the measurement model. The implication is that the constructs used in this research Perceived Usefulness, Perceived Ease of Use, Intention to Use, and Actual Use of M-Paspor are empirically distinguishable and do not suffer from redundancy. This allows the study to make valid inferences regarding the causal relationships between the constructs in the Technology Acceptance Model (TAM) framework. In short, the ability of the indicators to differentiate clearly between constructs enhances both the validity and the explanatory power of the research model.

Table 6. R-Square Results

Variable	R-Square	R-Square Adjusted
Intention to Use	0.662	0.655
Actual Use of M-Passport	0.684	0.674

The structural model evaluation demonstrated strong predictive ability. Table 6 shows an R-Square value of 0.662 for Intention to Use, meaning Perceived Usefulness and Perceived Ease of Use explain 66.2% of the variation in usage intention. Actual Use has an R-Square value of 0.684, indicating that Perceived Usefulness, Perceived Ease of Use, and Intention to Use together explain 68.4% of usage behavior. Hypothesis testing through bootstrapping confirmed that all relationships between variables were statistically significant.



SmartPLS report

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Final results

Path coefficients

Mean, STDEV, T values, p values

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics (|O/STDEV|)	P values
NIAT PENGGUNAAN -> PENGGUNAAN APLIKASI M-PASPOR	0,192	0,195	0,127	1,990	0,000
PERSEPSI KEGUNAAN -> NIAT PENGGUNAAN	0,479	0,483	0,087	5,537	0,000
PERSEPSI KEGUNAAN -> PENGGUNAAN APLIKASI M-PASPOR	0,517	0,520	0,129	4,005	0,000
PERSEPSI KEMUDAHAN PENGGUNAAN -> NIAT PENGGUNAAN	0,392	0,392	0,100	3,914	0,000
PERSEPSI KEMUDAHAN PENGGUNAAN -> PENGGUNAAN APLIKASI M-PASPOR	0,184	0,179	0,132	1,994	0,000

Figure 1. Smarts 4.0 Bootstrapping: Path Coefficients Table

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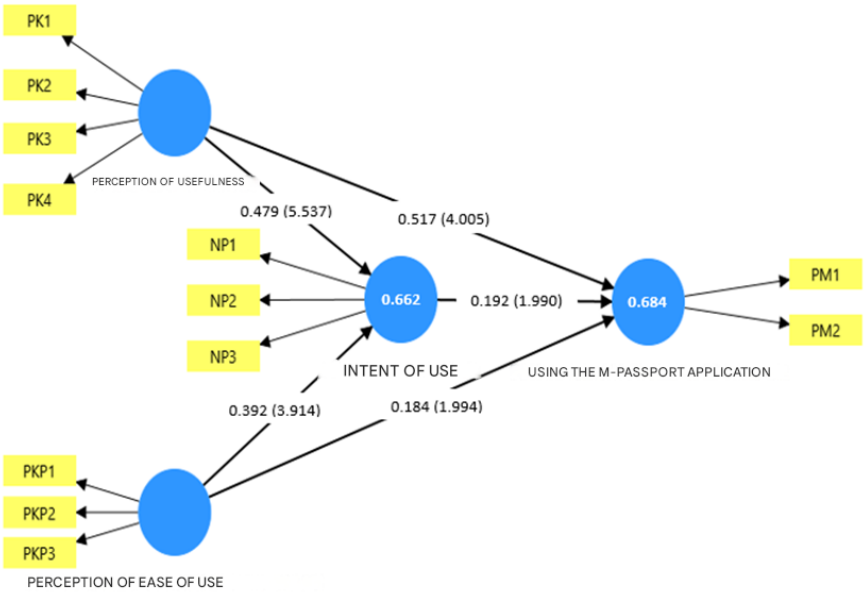

Figure 2. Smarts 4.0 Bootstrapping: Path Coefficients Graph

Testing the Effect of Perceived Usefulness on Actual Use of the M-Paspor Application

Based on the T-statistic value in Table 4.7, the relationship between perceived usefulness and actual use is significant, with a T-statistic above 1.96, namely 4.005. The original sample estimate is positive at 0.517, indicating that the relationship between perceived usefulness and the use of the M-Paspor application is positive. Thus, hypothesis H1 in this study, which states that "Perceived usefulness has a significant effect on the use of the M-Paspor application," is accepted. From these results, it can be concluded that the higher the usefulness perceived, the more it influences applicants to continue using the M-Paspor application.

Testing the Effect of Perceived Usefulness on Intention to Use

Based on the T-statistic value in Table 4.7, the relationship between perceived usefulness and intention to use is significant, with a T-statistic above 1.96, namely 5.537. The original sample estimate is positive at 0.479, indicating that the relationship between perceived usefulness and intention to use is positive. Thus, hypothesis H2 in this study, which states that "Perceived usefulness has a significant effect on intention to use," is accepted. From these results, it can be concluded that the higher the usefulness perceived, the stronger the applicants' intention to use the M-Paspor application.

Testing the Effect of Perceived Ease of Use on Actual Use of the M-Paspor Application

Based on the T-statistic value in Table 4.7, the relationship between perceived ease of use and actual use of the M-Paspor application is significant, with a T-statistic above 1.96, namely 1.994. The original sample estimate is positive at 0.184, indicating that the relationship between perceived ease of use and actual use is positive. Thus, hypothesis H3 in this study, which states that "Perceived ease of use has a significant effect on the use of the M-Paspor application," is accepted. From these results, it can be concluded that the higher the perceived ease of use of the technology, the more it influences applicants to continue using the M-Paspor application.

Testing the Effect of Perceived Ease of Use on Intention to Use

Based on the T-statistic value in Table 4.7, the relationship between perceived ease of use and intention to use is significant, with a T-statistic above 1.96, namely 3.914. The original sample estimate is positive at 0.392, indicating that the relationship between perceived ease of use and intention to use is positive. Thus, hypothesis H4 in this study, which states that "Perceived ease of use has a significant effect on intention to use," is accepted. From these results, it can be

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concluded that the higher the perceived ease of use of a technology, the stronger the applicants' intention to use the M-Paspor application.

Testing the Effect of Intention to Use on Actual Use of the M-Paspor Application

Based on the T-statistic value in Table 4.7, the relationship between intention to use and actual use of the M-Paspor application is significant, with a T-statistic above 1.96, namely 1.990. The original sample estimate is positive at 0.192, indicating that the relationship between intention to use and actual use is positive. Thus, hypothesis H5 in this study, which states that "Intention to use has a significant effect on the actual use of the M-Paspor application," is accepted. From these results, it can be concluded that the stronger a person's intention to use the technology, the more it influences applicants to continue using the M-Paspor application.

Discussion

Based on the results of statistical calculations, it can be concluded that the construct of perceived usefulness has a positive and significant effect on the actual use of the M-Paspor Application. Thus, hypothesis H1 in this study is accepted. This result shows that a higher level of perceived usefulness among passport applicants increases the actual use of the M-Paspor Application. The perceived usefulness of M-Paspor in the passport registration process influences applicants to utilize it for their applications. This finding supports the studies of Chairina (2021) and Aulia & Marsasi (2024), which state that perceived usefulness has a significant positive effect on actual technology use. The similarity in results arises from the shared context, where both emphasize the benefits of technology in improving efficiency of work or services. In this case, M-Paspor provides easier registration, transparency, and time efficiency, aligning with the functional benefits described in the Technology Acceptance Model (TAM). Additionally, these findings are consistent with Zhong & Moon (2022), who also found that perceived usefulness is a key driver in the adoption of online-based services. Specifically, at the Class I Special Immigration Office TPI Makassar, the effect of perceived usefulness is evident in the increase of applicants who prefer using M-Paspor compared to the manual method. Empirical data shows a significant rise in M-Paspor users between 2022–2024. This demonstrates that the community in Makassar increasingly recognizes the benefits of the application in saving time, reducing long queues, and providing certainty in service scheduling. In other words, the high adoption of M-Paspor in Makassar is strongly influenced by perceived usefulness, which aligns with the urban community's demand for fast, transparent, and accountable public services.

Based on the results of statistical analysis, it can be concluded that the construct of perceived usefulness significantly affects the intention to use the M-Paspor Application. Thus, hypothesis H2 in this study is accepted. This result indicates that the higher the perceived usefulness of M-Paspor, the greater the applicants' intention to use it. The usefulness of M-Paspor in handling passport registration affects applicants' willingness to adopt the application. This finding supports the studies of Chiu & Cho (2021), which confirm that the more beneficial a technology is perceived to be, the stronger users' intentions to use it in the future. The similarity in these findings can be explained by the perception that M-Paspor shortens administrative processes and reduces time-consuming face-to-face interactions. In the local context of the Class I Special Immigration Office TPI Makassar, applicants who experience benefits such as easier scheduling and transparent fees tend to express stronger intentions to continue using the application for future passport applications. This phenomenon reflects the needs of the Makassar community, who prefer technology-based public services to reduce illegal practices (such as middlemen) and to accelerate service delivery. Based on the statistical results, it can be concluded that the construct of perceived ease of use significantly affects the actual use of the M-Paspor Application. Thus, hypothesis H3 in this study is accepted. This result indicates that when applicants perceive the M-Paspor Application as easy to use, its actual usage increases.

This finding supports the studies of Al-Rahmi et al. (2021), Salmenperä et al. (2021) who argue that ease of use is an important factor in encouraging actual system use. The simplicity of

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downloading the application, the clarity of menu navigation, and the straightforward document-upload process contribute to increased frequency of use. At the Class I Special Immigration Office TPI Makassar, this influence is evident as many users report that the application is user-friendly, especially in features such as document uploads and schedule selection. This makes the community more inclined to adopt the digital pathway. However, this result differs from Murekatete & Twesigye (2024), who found that ease of use had no significant effect on corporate internet banking users in East Africa. The difference may stem from the contrast in user characteristics: general public services versus corporate financial services, as well as more evenly distributed digital literacy among respondents in this study. Based on the statistical analysis, it can be concluded that the construct of perceived ease of use significantly affects the intention to use the M-Paspor Application. Thus, hypothesis H4 in this study is accepted. This result indicates that when applicants perceive M-Paspor as easy to use, their intention to use it also increases.

This finding supports the studies of Wiprayoga et al. (2023); Kurniawan et al. (2022), which state that perceived ease of use enhances individuals' intention to adopt technology. The similarity in results can be explained by the fact that respondents who find M-Paspor easy to operate are more likely to use it again in the future. Specifically, at the Class I Special Immigration Office TPI Makassar, respondents emphasized that their positive experiences with M-Paspor requiring no advanced technical skills encouraged them to continue using it. This is particularly relevant since many passport applicants are workers or community members who highly value practicality and time efficiency. Thus, ease of use becomes a key factor in building user loyalty for the M-Paspor Application in Makassar. Based on the statistical analysis, it can be concluded that the construct of intention to use significantly affects the actual use of the M-Paspor Application. Thus, hypothesis H5 in this study is accepted. This finding indicates that a stronger intention to use the M-Paspor Application leads to greater actual usage.

This result supports the studies of Unal & Uzun (2021), which explain that behavioral intention is the main predictor of actual technology use. Respondents with strong intentions to use M-Paspor were generally motivated by positive prior experiences or recommendations from others. At the Class I Special Immigration Office TPI Makassar, individuals who initially intended to try the application ultimately became actual users, as shown by the significant increase in M-Paspor usage from year to year. Factors such as limited time, long distances from the immigration office, and the need for faster services further reinforced the link between intention and actual behavior. In other words, strong user intentions in Makassar did not remain merely as plans but were realized through actual application usage. This result is consistent with Abdul et al. (2023), who found a strong relationship between intention to use and actual use across various technologies, including online public services. No significant differences were observed compared to prior studies, thereby strengthening the consistency of this relationship across different contexts.

CONCLUSION

The PLS-SEM analysis conducted on a sample of 127 employees at PT Semen Padang This study aims to determine the influence of Perceived Usefulness, Perceived Ease of Use, and Intention to Use on the Use of the M-Passport Application at the Makassar Class I Special Immigration Office (TPI). The Technology Acceptance Model (TAM) was used to identify factors influencing the level of use of the M-Passport Application at the Makassar Class I Special Immigration Office (TPI). The variables or constructs used in this study were limited to the four main TAM constructs: perceived usefulness, perceived ease of use, intention to use, and actual use of the M-Passport Application. This study used Partial Least Squares (PLS) to analyze the relationships between the variables. Based on the analysis and discussion in the previous section, the following conclusions can be drawn: Perceived usefulness has a positive and significant effect on the use of the M-Passport Application. Perceived usefulness has a positive and significant effect on the intention to use the M-Passport Application. Perceived usefulness has a positive and significant effect on intention to use the M-Passport Application. Perceived ease of use has a

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significant and positive effect on intention to use the M-Passport Application. The results of this study found that intention to use has a positive and significant effect on the use of the M-Passport Application.

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