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Drivers Shaping Indonesian Attitudes and Intentions Toward Open Government Data

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Abstract

Purpose: Indonesia Government implements Open Government Data (OGD) by developing Satu Data Indonesia (SDI) as part of the founding of open government initiative. Therefore, this research aims to analyze the factors that influence citizens' attitudes towards open government data 2.0. In addition, this study determines the influence of attitudes on citizens' intentions to utilize OGD in Indonesia.
Method: This research is quantitative research with primary data sources from distributing questionnaires. The population in this study are Indonesian citizens. The sample was determined by a purposive sampling technique, namely academic residents, with a total of 292 samples. Data analysis technique using PLS-SEM.
Findings: The results of this research show that of the 6 factors, three factors - convenience, usability and internet competence have an influence on citizen attitudes towards open government data. These attitudes influence citizens' intentions to use Open Government Data (OGD).
Novelty: This research is important and appropriate to carry out, especially in Indonesia as one of the founding countries of Open Government Partnership (OGP). This initiative was launched in September 2011 by eight countries - Brazil, Indonesia, Mexico, Norway, Philippines, South Africa, United Kingdom, and the United States - that are committed to making their governments more open and responsible to its citizens. The results of this research make a major contribution in showing several factors to consider in terms of attitudes and intentions to use Open Government Data in Indonesia.

Keywords: attitudes, ease-of-use, internet competence, intention, open government data, usability.

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INTRODUCTION

Advances in information and communication technology have an impact on changes in communication patterns between government and society. This has also led to increased adoption of e-government services in Indonesia. The focus of e-government initiatives is now shifting to the use of innovative resources such as online communities and social networks that are part of web 2.0, inserted into the area of government, now known as government 2.0. This innovative approach allows governments to assess their duties in society and their relationships with citizens (Souza et al., 2022). Therefore, the government must be open and publish what has been, is being and will be carried out in its duties, functions and performance (Mulyaningsih & Safitri, 2022). Open government data (Open Government Data) triggers more citizen participation and engagement with government and is a clear example of the main value in open government (Souza et al., 2022).

OGD practice in Indonesia is at maturity stage 3, with a rating ranging from 1 to 4. This means that there are procedures and standards for implementing OGD, but its implementation is still limited to formalizing activities (Rahmatika et al., 2019). The Indonesian government implements OGD by developing a data portal (data.go.id) under the name Satu Data Indonesia (SDI) as part of the open government initiative. The government facilitates open data by establishing ICT infrastructure and policy frameworks for data governance, data management and community participation. The result of these efforts is that 136,504 datasets are available for access through the Indonesian open data portal (Ministry of National Development Planning/Bappenas, 2021).

The government's various efforts in providing OGD will not produce results without contributions from citizens to use and utilize the OGD provided by the government effectively to advance social good. When compared across user groups, demand for OGD was found to be highest in the private sector, while demand from most civil society groups was significantly lower (World Wide Web Foundation, 2013). Based on the results of website analysis by SimilarWeb LTD. which was accessed on January 1 2023, where it is known that the number of daily visitors to the Indonesian open data portal (data.go.id) over the last four months is less than 5,000 visitors every day. This number is considered very small compared to the total number of citizens in Indonesia, which currently reaches 275.77 million people (Central Statistics Agency, 2023). Figure 1 shows that more than 40% of users are residents with an age distribution of 18-24 years (students or academics).

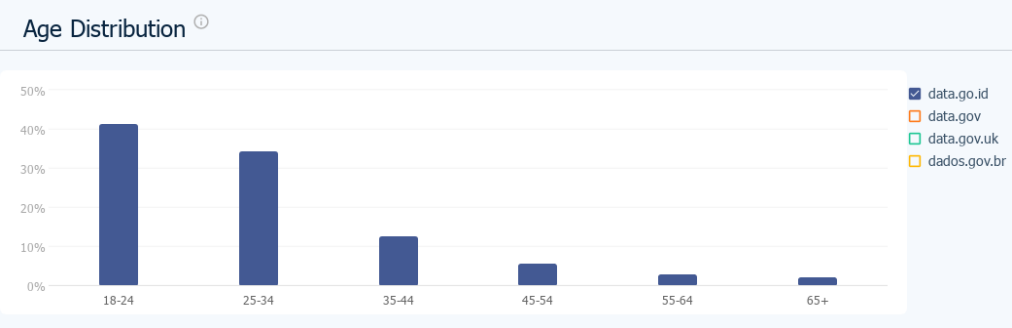

Figure 1. Age Distribution of Indonesian Open Data Portal Accessors
Source: Website analysis (SimilarWeb LTD., 2019)

The lack of intention to use OGD can be caused by a lack of awareness among citizens of the importance of open data, a lack of motivation and purpose to open government data, a lack of open mindedness about implementing open data, and a lack of expertise to analyze the data (Abdelrahman, 2021). The lack of intention to use OGD by the community can be an obstacle in the development and implementation of OGD in Indonesia. Therefore, more attention is needed

from the government in considering the special needs of data users and what factors can influence and increase the use of OGD.

Bearing in mind that attitude has a significant positive effect on intention to use (Effendi, 2022), this research proposes to discuss what factors might influence citizens' attitudes towards open government and government 2.0, which in turn can influence their intention to use Open Government Data (OGD). Specifically, the eight factors that the author will test are ease of use, usefulness, intrinsic and extrinsic motivation, internet competence, political satisfaction, trust in government, and intensity of internet use.

Several previous studies have shown several factors that can influence citizens' attitudes and intentions to use Open Government Data (OGD). Convenience, motivation and legal framework factors (Purwanto et al., 2020); ease of use, quality of service and content (Baharon et al., 2017); ease of use, usefulness, intrinsic motivation, political satisfaction, government trust, and intensity of internet use (Souza et al., 2022). Because there are recommendations to understand this problem in other countries (Wirtz et al., 2017a, 2017b), this research is important to carry out, especially in Indonesia as one of the founding countries of the Open Government Partnership (OGP). This initiative was launched in September 2011 by eight countries (Brazil, Indonesia, Mexico, Norway, the Philippines, South Africa, the United Kingdom, and the United States) committed to making their governments more open and accountable to their citizens (Open Government Partnership, 2018). Researchers want to join research efforts using the same model in states that are part of the Open Government Partnership (OGP) initiative.

LITERATURE REVIEW

Citizens' attitudes regarding open government and citizens' intentions to use Open Government Data (OGD)

According to the Theory of Rational Action by (Ajzen & Fisbbein, 1974) attitude is an acquired tendency to respond favorably or unfavorably regarding certain objects. This theory states that beliefs, attitudes and intentions can determine a person's behavior. The results of previous research by (Effendi, 2022), show that individual attitudes have a positive and significant effect on website use intentions. Other research by (Fitriani et al. 2019), shows that attitudes, subjective norms, perceived behavioral control, and trust directly influence the intention to continue using open data websites.

Research by Souza et al (2022) shows that attitudes towards open government and government 2.0 have a significant effect on the intention to use Open Government Data (OGD). The more citizens behave towards this new form of electronic government, the higher their intention to use Open Government Data (OGD). Therefore, this study proposes the following hypothesis:

H1a: Citizens' attitudes towards open government influence citizens' intentions to use Open Government Data (OGD).

H1b: Citizens' attitudes towards government 2.0 influence citizens' intentions to use Open Government Data (OGD).

Ease of use and usability on citizens' attitudes towards open government and government 2.0.

According to the Technology Acceptance Model by Davis (1986), perceived utility or usefulness by users can be understood as "the extent to which an individual believes that using a particular system will improve their job performance". Meanwhile, ease of use is considered as "the extent to which an individual believes that using a particular system will be free from physical and mental effort" and both can influence attitudes (Davis, 1986).

Research by Souza et al (2022) in Brazil shows that the relationship between perceived ease of use is significant and usability, where the higher the perceived ease of use by citizens, the higher their perception of the usefulness of open government data (OGD). The results of

research (Weerakkody, et al., 2017) show that there is a positive and significant relationship between the perceived benefits or usefulness of users and their behavioral intention to use open data. In addition, there is a positive and significant influence of perceived ease of use on behavioral intentions and perceived ease of use of open data on perceived usefulness. Research by Fitriani et al (2019) shows that ease of use and perceived usefulness influence user attitudes.

The results of Weerakkody, et al. (2017) research show that there is a positive and significant relationship between the perceived benefits or usefulness of users and their behavioral intention to use open data. In addition, there is a positive and significant influence of perceived ease of use on behavioral intentions and perceived ease of use of open data on perceived usefulness. Research by Fitriani et al (2019) shows that ease of use and perceived usefulness influence user attitudes. Wang & Lo's (2013) findings show that perceived usefulness and perceived ease of use positively influence citizens' attitudes. Therefore, this study proposes the following hypothesis:

H2: The ease of use felt by citizens influences citizens' perceptions of the usefulness of Open Government Data (OGD).

H3: Ease of use of Open Government Data (OGD) influences citizens' attitudes towards open government (a) and government 2.0 (b).

H4: The use of Open Government Data (OGD) influences citizens' attitudes towards open government (a) and government 2.0 (b).

Extrinsic and intrinsic motivation of citizens to use Open Government Data (OGD) on citizens' attitudes towards open government and government 2.0.

In the Theory of Self Determination by Deci & Ryan (1985), explains two types of motivation, namely intrinsic and extrinsic, which are caused by reasons or goals and give rise to an action. Extrinsic motivation relates to when an activity is undertaken to achieve several separable outcomes. In contrast, intrinsic motivation refers to doing an activity simply for the enjoyment of the activity itself, rather than its instrumental value.

Research by Souza et al (2022) in Brazil shows that intrinsic motivation - for example wanting to know about public administration and politics through Open Government Data (OGD) has a positive influence on citizens' attitudes towards open government. Research by Purwanto et al (2019) shows that most of the residents surveyed were driven by extrinsic motivation, namely doing work. They consider their involvement as part of their work performance. Wirtz et al (2017a, 2017b) argue that both motivations have a positive relationship with citizens' intention to use open government data. Therefore, this study proposes the following hypothesis:

H5: Citizens' extrinsic motivation to use Open Government Data (OGD) influences citizens' attitudes towards open government (a) and government 2.0 (b).

H6: Citizens' intrinsic motivation to use Open Government Data (OGD) influences citizens' attitudes towards open government (a) and government 2.0 (b).

Internet competence on citizens' attitudes towards open government and government 2.0.

Internet competency is a series of attitudes regarding an individual's perceived experience in using internet-based applications and platforms (Wirtz et al., 2015). In a study by Marco et al (2014), internet competence, operationalized as digital skills, positively influenced citizens' digital political participation. In Wirtz et al (2015), internet competence is considered a direct determinant of intention to continue using electronic government portals. In research by Wirtz et al (2017a, 2017b), internet competence was significantly related to citizens' intention to use open government data. Based on this description, this research proposes the following hypothesis:

H7: Internet competency influences citizens' attitudes towards open government (a) and government 2.0 (b).

Political satisfaction with citizens' attitudes towards open government and government 2.0.

Satisfaction is a person's feeling of happiness or disappointment as a result of a comparison between perceived performance (experienced reality) and their expectations (Ari & Hanum, 2021).

The provision of public services is the main responsibility of politicians elected by the people and evaluation of citizen satisfaction with public services is a representation of the quality and performance of the services provided (Jilke & Baekgaard, 2020).

Li & Shang's (2020) research shows that citizen satisfaction has a positive impact on citizens' intention to continue using government websites. Ma & Zheng's research (2019), regarding citizen satisfaction as influenced by e-government performance, shows a positive relationship between different use purposes (e-information, e-services and e-participation) with citizens' general satisfaction. Duțu & Diaconu's (2017) research shows that citizen satisfaction influences their participation in open public administration. According to research by Souza et al (2022) in Brazil, it shows that political satisfaction influences citizens' attitudes towards government 2.0. Based on this argument, this research proposes the following hypothesis:
H8: Political satisfaction influences citizens' attitudes towards open government (a) and government 2.0 (b).

Trust in government on citizens' attitudes towards open government and government 2.0.
According to Welch et al (2005), citizen trust is understood as a cognitive reflection of information and data obtained by the public regarding government performance. According to Souza et al (2022) regarding citizens' trust in government, when realizing the protection of their privacy when using websites and the promised services available through websites, citizens perceive the government as more open and accessible. Trust has an influence on citizens' intentions to use open data websites in a sustainable manner (Fitriani et al., 2019).

Research by Klein & Robison (2020) shows that citizens' trust in government is influenced by their partisan attitudes. Research by Souza et al (2022) shows that trust in government has a positive effect on citizens' attitudes towards open government and government 2.0. The higher the level of citizens' trust in the government, the more Brazilians feel that government actions and formations are more open and accessible. Also, the use of social media by the government increases citizens' trust in the information they obtain. Therefore, this study proposes the following hypothesis:
H9: Trust in government influences citizens' attitudes towards open government (a) and government 2.0 (b).

The intensity of internet use on citizens' attitudes towards open government and government 2.0.
Intensity of internet use is the level of use of communication facilities to obtain information that is easily accessible and low cost. Technology is a factor that contributes to government openness, so citizens need to have access to the internet (Souza et al., 2022).

In a study by Welch et al (2005), citizens who used the internet more often had a higher tendency to feel satisfied with e-government. However, the intensity of internet use and citizens' attitudes towards government 2.0 do not have a statistically significant relationship in Souza et al (2022). In research by Souza et al (2022) also shows that the intensity of internet use has a positive effect on citizens' attitudes towards open government. The higher the intensity of internet use, the more Brazilians feel that government actions and formations are more open and accessible. Therefore, this study proposes the following hypothesis:
H10: The intensity of internet use influences citizens' attitudes towards open government (a) and government 2.0 (b).

METHODS

This is a quantitative research. The population in this study is Indonesian citizens in 2022, namely 275.77 million people (Central Statistics Agency, 2023). The sampling technique used in this research is non-probability sampling which includes purposive and snowball sampling. The criteria for sampling in this research are Indonesian citizens who are intellectual citizens who have used Open Government Data (OGD). An intellectual citizen is someone who is able to obtain

and apply knowledge to solve problems that arise in their environment (for example teachers, lecturers, NGOs and students). The sample size was determined as 25 times the independent variable (Ferdinand, 2014). This research has 8 independent variables, so the minimum sample recommended by Ferdinand (2014) is 200 respondents.

This research uses primary data collected through an online questionnaire using the snowball technique to meet the specified minimum sample size. Data collection using questionnaires is carried out by distributing questionnaires to people who are willing to answer the questionnaires available on Google Forms. Links are sent to the author's contacts and groups via WhatsApp, social media and email. The author asked respondents to share the link with other residents, so that it would produce a snowball effect. Respondents' answers will be collected until the minimum sample limit is met.

The questionnaire was distributed by the author from 12 February 2023 to 18 March 2023 online via various social media such as Whatsapp, Instagram, Telegram, Facebook, and e-mail by including a link that will directly connect to the online questionnaire in the form of Google forms. The specified respondents are Indonesian citizens who are intellectual citizens who have used OGD. The author asked respondents to share the link with other residents, so that it would produce a snowball effect. As shown in table 4.1, 341 responses were received, of which 292 respondents had used OGD and 49 others had never used OGD (see Table 1).

Table 1. Questionnaire Data Collection

Description	Total	%
Received questionnaires	341	100%
Processable questionnaire (Respondents who have used OGD)	292	85,6%
Questionnaires that cannot be processed (Respondents who have never used OGD)	49	14,4%

Source: Processed primary data (2023)

The data analysis technique taken uses the SEM-PLS method. The SEM-PLS method involves latent variables that cannot be observed directly but can be measured by several related indicators (manifest variables). To see the relationship between the independent and dependent variables, a partial least squares (PLS) test was carried out. In this study, data analysis used the SmartPLS statistical application software. In this research, the level of significance in testing the hypothesis is shown by the t-statistic and probability value. According to Sugiyono (2019) for hypothesis testing, namely by using statistical values, the alpha is 5%. Meanwhile, the criteria for accepting or rejecting a hypothesis is that Ha is accepted and H0 is rejected when the significance value is <0.05.

RESULTS AND DISCUSSION

Respondents Demographics

The demographic description of respondents in Table 2 presents a summary of respondents' characteristics based on various criteria, namely, gender, religion, age, highest level of education, monthly income, status, and province of origin.

Based on Table 2, 27.9% of respondents were men, and 72.1% were women. Most of the respondents were Muslim (82.7%) and were in the 20-to-29-year age group (77.1%). In the field of education, the most significant number of participants were SMA/SMK graduates (59.2%), followed by Bachelor's degree graduates (29.6%), while Master's degree graduates were 8.2%. The distribution of respondents' monthly income was <Rp. 1,500,000 as much as 41.6%, Rp. 1,500,000-Rp. 2,500,000 as much as 22%, Rp. As many as 77.7% of respondents were not married, while 22.3% were married. Most respondents came from East Java province (38.1%), followed by Central Java and West Java provinces with 11.4% each.

Table 2. Respondents Demographics

No	Respondent Criteria	Total	%
1	**Gender**		
	Male	95	27,9%
	Wanita	246	72,1%
2	**Religion**		
	Islam	282	82,7%
	Protestan	28	8,2%
	Katolik	14	4,1%
	Hindu	4	1,2%
	Buddha	11	3,2%
	Konghucu	2	0,6%
3	**Age**		
	≤ 19	12	3,5%
	20 – 29	263	77,1%
	30 – 39	46	13,5%
	40 – 49	10	2,9%
	≥ 50	10	2,9%
4	**Education**		
	SMA/SMK	202	59,2%
	D3	7	2,1%
	D4	1	0,3%
	S1	101	29,6%
	S2	28	8,2%
	S3	2	0,6%
5	**Monthly Income**		
	< Rp1.500.000	142	41,6%
	Rp1.500.000 - Rp2.500.000	75	22%
	Rp2.500.000 - Rp3.500.000	43	12,6%
	>3.500.000	81	23,8%
6	**Status**		
	Not Married	265	77,7%
	Married	76	22,3%
7	**Province**		
	Jawa Timur	130	38,1%
	Jawa Tengah	39	11,4%
	Jawa Barat	39	11,4%
	DKI Jakarta	34	10%
	Daerah Istimewa Yogyakarta	15	4,4%
	Bali	8	2,3%
	Banten	18	5,3%
	Sumatera Utara	12	3,5%
	Sumatera Selatan	3	0,9%
	Sumatera Barat	1	0,3%
	Aceh	2	0,6%
	Riau	3	0,9%
	Kepulauan Riau	7	2,1%
	Kepulauan Bangka Belitung	2	0,6
	Bengkulu	2	0,6%
	Kalimantan Timur	4	1,2%
	Kalimantan Selatan	3	0,9%
	Kalimantan Barat	3	0,9%
	Kalimantan Tengah	3	0,9%
	Sulawesi Tenggara	1	0,3%
	Sulawesi Selatan	3	0,9%
	Nusa Tenggara Barat	2	0,6%
	Lampung	3	0,9%
	Gorontalo	1	0,3%

No	Respondent Criteria	Total	%
	Papua Tengah	1	0,3%
	Papua Selatan	2	0,6%

Source: Processed primary data (2023)

Data Analysis Results

Before conducting hypothesis testing to predict relational relationships in a structural model, measurement model testing must first be carried out to verify indicators and latent variables that can be tested later. The algorithm results can be seen in the form of research model data which displays the loading score (outer loading). By using Smart PLS, the model is executed using the PLS algorithm shown in Figure 2.

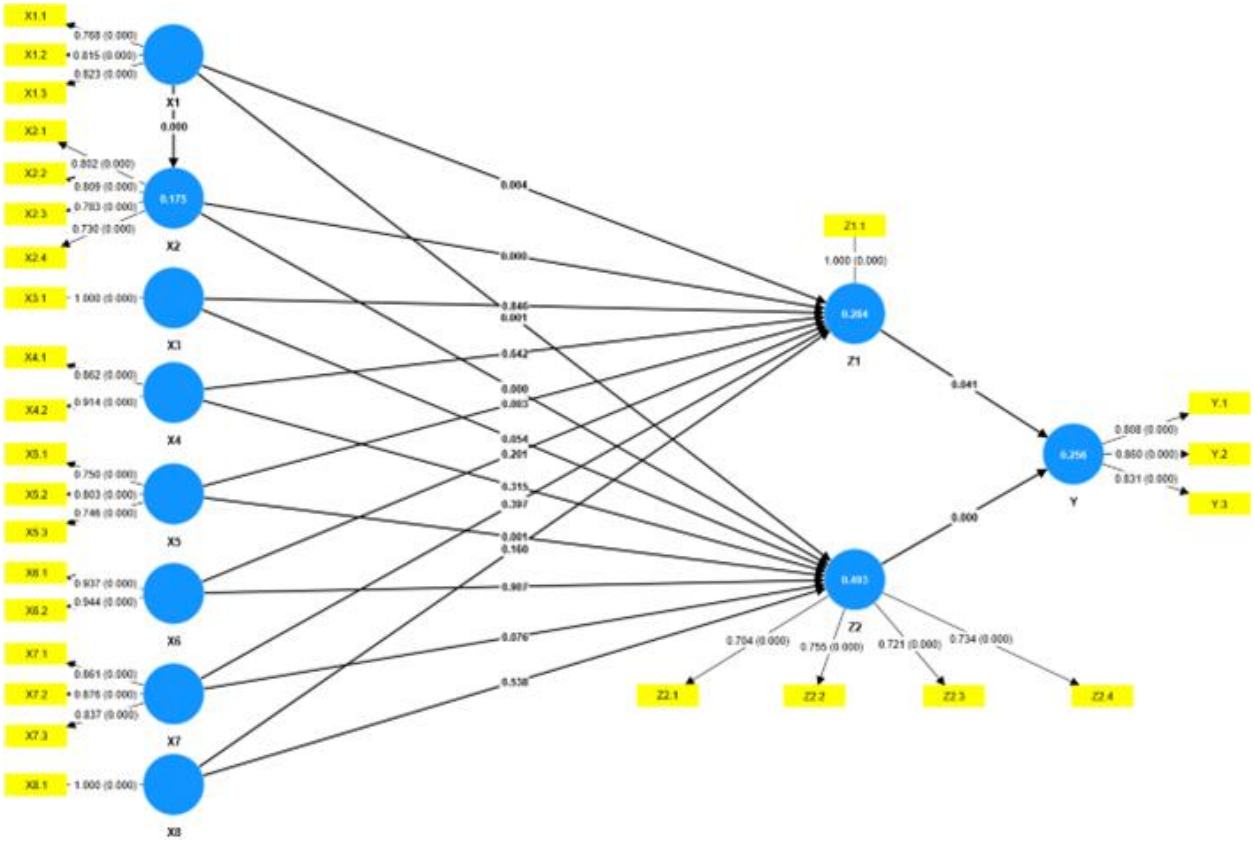

Figure 2. Smartpls Graphics Output
Source: Processed primary data (2023)

Based on the results of the PLS algorithm in Figure 2, all constructs have loading factors greater than 0.70. According to Ghozali (2019), an indicator is considered reliable if it has a correlation value above 0.70. So, the SmartPLS graphic output results shown in Figure 2 have met convergent validity because all factor loadings are above 0.70.

Evaluation of the Measurement Model (Outer Model)

Based on the outer model test, it is known that all factor loadings have a value above 0.70. The Cronbach's alpha value is also above 0.70 for most of the latent variables, except for internet competency (X5) which is 0.651. However, for all constructs, composite reliability is at least 0.70 and Average Variance Extracted (AVE) is at least 0.50, thus meeting the criteria (Hair et al., 2012). Therefore, these results provide the conclusion that the variable construct has good reliability in this study.

The discriminant validity of reflective indicators can be assessed by comparing the square root of the Average Variance Extracted (√AVE) for each construct with the correlation between the construct and other constructs in the model. The model has sufficient discriminant validity if the AVE root for each construct is greater than the correlation between the construct and other constructs (Ghozali, 2019). The square root value of AVE is greater than the correlation between constructs so it meets the criteria.

Structural Model Evaluation (Inner Model)

Testing of the inner model or structural model is carried out by looking at the R-square value which is a model goodness-fit test. In assessing the model with PLS, start by looking at the R-square for each variable. Table 3 is the result of the R-square test using SmartPLS-4.

Table 3. R-Square and Adjusted R-Square Values

	R-*Square*	R-*Square Adjusted*
X2	0,178	0,175
Y	0,261	0,256
Z1	0,303	0,284
Z2	0,507	0,493

Source: Data Processed – SmartPLS 4 (2023)

Table 3 shows that the adjusted R-square value for the utility variable (X2) is 0.175. These results show that 17.5% of the ease-of-use variable (X1) influences the usability variable, the remaining 82.5% is influenced by other variables outside the research. Then the adjusted R-square value of the citizen intention variable to use OGD (Y) was obtained at 0.256. This figure means that the variables of citizens' attitudes towards open government (Z1) and government 2.0 (Z2) simultaneously influence the variable of citizens' intention to use OGD by 25.6%, while the remaining 74.4% is influenced by other variables outside the research.

The adjusted R-square value in Table 3 for the intervening variable citizens' attitudes towards open government (Z1) and government 2.0 (Z2) was obtained at 0.284 and 0.493. These results show that all independent variables simultaneously influence the citizen attitude variable towards open government (Z1) by 28.4%, while the remaining 71.6% is influenced by other variables outside the research. These results also show that all independent variables simultaneously influence the citizen attitude variable towards government 2.0 (Z2) by 49.3%, while the remaining 50.7% is influenced by other variables outside the research.

Hypothesis Testing

The basis used in testing the hypothesis is the value contained in the output path coefficients. In PLS, statistical testing of each hypothesized relationship is carried out using simulation. In this case, the bootstrap method is carried out on the sample. Bootstrap testing is also intended to minimize the problem of non-normality of research data. Table 4 shows the test results by bootstrapping 5000 subsamples following recommendations from (Hair et al., 2012).

Referring to Table 4, taking into account the 95% and 99% confidence levels, the results of testing hypothesis 1a show that citizens' attitudes towards open government are statistically significant and influence citizens' intentions to use Open Government Data (OGD). This is because the test results show a significance value (p-value) of 0.041, so it is smaller than 0.05. Thus, hypothesis 1a is accepted. The results of testing hypothesis 1b show that citizens' attitudes towards government 2.0 are statistically significant and influence citizens' intentions to use Open Government Data (OGD). This is because the test results show a significance value (p-value) of 0.000, so it is smaller than 0.05. Thus, hypothesis 1b is accepted.

The results of testing hypothesis 2 show that ease of use is statistically significant and influences citizens' perceptions of the usefulness of Open Government Data (OGD). This is because the test results show a significance value (p-value) of 0.000, so it is smaller than 0.05. Thus, hypothesis 2 is accepted.

The results of testing hypothesis 3a show that ease of use of OGD is statistically significant and influences citizens' attitudes towards open government. This is because the test

results show a significance value (p-value) of 0.004, so it is smaller than 0.05. Thus, hypothesis 3a is accepted. The results of testing hypothesis 3b show that ease of use of OGD is statistically significant and influences citizens' attitudes towards government 2.0. This is because the test results show a significance value (p-value) of 0.001, so it is smaller than 0.05. Thus, hypothesis 3b is accepted.

Table 4. Hypothesis Test Results - Path Coefficients

Variable	Hypothesis	*Original Sample* (O)	*Sample mean* (M)	*Standard Deviation* (STDEV)	T *Statistic*	P *Values*	Decision
Z1 -> Y	H1a	0,136	0,133	0,067	2,044	0,041	Accepted
Z2 -> Y	H1b	0,435	0,440	0,060	7,194	0,000	Accepted
X1 -> X2	H2	0,421	0,422	0,056	7,560	0,000	Accepted
X1 -> Z1	H3a	0,209	0,206	0,073	2,879	0,004	Accepted
X1 -> Z2	H3b	0,204	0,208	0,063	3,239	0,001	Accepted
X2 -> Z1	H4a	0,210	0,208	0,060	3,497	0,000	Accepted
X2 -> Z2	H4b	0,268	0,269	0,060	4,470	0,000	Accepted
X3 -> Z1	H5a	0,014	0,011	0,074	0,194	0,846	Rejected
X3 -> Z2	H5b	0,117	0,110	0,061	1,928	0,054	Rejected
X4 -> Z1	H6a	-0,036	-0,032	0,078	0,464	0,642	Rejected
X4 -> Z2	H6b	0,066	0,070	0,066	1,006	0,315	Rejected
X5 -> Z1	H7a	0,183	0,185	0,062	2,946	0,003	Accepted
X5 -> Z2	H7b	0,207	0,207	0,060	3,421	0,001	Accepted
X6 -> Z1	H8a	0,105	0,105	0,082	1,278	0,201	Rejected
X6 -> Z2	H8b	-0,008	-0,012	0,064	0,117	0,907	Rejected
X7 -> Z1	H9a	0,068	0,068	0,080	0,847	0,397	Rejected
X7 -> Z2	H9b	0,133	0,134	0,075	1,774	0,076	Rejected
X8 -> Z1	H10a	0,069	0,070	0,049	1,406	0,160	Rejected
X8 -> Z2	H10b	-0,026	-0,023	0,042	0,616	0,538	Rejected

Source: Data Processed – SmartPLS 4 (2023)

The results of testing hypothesis 4a show that the use of OGD is statistically significant and has an influence on citizens' attitudes towards open government. This is because the test results show a significance value (p-value) of 0.000, so it is smaller than 0.05. Thus, hypothesis 4a is accepted. The results of testing hypothesis 4b show that the use of OGD is statistically significant and has an influence on citizens' attitudes towards government 2.0. This is because the test results show a significance value (p-value) of 0.000, so it is smaller than 0.05. Thus, hypothesis 4b is accepted.

The results of testing hypothesis 5a show that citizens' extrinsic motivation to use OGD has no effect on citizens' attitudes towards open government. This is because the test results show a significance value (p-value) of 0.846, so it is greater than 0.05. Thus, hypothesis 5a is rejected. The results of testing hypothesis 5b show that citizens' extrinsic motivation to use OGD has no effect on citizens' attitudes towards government 2.0. This is because the test results show a significance value (p-value) of 0.054, so it is greater than 0.05. Thus hyp,othesis 5b is rejected.

The results of testing hypothesis 6a show that citizens' intrinsic motivation to use OGD has no effect on citizens' attitudes towards open government. This is because the test results show a significance value (p-value) of 0.642, so it is greater than 0.05. Thus, hypothesis 6a is rejected. The results of testing hypothesis 6b show that citizens' intrinsic motivation to use OGD has no effect on citizens' attitudes towards government 2.0. This is because the test results show a significance value (p-value) of 0.315, so it is greater than 0.05. Thus, hypothesis 6b is rejected.

The results of testing hypothesis 7a show that internet competence is statistically significant and influences citizens' attitudes towards open government. This is because the test results show a significance value (p-value) of 0.003, so it is smaller than 0.05. Thus, hypothesis 7a is accepted. The results of testing hypothesis 7b show that internet competence is statistically significant and influences citizens' attitudes towards government 2.0. This is because the test results show a significance value (p-value) of 0.001, so it is smaller than 0.05. Thus, hypothesis 7b is accepted.

The results of testing hypothesis 8a show that political satisfaction has no effect on citizens' attitudes towards open government. This is because the test results show a significance value (p-value) of 0.201, so it is greater than 0.05. Thus, hypothesis 8a is rejected. The results of testing hypothesis 8b show that political satisfaction has no effect on citizens' attitudes towards government 2.0. This is because the test results show a significance value (p-value) of 0.907, so it is greater than 0.05. Thus, hypothesis 8b is rejected.

The results of testing hypothesis 9a show that trust in government has no effect on citizens' attitudes towards open government. This is because the test results show a significance value (p-value) of 0.397, so it is greater than 0.05. Thus, hypothesis 9a is rejected. The results of testing hypothesis 9b show that trust in government has no effect on citizens' attitudes towards government 2.0. This is because the test results show a significance value (p-value) of 0.076, so it is greater than 0.05. Thus, hypothesis 9b is rejected.

The results of testing hypothesis 10a show that the intensity of internet use has no effect on citizens' attitudes towards open government. This is because the test results show a significance value (p-value) of 0.160, so it is greater than 0.05. Thus, hypothesis 10a is rejected. The results of testing hypothesis 10b show that the intensity of internet use has no effect on citizens' attitudes towards government 2.0. This is because the test results show a significance value (p-value) of 0.538, so it is greater than 0.05. Thus, hypothesis 10b is rejected.

Intervening Variable Hypothesis Testing

The basis used to test the intervening variable hypothesis is the value contained in the specific indirect effect output. Table 5 shows the resulting output.

Table 5. Hypothesis Test Results for Intervening Variables – Specific Indirect Effects

Variable	*Original Sample* (O)	*Sample mean* (M)	*Standard Deviation* (STDEV)	T *Statistic*	P *Values*
X8 -> Z1 -> Y	0,009	0,009	0,009	1,105	0,269
X1 -> Z1 -> Y	0,029	0,028	0,019	1,540	0,124
X5 -> Z2 -> Y	0,090	0,091	0,030	2,992	0,003
X7 -> Z2 -> Y	0,058	0,058	0,032	1,801	0,072
X3 -> Z1 -> Y	0,002	0,002	0,011	0,174	0,862
X2 -> Z2 -> Y	0,117	0,119	0,034	3,453	0,001
X6 -> Z1 -> Y	0,014	0,014	0,014	1,016	0,310
X5 -> Z1 -> Y	0,025	0,024	0,014	1,817	0,069
X1 -> X2 -> Z2	0,113	0,114	0,032	3,538	0,000
X3 -> Z2 -> Y	0,051	0,049	0,029	1,748	0,081
X1 -> X2 -> Z1	0,089	0,088	0,030	2,981	0,003
X1 -> X2 -> Z2 -> Y	0,049	0,051	0,017	2,844	0,004
X2 -> Z1 -> Y	0,029	0,028	0,017	1,678	0,093
X6 -> Z2 -> Y	-0,003	-0,005	0,028	0,116	0,908
X1 -> Z2 -> Y	0,089	0,092	0,030	2,910	0,004
X4 -> Z2 -> Y	0,029	0,031	0,029	0,982	0,326
X4 -> Z1 -> Y	-0,005	-0,003	0,011	0,431	0,666
X7 -> Z1 -> Y	0,009	0,009	0,012	0,757	0,449
X1 -> X2 -> Z1 -> Y	0,012	0,012	0,008	1,564	0,118
X8 -> Z2 -> Y	-0,011	-0,010	0,019	0,606	0,545

Source: Data Processed – SmartPLS 4 (2023)

In PLS, testing indirect effects is done by looking at specific indirect effects. The test is carried out by directly analyzing the statistical T value and P value as a cut off value used to measure whether a hypothesis is rejected or accepted.

Discussion

The Influence of Citizens' Attitudes towards Open Government and Government 2.0 on Citizens' Intentions to Use Open Government Data (OGD)

Based on the results of the tests in Table 4 and 5, the results show that the significance value of the p-value for hypothesis 1a is 0.041 < 0.05, which means that the significance is smaller than 0.05. This test shows that hypothesis 1a is accepted. Then the results also show that the significance value of the p-value for hypothesis 1b is 0.000 <0.05, which means that the significance is smaller than 0.05. This test shows that hypothesis 1b is accepted. So, it can be concluded that citizens' attitudes towards open government and government 2.0 have an influence on citizens' intentions to use Open Government Data (OGD), where the better citizens' attitudes towards this new form of electronic government, the higher their intention to use Open Government Data (OGD).

Attitude is an evaluative statement towards an object, person or event where it reflects a person's feelings towards something (Robbins, 2007). So, attitudes towards open government can be interpreted as a form of response from citizens to evaluate whether government actions and information are more open and accessible. Meanwhile, attitudes towards government 2.0 can be interpreted as a form of response from citizens to evaluate whether the government, through social networks (e.g., Facebook, Twitter) and social media (e.g., YouTube, Blog), helps keep people informed and provides new information. A good response or evaluation from citizens towards this new form of government will make them interested in continuing to use the information provided by the government.

The results of this research are in accordance with the Technology Acceptance Model theory by Davis (1986), which reveals that an individual's intention to use technology can be assessed from the individual's attitude in using technology. Likewise, the Theory of Rational Action by Ajzen & Fisbbein (1974), which states that beliefs, attitudes and intentions can determine a person's behavior. The results of this research also support the results of research conducted by Souza et al (2022) which found that attitudes towards open government and government 2.0 significantly influence the intention to use Open Government Data (OGD).

The Influence of Citizens' Perceived Ease of Use on Citizens' Perceptions of the Usefulness of Open Government Data (OGD)

Based on the results of the tests that have been carried out, the results show that the significance value of the p-value is 0.000 <0.05, which means that the significance is smaller than 0.05. This test shows that hypothesis 2 is accepted. So, it can be concluded that the ease of use felt by residents has an influence on residents' perceptions of the usefulness of OGD. The higher the ease of use felt by citizens, the higher their perception of the usefulness of Open Government Data (OGD).

Ease of use is the feeling of freedom from physical and mental effort in using a particular system to obtain the desired information, while usefulness is the extent to which an individual believes that using a particular system will improve their job performance (Davis, 1986). With the existence of a single data portal that provides government data in one place in a complete, high-quality manner and in a common open format, it is possible that Indonesian citizens will use OGD to facilitate their activities in obtaining public information. The ease with which citizens can obtain information indicates that the use of OGD improves their performance. The easier it is to use OGD, the more benefits can be obtained from using OGD. The results of this research are in accordance with the Technology Acceptance Model theory by Davis (1986), which states that perceived ease of use has a causal effect on perceived utility. This research also supports the results of research conducted by Wang & Lo (2013) in Taiwan, Wirtz et al (2017a, 2017b) in Germany and Souza et al (2022) in Brazil, which shows that perceived ease of use will positively influence perceived usefulness.

The Influence of Ease of Use of Open Government Data (OGD) on Citizens' Attitudes towards Open Government and Government 2.0

Based on the results of the tests that have been carried out, the results show that the significance value of the p-value for hypothesis 3a is 0.004 < 0.05, which means that the significance is

smaller than 0.05. This test shows that hypothesis 3a is accepted. So, it can be concluded that the ease of use of OGD has an influence on citizens' attitudes towards open government. The higher the ease of use of OGD that citizens feel, the more Indonesian citizens perceive that government actions and information are more open and accessible. Then the results also show that the significance value of the p-value for hypothesis 3b is 0.001 < 0.05, which means that the significance is smaller than 0.05. This test shows that hypothesis 3b is accepted. So, it can be concluded that the ease of use of OGD has an influence on citizens' attitudes towards government 2.0. The greater the ease of use of OGD perceived by citizens, the more Indonesian citizens perceive that the government, through social networks (e.g., Facebook, Twitter) and social media (e.g., YouTube, Blog), helps keep people informed and provides new information. For them, this kind of investment is not a waste of money.

The use of the internet to provide data about government actions to its citizens, in turn citizens also need to have the knowledge and skills to access and use this platform (Souza et al., 2022). So, the government is expected to be able to provide this government data in a commonly used open format to make it easier for citizens to use government data. In connection with this, the Indonesian government has developed a data portal that provides all regional and central government data in one place under the name Satu Data Indonesia (data.go.id). The government has also utilized social media to communicate and provide information to citizens. The results of this effort show that the majority of respondents think that OGD is easy to find and that the portal that provides OGD has a clear layout and is easy to understand.

This research supports the results of research conducted by Souza et al (2022), which states that ease of use of OGD has a positive effect on citizens' attitudes towards open government and government 2.0. Also in accordance with research by Wang & Lo (2013), which shows that perceived ease of use positively influences citizens' attitudes. This research is consistent with the Technology Acceptance Model theory by Davis (1986), where attitudes towards use are influenced by two main beliefs, one of which is perceived ease of use.

The Influence of the Use of Open Government Data (OGD) on Citizens' Attitudes towards Open Government and Government 2.0

Based on the results of the tests in Table 4 and 5, the results show that the significance value of the p-value for hypothesis 4a is 0.000 < 0.05, which means that the significance is smaller than 0.05. This test shows that hypothesis 4a is accepted. So it can be concluded that the use of OGD has an influence on citizens' attitudes towards open government. The higher citizens' perception of the usefulness of Open Government Data (OGD), the more Indonesian citizens think that government actions and information are more open and accessible. The results also show that the significance value of the p-value for hypothesis 4b is 0.000 < 0.05, which means that the significance is smaller than 0.05. This test shows that hypothesis 4b is accepted. So, it can be concluded that the use of OGD has an influence on citizens' attitudes towards government 2.0.

The higher citizens' perception of the usefulness of Open Government Data (OGD), the more Indonesian citizens think that the government, through social networks (e.g., Facebook, Twitter) and social media (e.g., YouTube, Blog), helps keep people informed, providing new information. For them, this kind of investment is not a waste of money. These two things are demonstrated by the results of filling out the questionnaire which shows that the majority of respondents agree that OGD is a useful source of information and that using OGD improves the quality and quantity of information, as well as making it easier for them to obtain public information.

This research is consistent with the Technology Acceptance Model theory by Davis (1986), where attitudes towards use are influenced by two main beliefs, one of which is perceived usefulness. According to him, user-perceived usefulness is the extent to which an individual believes that using a particular system will improve their job performance. This means that when Indonesian citizens understand and use government data, they realize the positive impact on the performance of their activities. The results of this study are in accordance with research by Wirtz et al (2017a, 2017b) and Weerakkody et al (2017), which confirmed that perceived utility or usefulness is related to citizens' intention to use open government data. The concept of perceived

utility refers to the measure by which citizens believe that open government data optimizes their performance. Fitriani et al.'s (2019) research also shows that perceived usefulness influences user attitudes.

The Influence of Citizens' Extrinsic Motivation to Use Open Government Data (OGD) on Citizens' Attitudes towards Open Government and Government 2.0

Based on the results of the tests that have been carried out, the results show that the significance value of the p-value for hypothesis 5a is 0.846 > 0.05, which means that the significance is greater than 0.05. This test shows that hypothesis 5a is rejected. So, it can be concluded that extrinsic motivation (having the feeling that using OGD provides benefits to citizens) has no effect on citizens' attitudes towards open government. The results also show that the significance value of the p-value for hypothesis 5b is 0.054 > 0.05, which means that the significance is greater than 0.05. This test shows that hypothesis 5b is rejected. So it can be concluded that extrinsic motivation (having the feeling that using OGD provides benefits to citizens) has no effect on citizens' attitudes towards government 2.0.

According to Wirtz et al (2017a), motivation plays an important role in determining citizens' intentions to use Open Government Data (OGD). However, this study shows that no significant effect was found for extrinsic motivation. It seems that Indonesian citizens are immune to external stimuli and pressure regarding the use of OGD and cannot be persuaded through external benefits. This is in accordance with research by Souza et al (2022) in Brazil, which shows that extrinsic motivation has no influence on citizens' attitudes towards open government and government 2.0. This research is also in line with research by Wirtz et al (2017a), which found that extrinsic motivation had no effect on citizens' intention to use Open Government Data (OGD).

The Influence of Citizens' Intrinsic Motivation to Use Open Government Data (OGD) on Citizens' Attitudes towards Open Government and Government 2.0

Based on the results of the tests that have been carried out, the results show that the significance value of the p-value for hypothesis 6a is 0.642 > 0.05, which means that the significance is greater than 0.05. This test shows that hypothesis 6a is rejected. So it can be concluded that intrinsic motivation (for example wanting to know about public administration and politics through open government data) has no effect on citizens' attitudes towards open government. The results also show that the significance value of the p-value for hypothesis 6b is 0.315 > 0.05, which means that the significance is greater than 0.05. This test shows that hypothesis 6b is rejected. So it can be concluded that intrinsic motivation (for example wanting to know about public administration and politics through open government data) has no effect on citizens' attitudes towards government 2.0.

According to Wirtz et al (2017a), motivation plays an important role in determining citizens' intentions to use Open Government Data (OGD). However, this study shows that no significant effect was found for intrinsic motivation. It seems that the encouragement from within Indonesian citizens has not been able to make them feel challenged to get involved in an activity and carry out activities in terms of real use of OGD. These results are in accordance with research by Souza et al (2022), which shows that intrinsic motivation has no influence on citizens' attitudes towards government 2.0. However, this research also shows that intrinsic motivation has a positive influence on citizens' attitudes towards open government.

The Influence of Internet Competence on Citizens' Attitudes towards Open Government and Government 2.0

Based on the results of the tests that have been carried out, the results show that the significance value of the p-value for hypothesis 7a is 0.003 <0.05, which means that the significance is smaller than 0.05. This test shows that hypothesis 7a is accepted. So it can be concluded that internet competence has an influence on citizens' attitudes towards open government. The higher a citizen's internet competence, the more Indonesian citizens perceive that government actions and information are more open and accessible. The results also show that the significance value of the p-value for hypothesis 7b is 0.001 < 0.05, which means that the significance is smaller

than 0.05. This test shows that hypothesis 7b is accepted. So, it can be concluded that internet competence has an influence on citizens' attitudes towards government 2.0. The higher citizens' internet competence, the more Indonesians perceive that the government, through social networks (e.g., Facebook, Twitter) and social media (e.g., YouTube, Blogs), helps keep people informed, providing new information. For them, this kind of investment is not a waste of money.

This was shown by respondents who mostly answered in the affirmative that they felt confident in exploring websites and were able to solve some of their own problems with the internet as well as helping other people to search for data on the internet. This is because the respondents come from an intellectual community who are certainly familiar with the use of the internet to meet their information and communication needs. Apart from that, the number of internet users in Indonesia is also very large, reaching 73.7 percent of the total population in early 2022 (Kemp, 2022). This ability to use the internet and browse websites well also means that they are able to access various government platforms well too. So that there will be a good response from citizens towards the government, where they feel that the government is more open, accessible, and helps citizens to get information.

This research supports the results of research conducted by Marco et al (2014), the results show that internet competence, operationalized as digital skills, positively influences citizens' digital political participation. In research by Wirtz et al (2017a, 2017b), internet competence also significantly influences citizens' intentions to use open government data. However, the results of this study do not match the research of Souza et al (2022), the results of which show that internet competence does not influence citizens' attitudes towards open government and government 2.0.

The Influence of Political Satisfaction on Citizens' Attitudes towards Open Government and Government 2.0

Based on the results of the tests that have been carried out, the results show that the significance value of the p-value for hypothesis 8a is 0.201 > 0.05, which means that the significance is greater than 0.05. This test shows that hypothesis 8a is rejected. So, it can be concluded that political satisfaction has no effect on citizens' attitudes towards open government. The results also show that the significance value of the p-value for hypothesis 8b is 0.907 > 0.05, which means that the significance is greater than 0.05. This test shows that hypothesis 8b is rejected. So, it can be concluded that political satisfaction has no effect on citizens' attitudes towards government 2.0. This means that political satisfaction has nothing to do with citizens' attitudes towards open government and government 2.0.

The provision of public services is the main responsibility of politicians elected by the people and evaluation of citizen satisfaction with public services is a representation of the quality and performance of the services provided (Jilke & Baekgaard, 2020). However, if you look at the respondents' answers in this research, the majority of citizens choose to be neutral or have no opinion regarding the statement that political parties in Indonesia work and carry out their duties well. These results indicate that respondents do not really pay attention to the good and bad performance of political parties in Indonesia. This is because the respondents in this study are dominated by the millennial generation, which according to Juditha & Darmawan (2018) is the generation least concerned with political issues. So, satisfaction or dissatisfaction with the current political situation in Indonesia cannot be an indication of citizen participation in government projects. Whether or not Indonesian citizens are satisfied with the current political situation also does not make them think that the current government is more open, accessible and helps them get information.

This is in accordance with research by Souza et al (2022), which shows that political satisfaction has no influence on citizens' attitudes towards open government. However, this research shows that there is an influence between political satisfaction and citizens' attitudes towards government 2.0. The results of this research also do not match the research of Duțu & Diaconu (2017), which shows that citizen satisfaction influences their participation in open public administration.

The Influence of Trust in Government on Citizens' Attitudes towards Open Government and Government 2.0

Based on the results of the tests that have been carried out, the results show that the significance value of the p-value for hypothesis 9a is 0.397 > 0.05, which means that the significance is greater than 0.05. This test shows that hypothesis 9a is rejected. So, it can be concluded that trust in government has no effect on citizens' attitudes towards open government. The results also show that the significance value of the p-value for hypothesis 9b is 0.076 > 0.05, which means that the significance is greater than 0.05. This test shows that hypothesis 9b is rejected. So, it can be concluded that trust in government has no effect on citizens' attitudes towards government 2.0.

The results of this research show that trust in the government does not make citizens feel that the government is more open, accessible and provides new information. According to Souza et al (2022), citizens' trust in the government can be realized by protecting citizens' privacy when using available websites and services. However, the results of filling out the questionnaire show that there are still many respondents who disagree and have no opinion regarding the government's protection of individual privacy via websites. Government service websites are also considered complicated and the services provided do not match what is promised. The results of this study are not in accordance with research by Souza et al (2022) in Brazil, which found that trust in government has an influence on citizens' attitudes towards open government and government 2.0.

The Influence of Internet Use Intensity on Citizens' Attitudes towards Open Government and Government 2.0

Based on the results of the tests that have been carried out, the results show that the significance value of the p-value for hypothesis 10a is 0.160 > 0.05, which means that the significance is greater than 0.05. This test shows that hypothesis 10a is rejected. So, it can be concluded that the intensity of internet use by citizens has no effect on citizens' attitudes towards open government. The results also show that the significance value of the p-value for hypothesis 10b is 0.538 > 0.05, which means that the significance is greater than 0.05. This test shows that hypothesis 10b is rejected. So, it can be concluded that the intensity of internet use by citizens has no effect on citizens' attitudes towards government 2.0.

The use of information technology in organizations or agencies aims to increase effectiveness and efficiency in carrying out work, develop creativity, and help solve problems (Nursafitri & Andayani, 2021). Technology is a factor that contributes to government openness, so citizens need to have access to the internet (Souza et al., 2022). The level of internet use in Indonesia is also relatively high, reaching 73.7 percent of the total population in early 2022 (Kemp, 2022). The results of filling out the questionnaire also show that the majority of respondents (most of whom are the millennial generation) use the internet very often every day. However, it seems that internet use is not used to access data and participate in government. According to Juditha & Darmawan (2018), internet use by the millennial generation in Indonesia is dominated by access to digital content such as films, text messages and digital videos. So the intensity of internet use by Indonesian citizens does not make them think that the government is now more open, accessible and helps them get information.

This research is in accordance with research by Nam (2012), which shows that the frequency of internet use and citizens' attitudes towards new forms of electronic government do not have a statistically significant relationship. Research by Souza et al (2022) in Brazil also shows that the intensity of internet use has no influence on citizens' attitudes towards government 2.0. However, this research shows that the intensity of internet use has an influence on citizens' attitudes towards open government.

CONCLUSION

Based on the results of the analysis and discussion regarding the factors that influence the attitudes and intentions of Indonesian citizens to use Open Government Data (OGD), it can be

concluded that citizens' attitudes regarding open government and government 2.0 influence citizens' intentions to use Open Government Data (OGD). The ease of use felt by citizens influences citizens' perceptions and attitudes regarding the usefulness of Open Government Data (OGD). The use of Open Government Data (OGD) and Internet Competence influence citizens' attitudes towards open government and government 2.0. On the other hand, political satisfaction, trust in government, intensity of internet use, citizens' extrinsic and intrinsic motivation to use Open Government Data (OGD) have no effect on citizens' attitudes towards open government and government 2.0.

This research has limitations regarding non-probability sampling, which does not generalize the results to the entire Indonesian population. In addition, variables such as intensity of internet use, extrinsic motivation, and attitudes towards open government are measured with one indicator and trust in government and political satisfaction are measured with two indicators. Suggestions that can be found in this research after analyzing the results of the research that has been carried out are that the government should re-evaluate the implementation of open government and government 2.0 in Indonesia by paying attention to the ease of use factor (by improving the portal that provides OGD so that it has a clear and easy to understand layout and makes OGD easy for citizens to find), the usability factor (by increasing the quality and quantity of information on OGD so that it provides benefits to citizens), and the internet competency factor of citizens (by utilizing information technology in providing OGD) so as to increase the use of OGD by citizens. Considering the ease of use of OGD, the usability of OGD, and citizens' internet competence influence citizens' attitudes towards open government and government 2.0, and this attitude will influence citizens' intentions to use OGD.

The results of this research contribute by providing useful information so that government policymakers can direct open government initiatives, educate citizens about the value and usefulness of electronic government, and better engage the public to contribute to social control. Web system developers at the government level can make sites more comfortable to use in terms of making it easier for citizens to find and understand the information available, making sites more interactive, and improving relations between government and citizens. This action can increase public trust in the government.

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