



THE EFFECT OF PERCEIVED SECURITY ON EMOTIONAL TRUST AND PERFORMANCE IMPACT OF SRIKANDI APPLICATION USERS: A TECHNOLOGY ACCEPTANCE MODEL APPROACH

Moch. Miftahul Akhyar^{a1}, Jaka Nugraha^b, Mishela Rapo^c

^{a,b} Universitas Negeri Surabaya, Surabaya, Indonesia

^c European University of Tirana, Tirana, Albania

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ABSTRACT

Phenomenon/Issue: The growing adoption of information technology in public administration emphasizes the need for strong system security to protect data, foster user confidence, and enhance employee performance, especially in the use of e-government applications such as Srikandi.

Purpose: To analyze the influence of perceived security on emotional trust and performance impact of Srikandi application users using the Technology Acceptance Model (TAM) framework.

Novelty: This research integrates perceived security and emotional trust into the TAM framework within an e-government archival system, addressing gaps in prior research, particularly the limited studies in religious-based government institutions and inconsistent findings.

Research Methods: A quantitative approach was employed using Structural Equation Modeling - Generalized Structured Component Analysis (SEM-GSCA) with GSCA Pro software version 1.3.0.0. This study involved 50 employees from Balai Diklat Keagamaan Surabaya as respondents, while the data were obtained using a Likert-scale questionnaire ranging from 1 to 5.

Results: Perceived security positively and significantly affects perceived ease of use, perceived usefulness, and emotional trust. Perceived usefulness significantly affects emotional trust, and emotional trust significantly affects performance impact. Nevertheless, perceived ease of use was found to have no significant influence on emotional trust.

Research Contributions: This research enriches previous studies related to information systems use in mandatory environments by demonstrating the essential function of perceived security in influencing emotional trust and enhancing performance impact in e-government systems, while emphasizing the importance for developers to maintain system quality, security, and user experience in supporting users' task performance.

¹ Correspondence:

Moch. Miftahul Akhyar, Surabaya State University, Surabaya, Indonesia. Email: mochmiftahul.22095@mhs.unesa.ac.id



INTRODUCTION

Rapid technological progress in the field of information systems has transformed administrative practices across many governmental organizations. This transformation is reflected in the automation of communication and collaboration, the digitalization of documents, and more efficient organizational decision-making (Nahuway, 2024). However, rapid digitalization has also increased the risk of cybercrime, including financial fraud, intellectual property violations, Distributed Denial of Service (DDoS) attacks, and social engineering vulnerabilities (Pawar et al., 2021). These challenges highlight the growing importance of digital security, especially for government institutions that heavily depend on technology in administrative processes (Woldemichael, 2020).

In Indonesia, cybersecurity still requires substantial improvement. According to the National Cyber Security Index, Indonesia ranks 49th out of 176 countries, indicating that its cybersecurity performance remains below several Southeast Asian countries. This condition is reflected in frequent cyberattacks targeting major institutions and digital platforms, resulting in public service disruptions and data breaches public (Aji, 2023; Nirwana et al., 2024; Ramadhani et al., 2025). Consequently, protecting user data and maintaining public trust have become critical priorities in both government and private sectors. In the context of information system utilization, perceived security is a crucial factor influencing user acceptance because it represents users' belief that their private information is securely maintained against improper utilization or exploitation (Siagian et al., 2022). Effective security protection can improve users' confidence and create a greater sense of trust toward digital platforms, whereas insecure systems may create discomfort and discourage system use (S. X. Komiak & Benbasat, 2004; Ooi et al., 2021; Thielsch et al., 2018).

In the government sector, archive digitalization plays an important role in decision-making, policy formulation, and organizational information management because it involves official state documents that require high levels of security (Alvintasari & Rosy, 2020; Caroline et al., 2022; Hamzah, 2021). However, the unauthorized use of digital archives by irresponsible parties has the potential to cause significant threats to both internal and external parties within the government environment (Yu, 2025). Therefore, a digital archiving system that can ensure data security against all potential threats is required.

To address this issue, the Indonesian government introduced the SRIKANDI (Integrated Dynamic Archival Information System) application as part of the Electronic-Based Government System (SPBE) program under the Decree of the Minister of Administrative and Bureaucratic Reform Number 679 of 202 (Alhadi & Rahmawati, 2024; Dasnoer et al., 2023). Even though the application has been widely adopted at the national level, its implementation remains accompanied by challenges involving security concerns, user adaptation, and system performance stability.

The Surabaya Religious Education and Training Center, one of the institutions under the Ministry of Religious Affairs of the Republic of Indonesia, has implemented the Srikandi application in its administrative activities. However, preliminary observations identified several challenges, including slow adoption, system disruptions, limited user literacy, and cyberattacks that temporarily interrupted data access. These issues have influenced users' levels of trust and comfort in using the system.

A review of previous studies also reveals several research gaps regarding the causal relationships among perceived security, emotional trust, and performance impact in the e-government context. Prior studies have primarily focused on system implementation or technology adoption, providing limited understanding of the interactions among these variable (Miles, 2017). Furthermore, studies within the context of religious institutions remain very limited, indicating a population gap in prior research. On the other hand, there are also inconsistencies in previous research findings, suggesting the presence of an empirical gap.

Based on these phenomena and previous findings, this research aims to identify the effect of perceived security on emotional trust and performance impact among Srikandi application users through the TAM

framework. By integrating perceived security, emotional trust, and performance impact into TAM, this study endeavors to present a more holistic analysis of the factors influencing employees' trust and performance when using the Srikandi application at the Surabaya Religious Education and Training Center. Theoretically, this study enriches TAM by incorporating information system security aspects, while practically providing insights for government institutions to strengthen system security and enhance user trust in e-government services.

LITERATURE REVIEW AND HYPOTHESES DEVELOPMENT

Technology Acceptance Model (TAM)

This theory is proposed by Davis (1989) explains information system acceptance through the core components of Perceived Usefulness (PU) and Perceived Ease of Use (PEOU). PU represents users' confidence that a system contributes positively to their occupational performance, whereas PEOU represents the level of simplicity in system operation and interaction. In mandatory systems such as the Srikandi application, technology utilization is determined not only by users' behavioral intentions but also by the system's capability to improve work performance. Therefore, this study adopts the core TAM constructs and extends the model by incorporating external variables to strengthen its explanatory power.

Perceived Security

Perceived security refers to user's confidence that a system is capable of protecting their personal information (whether private or financial) from unauthorized access, manipulation, and other security threats posed by unauthorized parties (Flavián & Guinalíu, 2006). This concept is aligned with the core principles of information security, especially the CIA Triad (confidentiality, integrity, and availability) which represents the protection of data within digital system environments (Sattarova Feruza & Kim, 2007).

Emotional Trust

Emotional trust reflects an individual's trust that is influenced by feelings of security and comfort generated by the trusted party (S. X. Komiak & Benbasat, 2004). In the context of information technology, trust is not only formed cognitively (through rational expectations and users' reasoning processes) but also affectively or emotionally (through users' affective evaluations and feelings). When users experience comfort in interacting with a system, they tend to develop greater trust, which further supports the reduction of uncertainty as well as perceived potential risks (Hoffman et al., 1999).

Performance Impact

Performance impact describes how far an individual's task performance is affected by the compatibility between technological capabilities and task requirements (Goodhue & Thompson, 1995). The use of suitable technology-based systems can speed up task completion while improving employees' efficiency and effectiveness at work (Dahleez et al., 2020; Sonnentag & Frese, 2002).

SRIKANDI in the Context of E-Government

The Srikandi (Sistem Informasi Kearsipan Dinamis Terintegrasi) application is a digital archiving system used by national and regional government institutions in Indonesia to support e-government practices. The system was developed through collaboration among the Ministry of Administrative and Bureaucratic Reform (PANRB), the Ministry of Communication and Informatics (Kominfo), the National Cyber and Crypto Agency (BSSN), and the National Archives of the Republic of Indonesia (ANRI) (Dasnoer et al., 2023). Srikandi is designed to manage dynamic administrative archives, including official letters, decrees, circular letters, and public service documents (Alhadi & Rahmawati, 2024). The application also provides integrated digital records management features, including document creation, storage, and distribution, to enhance efficiency, transparency, and accountability in government administration (Asa & Rembu, 2024).

HYPOTHESIS DEVELOPMENT

Perceived security refers to users' belief that a system can protect data from unauthorized access and misuse (Flavián & Guinalíu, 2006). Maintaining data security in today's digital era has become a top priority due to the numerous digital threats that could potentially harm data owners (Santos & Widjajanti, 2025). A strong perception of system security encourages users to evaluate the system as more user-friendly and beneficial, due to reduced concerns over possible risk (Ala'a & Ramayah, 2023; Al-Momani et al., 2024). In addition, higher perceived security contributes to stronger emotional trust in the system (Mannonov & Myeong, 2024; Siagian et al., 2022).

H1: Perceived Security tends to improve users' Perceived Ease of Use in the Srikandi application.

H2: Perceived Security tends to improve users' Perceived Usefulness in the Srikandi application.

H3: Perceived Security tends to improve users' Emotional Trust in the Srikandi application.

Perceived usefulness describes users' perception that a system contributes to better performance outcomes (Davis, 1989). Perceived usefulness increases users' confidence and comfort in using a system, which in turn strengthens emotional trust (Wicaksono, 2022; Wilson et al., 2021).

H4: Perceived Usefulness tends to improve users' Emotional Trust in the Srikandi application.

Perceived ease of use explains users' viewpoints of the level of simplicity and convenience offered by a technology during task performance (Davis, 1989). User-friendly systems tend to reduce cognitive load and enhance user comfort (Wicaksono, 2022). Previous studies indicate that perceived ease of use is positively related to emotional trust, since satisfied users experiences can strengthen emotional trust toward a system (Nangin et al., 2020; Wilson et al., 2021).

H5: Perceived Ease of Use tends to improve users' Emotional Trust in the Srikandi application.

Emotional trust represents the level of users' trust influenced by feelings of security and comfort, as well as cognitive beliefs and emotional responses during system use (S. Y. X. Komiak & Benbasat, 2006). In digital environments, trust becomes an important factor because users have limited control over the systems they use (Ferreira et al., 2022). In addition, the use of systems that align with users' task characteristics contributes to improved performance (Goodhue & Thompson, 1995). Users who possess higher levels of trust tend to utilize systems more effectively, thereby improving their performance outcomes. Empirical evidence also indicates that emotional trust positively influences performance impact (Hutama et al., 2024; Wilson et al., 2021).

H6: Emotional Trust tends to improve users' Performance Impact in the Srikandi application.

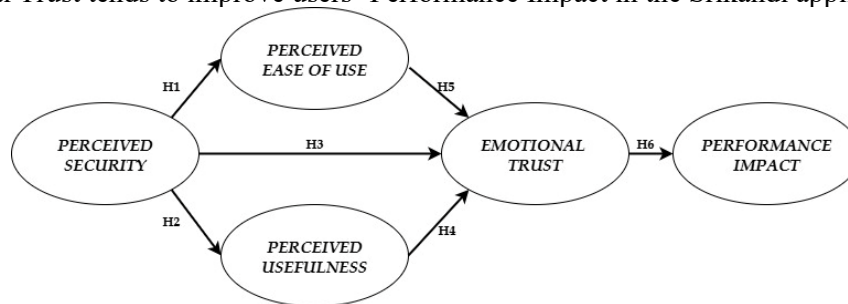


Figure 1.
RESEARCH STRUCTURAL MODEL
Source: Author's data (2025)

METHOD

This study utilized a quantitative methodology with an explanatory framework to investigate the causal links among the variables outlined in the model (Sugiyono, 2017). This research employs a total sampling (census) technique due to the mandatory nature of the system under investigation. Therefore, all 86 employees of Surabaya Religious Education and Training Center who use the Srikandi application were included as respondents. A five-point Likert scale was employed to construct the research instrument, with all items derived from prior studies and adjusted to fit the Srikandi application context. Data analysis was conducted using Structural Equation Modeling with the Generalized Structured Component Analysis (SEM - GSCA) method, encompassing two stages: measurement model and structural model.

RESULTS AND DISCUSSIONS

This research involved 50 respondents (58% of the total population) because not all respondents responded to the distributed questionnaire. Although, this number still meets the sample size criteria for quantitative research, particularly for relatively small populations of fewer than 100 individuals (Sugiyono, 2017). This is also supported by the Rules of Thumb proposed by Roscoe (1975), which state that an appropriate sample size ranges from 30 to 500 respondents and a minimum ratio of ten samples for each variable analyzed.

Table 1
RESPONDENT'S CHARACTERISTICS

Variable	Criteria	n	Percentage
Respondent Gender	Male	27	54%
	Female	23	46%
Age Group	23 - 45 Years	26	52%
	46 - 62 Years	24	48%
Frequency of Srikandi Application Use	No Usage	0	0%
	1 - 2 Times a Month	24	48%
	3 - 4 Times a Month	11	22%
	1 - 2 Times a Week	4	8%
	3 - 4 Times a Week	5	10%
	Daily	6	12%

Source: Author's data (2025)

Table 1 shows that the composition of respondents by gender is relatively balanced, with 54% male and 46% female respondents. Regarding age, 52% of respondents are in the 23 - 45 age range, while 48% are in the 46 - 62 age range. Furthermore, it was found that 48% of respondents use the Srikandi application 1 - 2 occurrences per month, 22% use it 3 - 4 occurrences per month, 8% use it 1 - 2 occurrences per week, 10% use it 3 - 4 occurrences per week, and 12% use it on a daily basis.

Table 2
MODEL FIT MEASURES

FIT	AFIT	FITs	FITm	GFI	SRMR
0.693	0.679	0.45	0.742	0.984	0.075

Source: Author's data (2025)

Table 2 present the results of the model fit assesment, which suggest that the proposed model fits the data adequately. The FIT score of 0.693 signifies that the model explains 69.3% of the variance, while the AFIT score of 0.679 suggests that the model retains satisfactory explanatory ability after adjusting for its complexity (Hwang et al., 2021). In addition, the FITs and FITm values of 0.45 and 0.742 indicate acceptable structural and measurement model fit, respectively. Furthermore, the Goodness of Fit Index (GFI = 0.984) and Standardized Root Mean Square Residual (SRMR = 0.075) fulfill the recommended standards, confirming the suitability of the overall model.

Table 3
INDICATOR LOADING ASSESSMENT

Loadings									
Estimate		SE	95% CI(L)	95% CI(U)	Estimate		SE	95% CI(L)	95% CI(U)
PS					PU				
PS1	0.903	0.03	0.832	0.946	PU1	0.904	0.031	0.837	0.949
PS2	0.884	0.038	0.804	0.938	PU2	0.854	0.05	0.72	0.926
PS3	0.846	0.055	0.706	0.932	PU3	0.829	0.092	0.615	0.948
PS4	0.6	0.139	0.291	0.823	PU4	0.867	0.043	0.775	0.937
PS5	0.849	0.044	0.719	0.913	ET				
PS6	0.796	0.086	0.572	0.898	ET1	0.8	0.074	0.646	0.925
PS7	0.805	0.044	0.696	0.888	ET2	0.074	0.022	0.874	0.962
PS8	0.836	0.063	0.661	0.915	ET3	0.646	0.021	0.887	0.967
PEOU					PI				
PEOU1	0.853	0.033	0.776	0.909	PI1	0.912	0.027	0.841	0.951

Loadings									
	Estimate	SE	95% CI(L)	95% CI(U)		Estimate	SE	95% CI(L)	95% CI(U)
PEOU2	0.896	0.024	0.841	0.939	PI2	0.888	0.04	0.785	0.946
PEOU3	0.893	0.034	0.804	0.946	PI3	0.892	0.048	0.799	0.972
PEOU4	0.827	0.049	0.698	0.897	PI4	0.929	0.025	0.868	0.967
PEOU5	0.878	0.034	0.787	0.925	PI5	0.869	0.056	0.754	0.953

Source: Author's data (2025)

Table 3 summarizes the indicator loading values obtained for each construct indicator. The loading values reflect how strongly each indicator is associated with its latent construct. A loading value higher than 0.70 considered to have a strong indicator, while values between 0.50 and 0.60 remain tolerable in research applications (Benitez et al., 2020; Chin, 1998). The results show that most indicators exceed 0.70, indicating good construct representation. Although PS4 (0.600) and ET3 (0.646) fall below 0.70, their values are still within the acceptable range.

Table 4
CONSTRUCT RELIABILITY AND VALIDITY MEASURES

	PS	PEOU	PU	ET	PI
PVE	0.672	0.756	0.746	0.79	0.807
Alpha	0.929	0.92	0.887	0.869	0.94
Rho	0.942	0.939	0.922	0.918	0.954
Dimensionality	2.0	1.0	1.0	1.0	1.0

Source: Author's data (2025)

Table 4 presents the construct quality assessment based on Proportion of Variance Explained (PVE), reliability, and dimensionality. Constructs are considered acceptable when PVE values exceed 0.55, while Cronbach's Alpha and Composite Reliability values range 0.70 to 0.95 (Hwang et al., 2021, 2024; Meneau & Moorthy, 2022). The findings show that most constructs (PEOU, PU, ET, and PI) have PVE values above 0.70, indicating strong explanatory power, while PS has an acceptable PVE value of 0.672. The reliability test results demonstrate that all constructs are reliable, as reflected by Cronbach's Alpha and Composite Reliability values over 0.70. In terms of dimensionality, PEOU, PU, ET, and PI are unidimensional, whereas PS indicates multidimensionality (2.0). Nevertheless, the PS construct remains acceptable because it meets the required reliability and validity standards, consistent with Hartono et al. (2014), who suggested that perceived security may be conceptually multidimensional.

Table 5
COMPONENT VALIDITY ASSESMENT

Fornell - Lacker Criterion Values					
	PS	PEOU	PU	ET	PI
PS	0.82				
PEOU	0.528	0.87			
PU	0.67	0.751	0.864		
ET	0.702	0.687	0.837	0.889	
PI	0.684	0.805	0.941	0.883	0.898
HTMT					
PS ↔ PEOU				0.535	
PS ↔ PU				0.696	
PS ↔ ET				0.758	
PS ↔ PI				0.702	
PEOU ↔ PU				0.829	
PEOU ↔ ET				0.747	
PEOU ↔ PI				0.857	
PU ↔ ET				0.922	
PU ↔ PI				1.032	
ET ↔ PI				0.966	

Source: Author's data (2025)

Table 5 shows the construct validity was analyzed using convergent validity and discriminant validity approaches. Convergent validity was evaluated through the Average Variance Extracted (AVE), where an AVE value of 0.50 or higher indicates acceptable validity (Fornell & Larker, 1981). Meanwhile, discriminant validity was measured by Heterotrait - Monotrait Ratio (HTMT), with a recommended value of < 0.90 (Henseler et al., 2015). The findings show that all constructs satisfy the convergent validity requirements, indicated by AVE values exceeding 0.50 and varying from 0.528 to 0.898. In the discriminant validity test, most construct pairs showed HTMT values below 0.90. However, several construct pairs (PU $\leftrightarrow$ ET, PU $\leftrightarrow$ PI, and ET $\leftrightarrow$ PI) had values above 0.90, indicating high similarity among the constructs. The occurrence of this condition may result from broadening the TAM framework to include mandatory use environments of the Srikandi system, where the PU, ET, and PI constructs are perceived by respondents as highly related. However, these values are still considered acceptable as they do not indicate perfect correlation (Henseler et al., 2015), meaning the constructs can still be empirically distinguished and appropriate for further analysis.

Table 6
COEFFICIENT OF DETERMINATION (R^2)

R squared values				
PS	PEOU	PU	ET	PI
0.000	0.279	0.449	0.743	0.780

Source: Author's data (2025)

Table 6 illustrates the degree to which external constructs account for the variance in endogenous constructs. Based on Chin (1998), an R^2 score of ≥ 0.67 is categorized strong or substantial, ≥ 0.33 are considered moderate, and ≥ 0.19 reflect weak relationships. The results indicate that PEOU has an R^2 score of 0.279 (weak), meaning that 72.1% of its variance is driven by factors outside the proposed model. PU shows an R^2 score of 0.449 (moderate), revealing that 55.1% of its variance is affected by variables beyond the scope of this study. In contrast, ET and PI demonstrate strong explanatory strength, with R^2 score of 0.743 and 0.780, suggesting that the unexplained variance is relatively limited. Overall, the model demonstrates adequate explanatory strength in capturing the relationships among constructs.

Table 7
EFFECT SIZE (F^2)

F squared values					
	PS	PEOU	PU	ET	PI
PS		0.387	0.815	0.067	
PEOU				0.015	
PU				0.503	
ET					3.549
PI					

Source: Author's data (2025)

Table 7 shows the effect size (F^2) values representing the influence of exogenous variables toward endogenous constructs within the model. Based on the criteria by Hwang et al., (2021), an F^2 value of 0.02 - 0.14 are considered small, 0.15 - 0.34 are considered moderate, and ≥ 0.35 are categorized as large effects. The PS construct shows a strong effect on PEOU (0.387) and PU (0.815), while it has only a small effect on ET (0.067). The PEOU construct demonstrates a small effect on ET (0.015), whereas PU exhibits a strong effect on ET (0.503). Furthermore, ET shows a very strong effect on Performance Impact (PI) (3.549), indicating that ET is the most dominant construct in influencing PI.

Table 8
VARIANCE INFLATION FACTOR

	PS	PEOU	PU	ET	PI
PS				1.82	
PEOU				2.299	
PU				3.009	
ET					
PI					

Source: Author's data (2025)

Table 8 shows the multicollinearity assessment in the structural model. Multicollinearity refers to a condition in which independent variables are highly correlated or strongly related to one another, potentially affecting the stability and accuracy of the model estimates. A Variance Inflation Factor (VIF) below 3 indicates no serious multicollinearity issue, whereas values above 3 suggest potential multicollinearity problems (Hwang et al., 2021). The results show that most relationships have VIF values below 3, such as PS → ET (1.82) and PEOU → ET (2.299). Although PU → ET has a VIF value of 3.009, this value is only marginally above the threshold and does not indicate a serious multicollinearity problem. Therefore, the model remains acceptable for further analysis.

Table 9

STRUCTURAL PATH COEFFICIENTS

	Estimate	SE	95%CI(L)	95%CI(U)	Decision
PS → PEOU	0.528	0.117	0.315	0.723	Supported
PS → PU	0.67	0.115	0.362	0.832	Supported
PS → ET	0.251	0.089	0.031	0.405	Supported
PU → ET	0.579	0.156	0.258	0.924	Supported
PEOU → ET	0.120	0.127	-0.091	0.435	Not Supported
ET → PI	0.883	0.046	0.793	0.958	Supported

Source: Author's data (2025)

Table 9 encapsulates the results of hypothesis testing in the structural model. Hwang et al., (2021) state that a relationship is deemed statistically significant if zero is excluded from the 95% confidence interval. The results indicate that H1 ($\beta = 0.528$; CI [0.315, 0.723]), H2 ($\beta = 0.670$; CI [0.362, 0.832]), H3 ($\beta = 0.251$; CI [0.031, 0.405]), H4 ($\beta = 0.579$; CI [0.258, 0.924]), and H6 ($\beta = 0.883$; CI [0.793, 0.958]) are supported because they have a positive and significant effect, reflected by Confidence Intervals excluding zero. Meanwhile, H5 ($\beta = 0.120$; CI [-0.091, 0.435]) is not supported because the Confidence Interval includes zero, indicating that the relationship is statistically insignificant.

The effect of Perceived Security on Perceived Ease of Use

The findings have shown that perceived security positively and significantly affects perceived ease of use in the Srikandi application. Higher levels of system security increase users' confidence and comfort, making the system easier to operate. This result is consistent with prior study showing that strong security features reduce user concerns and improve perceived ease of use by (Ala'a & Ramayah, 2023; Rahman et al., 2025). In the Srikandi application, features such as access control, authorization-based records management, and data protection support users in focusing on system functionality without security-related concerns. This finding is also supported by respondents' perceptions that the application helps simplify administrative tasks.

The effect of Perceived Security on Perceived Usefulness

The findings have shown that perceived security positively and significantly affects perceived usefulness in the Srikandi application. Higher levels of system security increase users' confidence in the system's capability to support employees in completing their tasks. This result is consistent with prior study showing that strong security features enhance users' perceptions of system usefulness by (Launtu et al., 2024; Rahman et al., 2025). In the Srikandi application, data security assurances increase employees' confidence in the system's ability to support administrative tasks effectively and efficiently, including the management of official documents and public service letters. Respondents also expressed positive perceptions of the system and its ongoing development.

The effect of Perceived Security on Emotional Trust

The findings have shown that perceived security positively and significantly affects emotional trust in the Srikandi application. Higher levels of perceived security and the fulfillment of users' expectations regarding system protection strengthen employees' emotional trust in the system. This outcome aligns with prior study carried out by (Ala'a & Ramayah, 2023; Siagian et al., 2022), which states that a strong and reliable perception of system security can bolster users' confidence in digital systems. In the context of the Srikandi application, reliable system security provides a sense of comfort and reduces users' hesitation in operating the system. This is further reinforced by the experience of system disruptions

caused by a security attack in 2024, notably the cyberattack on Indonesia's National Data Center on June 20th, 2024. This incident disrupted several government systems, including the Srikandi application and increased the risk of data breaches, resulting in limited system access for over a month. Such an incident also influenced user perceptions and increased caution in system usage, such as double-checking documents sent or stored, indicating that security-related experiences contribute to shaping users' emotional trust in the system. This finding is also supported by respondents' statements, such as "Based on my experience, the system has been good," which reflects the relatively stable experience of using the system following the Srikandi V3 update in 2025 also contributes to building users' sense of security and emotional trust.

The effect of Perceived Usefulness on Emotional Trust

The findings have shown that perceived usefulness has a positive and statistically significant effect on emotional trust in the implementation of the Srikandi application, indicating that greater perceived benefits strengthen employees' emotional trust in the system. This outcome aligns with prior study showing that system usefulness enhances user trust through positive affective responses (Siagian et al., 2022; Wilson et al., 2021), which state that benefits of using a system can increase user trust through emotional responses, both toward the system itself and its developers. In the context of the Srikandi application, the benefits perceived by employees in supporting their work contribute to the formation of emotional trust in the system. These benefits are reflected in the efficiency of the electronic signature-based document submission process, as well as digital (paperless) archive management, which simplifies access and storage. These conditions improve work effectiveness while simultaneously reducing employees' administrative burden, which in turn strengthens their emotional trust in the system. This finding is also supported by respondent's statements, such as "The Srikandi application is very helpful and makes things easier for its users (ASN)," which indicates comfort and positive acceptance of the system's use.

The effect of Perceived Ease of Use on Emotional Trust

The findings have shown that perceived ease of use does not have a positive and significant effect on emotional trust in the Srikandi application, indicating that ease of use alone is insufficient to create a strong sense of security and comfort in system usage. This finding is consistent with prior study suggesting that emotional trust is more strongly influenced by system security and reliability by (Subani & Roostika, 2024; Zhang et al., 2023), which implies that ease of use is not invariably the principal determinant in cultivating user trust, as trust is more influenced by aspects of system security and reliability. In the context of the Srikandi application, perceived ease of use by users is not yet sufficient to build emotional trust. This condition is reflected in employees' experiences of technical issues such as processing delays (lag), server disruptions during certain working hours, and limited notification features, which require users to manually check the system. In addition, some administrative processes have not been fully digitized, such as the requirement for manual signatures on certain documents, which reduces full dependence on the system. In addition, some administrative processes have not been fully digitized, such as the requirement for manual signatures on certain documents, which reduces full dependence on the system. This finding is also supported by respondent's statements, such as "Could notifications be integrated with WhatsApp or Google to alert users when mail or letter is sent or received", which indicates a need to augment security and usability to boost the entire user experience.

The effect of Emotional Trust on Performance Impact

The findings have shown that emotional trust has a positive and significant effect on performance impact in the Srikandi application, indicating that higher emotional trust improves employees' task performance. This outcome aligns with prior study showing that the important role of trust in enhancing user performance in digital systems (Hutama et al., 2024; Malik et al., 2023) underscores the critical significance of trust in digital systems for improving user performance. In the context of using the Srikandi application, Emotional Trust encourages employees to use the system consistently and optimally in administrative activities. This trust is demonstrated by users' confidence in the system's capability to deliver effective, stable, and work-relevant document management services. This is evident from the high volume of incoming and outgoing document processing within the institution

through the Srikandi application. This situation indicates that Emotional Trust is not only psychological in nature but also directly contributes to employees' work effectiveness in completing administrative tasks. This finding is also supported by respondent's statements, such as "It is very helpful in administrative system," demonstrating a favorable assessment of the system's assistance for their tasks.

CONCLUSION

This research emphasizes the critical importance of perceived security in influencing user perceptions and performance outcomes in the Srikandi application. The findings indicate that perceived security substantially affects perceived ease of use, perceived usefulness, and emotional trust, while emotional trust strongly enhances performance impact. These results indicate that security functions not only as a technical requirement but also as a strategic factor in fostering trust and effective system utilization in e-government environments. In contrast, perceived ease of use does not substantially affect emotional trust, suggesting that usability alone is insufficient to establish trust without strong security assurance. This study expands the TAM theory literature through the incorporation of security-related aspects into the evaluation of mandatory e-government systems. From a practical standpoint, the results underscore the imperative to strengthen system security, usability, and service quality to bolster user trust and improve administrative performance. Nevertheless, this study is constrained by its limited and institution-specific, restricted variables, and measurement issues related to the multidimensionality of perceived security and discriminant validity among several constructs. Future studies are therefore encouraged to involve broader institutional contexts, incorporate additional variables such as system quality and user satisfaction, and employ diverse theoretical models and analytical methods, including UTAUT, the IS Success Model, SEM-PLS, and covariance-based SEM, to enhance the robustness and generalizability of the results.

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INFORMATION ABOUT THE AUTHORS

- Moch. Miftahul Akhyar** : (Universitas Negeri Surabaya, Surabaya, Indonesia, mochmiftahul.22095@mhs.unesa.ac.id)
- Jaka Nugraha** : (Universitas Negeri Surabaya, Surabaya, Indonesia, jakanugraha@unesa.ac.id, <https://orcid.org/0000-0002-0237-7528>)
- Mishela Rapo** : (European University of Tirana, Tirana, Albania, mishela.rapo@uet.edu.al, <https://orcid.org/0009-0000-9263-0146>)