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ANALYSIS OF THE UTILIZATION OF THE PALU MAPANDE E-LIBRARY APPLICATION BY LIBRARY USERS AT THE PALU CITY ARCHIVES AND LIBRARY OFFICE

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Abstract
This study aims to analyze the use of the Palu Mapande E-Library application by users at the Palu City Archives and Library Service and to identify the factors that support and hinder its use. This study employed a qualitative descriptive approach, with data collected through passive participant observation, semi-structured interviews, and documentation. Informants were selected using purposive sampling and consisted of two application administrators, three librarians, and 28 library users. The data were analyzed using the interactive model developed by Miles, Huberman, and Saldaña, while data trustworthiness was established through source and method triangulation. The findings indicate that the Palu Mapande application is used to search for, borrow, and read digital books to meet information needs related to coursework, teaching materials, work, and personal reading. Its use tends to be situational, depending on users' information needs. Supporting factors include perceived usefulness, perceived ease of use, librarian assistance, and service outreach. Meanwhile, inhibiting factors include unstable internet connectivity, limited data quotas, device compatibility issues, and the availability of digital collections that do not fully meet users' needs. From the perspective of the Technology Acceptance Model (TAM), perceived usefulness and perceived ease of use play important roles in application use. Therefore, collection development, improved system accessibility, and user assistance are necessary to optimize the use of digital library services.

Keywords: Palu Mapande E-Library; Application Utilization; Digital Library; Library Users; Technology Acceptance Model

INTRODUCTION

The development of information technology has transformed the ways in which people seek, access, and utilize information (Wiryany et al., 2022). The emergence of the internet and various digital devices has encouraged information institutions, including libraries, to develop

technology-based services to meet the information needs of the public (Cahyaningtyas, 2026). This transformation is consistent with the emergence of the information society, a condition in which the creation, dissemination, and use of information have become essential components of social life (Habibah & Irwansyah, 2021). In this context, libraries are required to adapt by innovating their services to enable the public to access information more easily and flexibly (Adriyana, 2022).

Digital libraries represent one form of innovation in library services that utilizes information technology to provide access to information resources in digital formats (Sofiyanty et al., 2024). These services enable the public to search for, access, and read collections more flexibly without having to visit the library in person (Fahlevi & Dewi, 2020). In addition to facilitating access to information, digital libraries can also save time and costs while supporting the fulfillment of the public's information needs. However, their utilization may face various technical challenges, one of which is application compatibility with the devices and operating systems being used. Differences in device characteristics and operating system versions may cause application compatibility issues, making compatibility testing an important aspect of application development (Wei et al., 2020). Therefore, the development of digital libraries needs to take application compatibility into account to ensure that services can be accessed effectively across various devices.

One example of the implementation of digital library services in Palu City is the E-Perpustakaan Palu Mapande application, developed by the Palu City Archives and Library Service. The development of application-based library services aligns with the use of information technology to improve access to information resources (Jannah et al., 2025). The application offers various features, including membership registration, digital collection searches, e-book reading, and digital book borrowing. Through these features, Palu Mapande is expected to facilitate library users' access to collections and help them meet their information needs without having to visit the library in person.

In Palu City, the Palu City Archives and Library Office provides the E-Perpustakaan Palu Mapande application as part of its efforts to expand public access to digital library services. The application interface is presented in Figure 1.



Figure 1.1 E-Perpustakaan Palu Mapande Application

The availability of digital library applications represents one form of information service development (Musyaffa & Utami, 2024), However, their availability alone does not necessarily indicate that they have been optimally utilized by library users. Therefore, the utilization of these applications needs to be examined in terms of feature usage, frequency of use, ease of operation, and the applications' ability to support users in meeting their information needs (Rizkyana et al., 2021). Furthermore, identifying supporting and inhibiting factors related to

both user characteristics and the availability of facilities and service quality is essential to gaining a comprehensive understanding of the utilization of digital library applications (Fatmawati, 2017).

To analyze the utilization of the E-Perpustakaan Palu Mapande application, this study employs the Technology Acceptance Model (TAM) and the Unified Theory of Acceptance and Use of Technology (UTAUT) as theoretical models. TAM explains technology acceptance through two main constructs: perceived usefulness and perceived ease of use (Davis, 1989). Perceived usefulness refers to the extent to which library users believe that an application can help meet their information needs, whereas perceived ease of use refers to the extent to which the application is considered easy to learn and use (Cheng, 2015).

Meanwhile, UTAUT explains technology acceptance and use through four main constructs: performance expectancy, effort expectancy, social influence, and facilitating conditions (Venkatesh et al., 2003). Performance expectancy relates to library users' beliefs that using the application can help them meet their information needs. Effort expectancy refers to the perceived ease of using the application, while social influence concerns encouragement from the surrounding environment to use the application. Facilitating conditions encompass the availability of devices, internet access, and technical support that enable its use (Xue et al., 2024). Both models are complemented by information system utilization indicators, including frequency and duration of use, the diversity of features used, and success in obtaining information (Sutarini et al., 2025) The application of these models and indicators is expected to help explain technology acceptance, utilization patterns, and the factors influencing library users' use of the application (Amalia et al., 2023).

Previous studies have also examined the utilization of digital library applications. Diaz Aprilia, (2024), investigated the relationship between the use of the e-Perpus Kota Depok application and the fulfillment of library users' information needs based on the Technology Acceptance Model (TAM). The findings indicated that perceived usefulness and perceived ease of use were rated very highly, suggesting that the application supported the fulfillment of users' information needs. Furthermore, Gambiro et al., (2024) found that most users at the Proklamator Bung Karno Library Unit had not yet been aware of the iPusnas application. This finding highlights the importance of outreach and promotion in increasing users' awareness of digital library services. Similarly, (Dewiyana et al., 2026)found that the e-Pusda application was well accepted by library users in terms of both perceived usefulness and perceived ease of use. These findings indicate that perceived usefulness and perceived ease of use are important factors in the acceptance of digital library applications by library users.

Nevertheless, previous studies have tended to focus on the relationship between application use and the fulfillment of information needs, users' awareness of digital library applications, and technology acceptance based on TAM. Therefore, the utilization of the E-Perpustakaan Palu Mapande application at the Palu City Archives and Library Office requires further investigation to obtain an empirical understanding of usage patterns, feature utilization, ease of access, and the factors that support or hinder its use. This study differs from previous research in its object and research context, with a particular emphasis on how library users utilize the application to meet their information needs. The findings are expected to provide insights into the utilization of digital library services at the local level while serving as an evaluation resource for service managers to improve the quality of the Palu Mapande application.

Based on the foregoing discussion, this study aims to analyze the utilization of the E-Perpustakaan Palu Mapande application in supporting the fulfillment of library users' information needs at the Palu City Archives and Library Office and to identify the factors that facilitate and hinder its use. To achieve these objectives, the study addresses two research questions: (1) How do library users utilize the E-Perpustakaan Palu Mapande application? and (2) What factors support and hinder the utilization of the application? The findings are expected to provide an overview of the utilization of digital library services and serve as an evaluation resource for service managers to improve service quality and public access to information.

RESEARCH METHOD

This study employed a descriptive qualitative approach to analyze the utilization of the E-Perpustakaan Palu Mapande application based on users' experiences and actual conditions in the field. The research was conducted at the Palu City Archives and Library Office, located on Soekarno-Hatta Street (Bukit Cina Lane), Talise Subdistrict, Mantikulore District, Palu City, Central Sulawesi, Indonesia.

Research informants were selected using purposive sampling, a technique for selecting informants based on specific criteria or considerations relevant to the research objectives (Sugiyono, 2022). This technique was employed because the informants were selected based on their knowledge, experience, and direct involvement in managing or using the E-Perpustakaan Palu Mapande application. The study involved 35 informants, consisting of two application administrators, three librarians, and 30 members of the public who used the application. The selection of these informants aimed to obtain in-depth information from the perspectives of administrators, librarians, and library users regarding the utilization of the application and the factors that support or hinder its use.

The research data consisted of primary and secondary data. Primary data were obtained through interviews and observations involving application administrators, librarians, and application users. Meanwhile, secondary data were obtained through documentation related to the library profile, the application, and the available services. Data collection techniques included passive participatory observation, semi-structured interviews, and documentation. Observations were conducted to examine supporting facilities, service procedures, user assistance, outreach activities, and application access conditions. Interviews were conducted to explore library users' experiences in using the application, their perceptions of its usefulness and ease of use, feature utilization, fulfillment of information needs, and technical and service-related obstacles. Documentation was used to supplement and verify the data obtained from observations and interviews, particularly those concerning the library profile and the utilization of the E-Perpustakaan Palu Mapande application.

Data analysis employed the interactive model proposed by Miles et al., (2014), which consists of data condensation, data display, and conclusion drawing and verification. The analysis was conducted continuously from the data collection stage until findings consistent with the research focus were obtained. Data trustworthiness was assessed through source and technique triangulation by comparing information obtained from application administrators, librarians, and library users and cross-checking it against the results of observations and documentation. This process was undertaken to enhance the credibility of the research findings concerning the utilization of the E-Perpustakaan Palu Mapande application.

RESULT AND DISCUSSION

Based on interviews, observations, and documentation, the E-Perpustakaan Palu Mapande application has been utilized as a digital library service that facilitates users' access to reading materials and information without requiring them to visit the Palu City Archives and Library Office in person. Its utilization is reflected in activities such as searching for, borrowing, and reading digital books. In addition to providing access to digital collections, the application offers membership registration, information about library activities, and a feature for submitting suggestions regarding unavailable collections. According to the interviews, the administrators explained that the application was developed to provide the public with flexible and convenient access to reading materials. Meanwhile, library users primarily utilize the application to meet their reading and information needs related to academic assignments, work, and personal interests. The initial interface of the E-Perpustakaan Palu Mapande application presents the digital service platform through which users can access its various features, as shown in Figure 1.2.

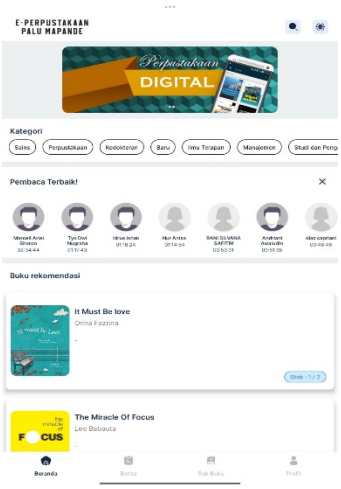


Figure 1.2. Main Interface of the Palu Mapande E-Library Application

The utilization of the E-Perpustakaan Palu Mapande application can also be examined in terms of frequency and duration of use, the diversity of features utilized, and users' success in obtaining the information they need. Based on the interviews, application use tends to be influenced by specific information needs. Library users do not necessarily access the application regularly every day but use it when they need references or reading materials. One student informant stated that the application was used when academic assignments were given, while another informant used it when reading materials were needed for specific purposes. These findings indicate that the utilization of the Palu Mapande application tends to be situational, depending on users' information needs. Thus, application use is related not only to the availability of digital services but also to the relevance of the collections and the information needs that users seek to fulfil

Regarding user growth, interview data from the administrators indicated that the application had reached 613 registered members as of August 2026. User growth was supported by outreach activities, social media promotion, technical guidance, library development programs, and outreach initiatives in schools. The administrators also explained that registration increased when promotional activities were conducted more intensively through social media. The membership data indicate growing acceptance of the digital service; however,

they cannot be used directly to measure the frequency of active use because the number of registered members does not necessarily correspond to the number of users who regularly read or borrow collections.

The duration of application use varies according to users' activities. Usage tends to be relatively brief when users only search for books or check collection availability. However, sessions become longer when the application is used to read e-books or obtain reading materials for academic assignments and work. Several informants stated that reading could be done using smartphones, allowing them to make use of their free time without visiting the library. This finding is consistent with Adriyana, (2022), who found that mobile library services help students obtain literature without having to visit the library in person. A teacher informant used the application to support the preparation of teaching materials, while students used it to read literature between academic activities. These findings indicate that the application provides users with flexibility in accessing reading materials across different times and locations.

The diversity of features used indicates that application utilization remains centered on its primary function as a digital library. Librarian informants reported that the most frequently used features were book searching, reading, and borrowing. The administrators also explained that the application provides membership registration, information about library activities, and a facility for submitting suggestions when users require books that are not yet available. The availability of these features indicates that digital library applications function not only as a means of accessing collections but also as platforms for integrating various library services (Dinazzah & Rahmi, 2022). Research has also indicated that the development of mobile libraries in Indonesia is aimed at expanding library services through mobile devices, although feature development and utilization require continuous improvement. Therefore, application use has not yet extended evenly across all available services and remains predominantly focused on features directly related to users' primary needs, namely finding and reading collections.

The study by Gulo & Fathurrahman, (2024) found that iPusnas provides convenience and benefits in supporting students' academic information needs, although collection completeness remains a challenge. This finding is consistent with the present study, which indicates that the application has helped users obtain reading materials, but further collection development is still necessary to meet their needs.

Collection availability is one of the factors affecting users' success in obtaining the information they need. Interview data revealed discrepancies in the reported number of collections at the time of data collection. One librarian reported that the application contained 379 titles with more than 600 copies and stated that the collection would continue to be developed through the acquisition of digital books based on user needs. This discrepancy indicates that the number of collections is dynamic and may change as new acquisitions are made. From the users' perspective, limitations in certain topics and collection quantities remain reasons for the need for continuous collection development.

Table 1. Matrix of Research Findings by Informant and Data Source

Research Aspect	Application Administrators	Librarians	Users	Data Sources
Application Utilization	Explain the purpose and functions of the digital service	Describe the services and features most frequently used	Use the application to search for, borrow, and read digital books	Interviews, observations, documentation

Usage Patterns	Explain membership growth and application promotion	Describe usage patterns based on users' needs	Access the application when reading materials or references are needed	Interviews, documentation
Application Usefulness	Explain the application's purpose of expanding access to reading materials	Describe the application's benefits for library services	Gain flexible access to reading materials without visiting the library in person	Interviews, observations
Ease of Use	Explain application access procedures and available platforms	Assist users with registration and account activation	Experience ease of use, although some require initial assistance	Interviews, observations
Feature Utilization	Describe the features available in the application	Identify the search, borrowing, and book-reading features	Utilize features according to their information needs	Interviews, observations, documentation
Collection Availability	Explain digital collection development	Communicate the need for collection development	Expect additional collections relevant to education, technology, and academic needs	Interviews, documentation
Technical Obstacles	Explain network connectivity issues and internet data availability	Describe access issues and device compatibility	Experience disruptions when network connections are unstable or devices are incompatible	Interviews, observations

Source: Compiled by the researcher based on interviews, observations, and documentation.

SUPPORTING FACTORS IN APPLICATION UTILIZATION

Perceived Usefulness

From the perspective of the Technology Acceptance Model (TAM), perceived usefulness refers to users' belief that the use of technology can improve performance or enable activities to be completed more effectively. The findings indicate that the E-Perpustakaan Palu Mapande application provides benefits through convenient access to digital collections, time and cost efficiency, and support for meeting information needs. Library users can search for and read books using their own devices without having to visit the Palu City Archives and Library Office in person. These benefits are experienced by students who need academic references, users who require teaching materials, and library users seeking reading materials for work and personal needs. This is supported by the following statement from an informant:

> "*It definitely makes library services easier, because they no longer have to travel all the way here to look for book collections."*

This statement indicates that the Palu Mapande application helps facilitate library services by reducing the need for users to visit the library in person when searching for book collections. Thus, the usefulness of the application lies not only in the availability of digital services but also in its ability to provide greater convenience and efficiency in accessing information. The collection search, borrowing, and e-book reading features support users in accessing reading materials more conveniently according to their needs.

From the TAM perspective, this experience reflects perceived usefulness, namely the tangible benefits users experience when technology helps them meet their information needs.

However, the tendency to use the application situationally indicates that its utilization remains dependent on emerging information needs. Therefore, the benefits of the application need to be continually supported by providing relevant collections that align with users' needs so that the Palu Mapande service can be utilized more optimally.

These findings are supported by Sofiyanty et al., (2024), whose study demonstrated that the application of TAM to the SiPINTAR application revealed the benefits of technology in facilitating work, accelerating activities, increasing productivity, and supporting user effectiveness. Similarly, Dewiyana et al., (2026), found that the e-Pusda application was well accepted in terms of perceived usefulness and perceived ease of use. Both studies underscore the importance of perceived benefits in the acceptance of digital library applications. In the context of Palu Mapande, these benefits are reflected in the convenience of obtaining reading materials and the support provided for users' information needs.

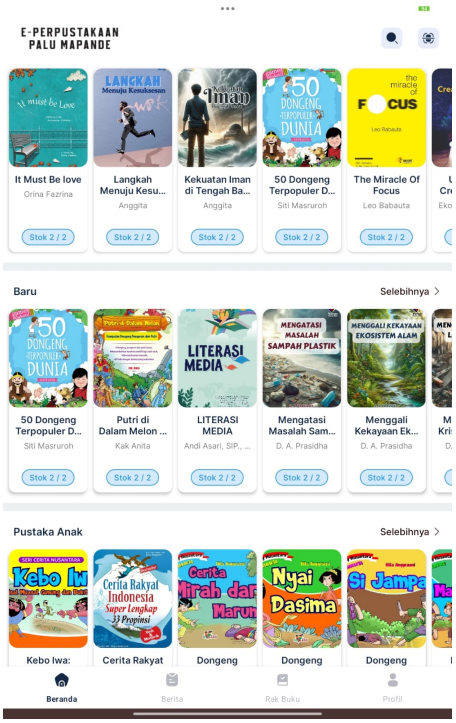


Figure 1.3. Books Available in the Palu Mapande E-Library Application

Interviews with librarians and application administrators indicate that the Palu Mapande application was developed to make it easier for library users to read books without having to visit the library in person. This was conveyed by one of the informants as follows:

> *"The main purpose of developing the application was to make it easier for library users to read books without having to come here."*

This statement emphasizes that the Palu Mapande application was designed to provide flexible access to library services, particularly in terms of time and location. From the perspective of the Technology Acceptance Model (TAM), the convenience of accessing reading materials without visiting the library in person represents a form of perceived usefulness experienced by library users. However, this benefit also depends on the availability of digital collections that meet users' needs. If the books users are looking for are unavailable, the

application's ability to support their information needs becomes limited. Therefore, developing collections that are relevant to users' needs is essential to optimizing the benefits of the application

Perceived Ease of Use

In the Technology Acceptance Model (TAM), perceived ease of use refers to users' belief that a technology can be used without requiring excessive effort (Wufron et al., 2025). The findings indicate that using the Palu Mapande application involves several stages, including membership registration, account activation, login, collection searching, borrowing, and reading digital books. These stages enable library users to access library services digitally. The application administrator explained that the application can be accessed through Android and Windows devices, while the iOS version is still under development. This finding is supported by Fahlevi & Dewi, (2020), who stated that regional digital library applications make it easier for users to search for and read books.

Although the service is available digitally, ease of use is determined not only by the availability of features but also by users' ability to understand each stage of the application process. This is evident in the experience of one library user, who stated:

> *"When I first downloaded the application, I was a little confused about verifying and activating my account. However, after trying to follow the steps slowly, I was able to complete the registration process without any problems."*

This statement indicates that the account verification and activation processes can cause confusion during the initial stages of use. However, by following the available instructions, the user was able to complete the registration process successfully. This finding suggests that users may perceive the application as easier to use as they gain more experience. From the perspective of TAM, this experience relates to perceived ease of use, which refers to the extent to which users believe that an application can be learned and operated without excessive effort. Therefore, clear and easy-to-understand registration instructions are necessary to help users navigate the Palu Mapande application from the outset.

Librarian support also plays a role in helping users overcome these difficulties. Librarians provide guidance on downloading the application, registering, and activating accounts. In addition, the availability of a contact person enables users to obtain assistance remotely when encountering difficulties. From the TAM perspective, such assistance can reduce the difficulties users perceive when interacting with the application. Thus, the ease of use of Palu Mapande is related not only to the system's procedures and interface but also to the service support that helps users understand how to operate it.

These findings are consistent with Aprilia, (2024) who found that perceived ease of use of the e-Perpus Kota Depok application was rated as very good. In the Palu Mapande application, ease of use is reflected in the availability of digital service procedures and librarian assistance, although some users still require guidance during the initial stages. This highlights the importance of considering the user experience from the first interaction with the application, including the clarity of procedures and the availability of user instructions.

In addition to TAM, these findings can be analyzed using the Unified Theory of Acceptance and Use of Technology (UTAUT), particularly the concepts of effort expectancy and facilitating conditions. Effort expectancy concerns the perceived ease of using a system and is therefore related to perceived ease of use in TAM. Meanwhile, facilitating conditions refer to

users' perceptions of the availability of resources and support needed to use a technology (Hidayat, 2023). In this study, librarian assistance and the availability of a contact person represent forms of support that help users operate the application.

Analysis through these two theoretical frameworks indicates that the ease of using Palu Mapande is associated with two aspects: the perceived ease of operating the application's features and the support available when users encounter difficulties. TAM helps explain users' perceptions of the ease of interacting with the application, while UTAUT provides an additional perspective on the role of support in technology use. Therefore, simplifying usage procedures, providing clear instructions, improving device compatibility, and offering guidance for new users should be prioritized to support more optimal application utilization.

Factors Hindering Application Utilization

Interviews and observations indicate that barriers to the utilization of the E-Perpustakaan Palu Mapande application include limited internet connectivity, device compatibility, and the availability of digital collections. The application administrator explained that the application requires an Android or Windows device and an internet connection to access its services. In addition, the available digital collections do not yet fully meet library users' needs. Librarians also stated that users of iOS devices cannot access the application because the version for this operating system is still under development. Among these various challenges, internet connectivity is one of the issues most frequently reported by informants. They explained that unstable connections can disrupt access to the application and the reading of digital books. Limited internet data allowances also pose a challenge for users who rely on smartphones to access the service.

Device compatibility is one of the factors hindering the utilization of the E-Perpustakaan Palu Mapande application. Based on the interviews, the application can be accessed through Android and Windows devices, while access through iOS and Mac devices is not yet available because development is still ongoing. This condition indicates that access to digital library services remains influenced by the operating systems and devices used by library users. This was explained by one of the librarians in the following interview:

> *"So, users no longer need to visit the library in person. They can simply access or download the application from Google Play. However, it is not yet available for iOS, as it is still under development. For now, users with iOS and Mac devices cannot use it, but those with Windows and Android devices can."*

This finding is consistent with Cheng, (2015), who demonstrated that technology compatibility is associated with perceived usefulness and perceived ease of use of mobile technology. From the perspective of the Technology Acceptance Model (TAM), limited device compatibility can affect perceived ease of use because not all library users can access the application through their existing devices. These limitations may also reduce perceived usefulness when users are unable to use the service according to their needs. Therefore, developing the application to ensure compatibility with a wider range of operating systems should be considered to expand accessibility and support the utilization of digital library services.

Internet connectivity is another factor hindering the utilization of the E-Perpustakaan Palu Mapande application. Based on the interviews, unstable internet connections and limited data allowances can disrupt access to the application and the reading of digital books. This

indicates that the availability of digital library services does not necessarily guarantee uninterrupted access for library users. As one informant stated in the following interview:

> *"One of the main difficulties is that the application must be accessed online, so users depend heavily on an internet connection. If the network is unstable, access and the reading process can also be disrupted."*

This finding is consistent with Fatmawati, (2017), study of the iJateng digital library application, which indicated that uninterrupted access to services is influenced by internet connectivity. From the perspective of TAM, connectivity issues can be understood as external factors affecting perceived ease of use. An unstable network can make it more difficult for library users to access the application and utilize digital collections. Therefore, improving access stability and developing services that are more adaptable to varying network conditions should be considered to support the optimal utilization of the E-Perpustakaan Palu Mapande application.

Another challenge concerns the compatibility of the devices used by library users. According to the librarians, the Palu Mapande application can currently be accessed through Android and Windows devices, while access through iOS is not yet fully available because development has not been completed. Furthermore, device specifications or limitations in device performance may also hinder application use. This was expressed by one library user in the following interview:

> *"... The second issue might be that the phone does not adequately support the application."*

Application compatibility issues have also been discussed by (Wei et al., 2020), who identified various compatibility problems arising from differences in devices and operating system versions. These findings highlight the importance of considering compatibility in application development to ensure that applications can be used across different devices. To address these challenges, librarians provide guidance and instructions to library users according to the devices they use. This support demonstrates that librarian assistance remains necessary to help users overcome technical difficulties when accessing digital library services. From the perspective of the Technology Acceptance Model (TAM), device compatibility limitations may affect perceived ease of use because users encounter barriers when accessing and operating the application. Therefore, improving application compatibility and providing information about device requirements are important considerations in facilitating access for library users.

Limited collections also constitute an obstacle directly related to the application's ability to meet users' information needs. Although the available collections have helped users obtain reading materials, several informants expressed the need for additional books in specific fields, particularly education, technology, and informatics, as well as topics relevant to university students and younger generations. This finding is consistent with Gulo & Fathurrahman, (2024), who reported that incomplete collections were among the challenges students faced when using digital library applications. In response, the administrators stated that collection development would continue through the acquisition of digital books based on users' needs. This approach aligns with the principles of digital library collection development, which begins with an assessment of users' needs, followed by policy formulation, selection, acquisition, and collection evaluation.

The findings indicate that the main barriers to utilizing Palu Mapande are related to internet connectivity, the devices used, and limitations in digital collections. The administrators explained that the application requires an Android or Windows device and an internet connection, while the available collections remain incomplete. Librarians also reported that iOS users cannot yet utilize the application because the version for this platform is still under development. Within the Technology Acceptance Model (TAM), such barriers can be classified as external variables that may influence perceived usefulness and perceived ease of use. Network and device-related barriers can also be understood as manifestations of the digital divide, which refers to disparities in access to adequate devices and internet connectivity.

On the other hand, perceived ease of use is reflected in the processes of registration, account activation, searching, borrowing, and reading books, which can be carried out using digital devices. Assistance from librarians also serves as a supporting factor when users encounter difficulties during the initial stages of use. However, this ease of use remains affected by technical conditions, particularly network quality, device capabilities, and limitations in platform availability. This means that perceived ease of use is determined not only by the application's design but also by external supporting conditions.

The relationship between these two constructs is reflected in users' experiences. The perceived benefits of the application encourage users to utilize it when they need information, while ease of access enables them to fulfill those needs more conveniently. Nevertheless, limited collections and technical difficulties may diminish the quality of the user experience, even when the application is perceived as beneficial. In other words, high perceived usefulness does not necessarily result in optimal utilization when the supporting conditions remain inadequate.

Thus, the utilization of the Palu Mapande application should be assessed not only in terms of usage frequency but also in terms of its ability to meet users' information needs. Its benefits are reflected in convenient access to digital collections, flexibility in terms of time and location, and ease of searching for and reading books. Conversely, the availability of digital collections, internet connectivity, device capabilities, and users' ability to operate the application remain factors influencing its utilization. These findings emphasize that perceived usefulness and perceived ease of use are important components in the utilization of the E-Perpustakaan Palu Mapande application. For the informants in this study, the E-Perpustakaan Palu Mapande application functions as a digital library service. However, further collection development, improved device compatibility, more stable access, and continued user assistance are still needed to extend its utilization to a wider range of library users.

CONCLUSION

The findings indicate that the E-Perpustakaan Palu Mapande application has been utilized as a digital library service to help users obtain reading materials and meet their information needs without having to visit the Palu City Archives and Library Office in person. Its utilization tends to be situational, depending on users' information needs, such as academic references, teaching materials, work-related resources, and personal reading. The features utilized include book searching, borrowing, and e-book reading.

Factors supporting application utilization include perceived usefulness, perceived ease of use, and assistance from librarians. The application provides flexible access, facilitates the searching and use of digital collections, and helps users save time and money. However, its utilization continues to face several obstacles, including unstable internet connectivity, limited

data allowances, device compatibility issues, suboptimal access through iOS, and limited digital collections. Some users also require assistance during the initial stages of use. Therefore, collection development, improved device compatibility and access stability, and user assistance are necessary to optimize application utilization.

The findings are consistent with the Technology Acceptance Model (TAM), particularly the constructs of perceived usefulness and perceived ease of use. Perceived benefits and ease of use are important aspects of application utilization, while technical obstacles and limited collections continue to affect users' experiences in accessing the service.

This study is limited to the utilization of the E-Perpustakaan Palu Mapande application at the Palu City Archives and Library Office. Data obtained through interviews, observations, and documentation provide an in-depth understanding of the informants' experiences and perceptions but do not quantitatively measure the intensity of application use. The study does not analyze digital activity data, such as the number of active users, access frequency, or collection borrowing and reading activities, nor does it statistically examine relationships between variables. Accordingly, the findings should be interpreted within the context and methods of the study and are not intended to represent all application users' activities. Future research could complement these findings through statistical analysis of application usage and an examination of the factors influencing its utilization.

SUGGESTION

Future research is recommended to involve informants from more diverse age groups, backgrounds, and geographical areas to obtain a more comprehensive understanding of the utilization of the Palu Mapande application. A quantitative or mixed-methods approach could be employed to examine the relationships between perceived usefulness, perceived ease of use, facilitating conditions, and the intensity of application use. The use of application statistics, such as the number of active users, access frequency, and collection borrowing and reading activities, could also provide a more measurable overview of service utilization patterns.

For the Palu City Archives and Library Office, the findings of this study may serve as a basis for evaluating and improving the quality of application services through the development of digital collections, enhanced device compatibility, improved access quality, and the provision of user assistance tailored to users' needs. Future studies could also examine user satisfaction, system quality, information quality, and service quality to better understand the factors associated with the continued use of the application.

THANK YOU-NOTE

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