

## ABSTRAK

THREE C adalah aplikasi yang membantu masyarakat melaporkan kejadian di wilayah tersebut, meningkatkan partisipasi masyarakat, dan pelayanan publik yang berkelanjutan. Penelitian ini bertujuan untuk menilai tingkat kesiapan pengguna sistem informasi Ciamis *Complaint Center (THREE C)* di Kabupaten Ciamis. Metode yang digunakan adalah metode *Technology Readiness Index (TRI)* dan *Technology Acceptance Model (TAM)*. Berdasarkan TRI, tingkat kesiapan pengguna dinilai "*High Technology Readiness*" dengan total nilai 633 dari empat variabel yang diukur. Hasil TAM menunjukkan persepsi kemudahan pengguna (PEU) mendapatkan nilai 4, dan persepsi kemanfaatan (PU) mendapatkan nilai 11 dari penilaian responden. DPPKBP3A Kabupaten Ciamis memiliki potensi untuk berhasil mengimplementasikan sistem informasi THREE C. Perbaikan kesiapan DPPKBP3A Kabupaten Ciamis melalui pelatihan SDM, peningkatan infrastruktur teknologi, manajemen data yang efisien, penyusunan kebijakan yang jelas, sosialisasi manfaat sistem kepada pihak terkait, dan pembuatan indikator kinerja. Harapannya, ini akan meningkatkan kesiapan dalam menerapkan sistem informasi Ciamis *Complaint Center (THREE C)*, memastikan keberhasilan implementasi, dan berkontribusi pada peningkatan pelayanan publik.

**Kata Kunci:** DPPKBP3A Kabupaten Ciamis, Kesiapan, *Technology Acceptance Model (TAM)*, *Technology Readiness Index (TRI)*, *THREE C*

## ***ABSTRACT***

*THREE C is an application designed to facilitate community reporting of incidents in the respective region, enhancing civic participation and sustaining public services. This research aims to assess the readiness level of users of the Ciamis Complaint Center (THREE C) information system in Ciamis Regency. The methods employed include the Technology Readiness Index (TRI) and the Technology Acceptance Model (TAM). Based on TRI, user readiness is evaluated as "High Technology Readiness," with a total score of 633 from four measured variables. TAM results indicate that users perceive ease of use (PEU) with a score of 4 and perceive usefulness (PU) with a score of 11, according to respondent assessments. DPPKBP3A Ciamis Regency shows potential for successful THREE C system implementation. Improvements in readiness involve training human resources, enhancing technological infrastructure, efficient data management, clear policy formulation, socializing the system's benefits to relevant parties, and creating performance indicators. The expectation is that these enhancements will elevate readiness for implementing the Ciamis Complaint Center (THREE C) information system, ensuring successful implementation, and contributing to the improvement of public services.*

***Keywords:*** *DPPKBP3A Ciamis Regency, Readiness, Technology Acceptance Model (TAM), Technology Readiness Index (TRI), THREE C.*