

CHAPTER VI

CONCLUSION

This part of the research is a presentation of the summary of the findings of the research, the implications drawn from the concluded findings, and lastly the recommendations made from the implications.

6.1. Summary of Findings

This research has sought to answer the following research questions: What are the factors that influence the citizen behavior of technology in relation with smart city application in Sleman Regency? How does the citizen behavior effect to the Sleman smart regency? And The results of the first hypothesis test in this study indicate that performance expectancy has a positive effect of 0.450 and is significant ($p \text{ value} = 0.031 < 0.05$) to users behavior, which means if the performance expectancy increases or increases by one unit, then the user behavior increases or increases by 0.450 assuming the other independent variables remain or equal to zero, so the first hypothesis in this study is accepted or proven. This shows that the higher the performance of one's expectancy, the

higher the user behavior. Performance expectancy has a positive and significant effect on users behavior in accordance with the results of research from Yang, et.al., (2007); Song, et. al., (2008), and Qian, et. al., (2008) which revealed that performance expectancy is one of the constructs of UTAUT which has a significant positive effect on user behavior. This means that the better the performance of the technology according to the expectations of the user, the more likely the interest in using the technology by the user is also higher.

The results of the second hypothesis test in this study indicate that effort expectancy has a positive effect of 0.005 and is not significant ($p \text{ value} = 0.984 > 0.05$) to users behavior, which means if the effort expectancy increases or one unit, then the user behavior does not increase by 0.005 assuming the other independent variables remain or equal to zero, so the second hypothesis in this study is rejected or not proven. This shows that an ups and downs or a high or low effort expectancy of the government cannot affect users behavior. These results are in line with the results of research from Taiwo *et al.* (2013), Tibenderana

& Ogao (2008); Qian, et. al., (2008), and Šumak, Polančič & Heričko (2010) which concluded that effort expectancy had no significant effect on users behavior.

The results of the third hypothesis testing in this study indicate that social influence has a positive effect of 0.365 and significant (p value = 0.008 < 0.05) on users behavior, which means that if social influence increases or increases one unit, then user behavior increases or increases by 0.365 assuming the other independent variables remain or equal to zero, so the third hypothesis in this study is accepted or proven. This means high and low social influence from other parties, causing significant changes in one's users behavior. The results of this study are supported by the results of research from Yang, et.al., (2007) which states that social influence has a significant effect on users behavior.

The results of the fourth hypothesis in this study indicate that facilitating condition has a positive effect of 0.067 and is not significant (p value = 0.790 > 0.05) for users behavior, which

means that if the facilitating condition increases or increases by one unit, then the user behavior does not increase or not increased by 0.067 assuming the other independent variables remain or equal to zero, so the fourth hypothesis in this study is rejected or not proven. This shows that the good and bad facilitation of existing conditions does not have a significant effect on users behavior. These results are consistent with the results of research conducted by Maldonado, Khan, Moon and Rho (2009) which found that facilitating conditions did not significantly influence users behavior.

The results of the fifth hypothesis test in this study indicate that the behavior intention has a positive effect of 0.815 and is significant (p value = 0.011 < 0.05) to users behavior, which means that if the intention behavior increases or increases one unit, then the user behavior increases or increases by 0.815 assuming the other independent variables remain or equal to zero, so the fifth hypothesis in this study is accepted or proven. This shows that if the intention behavior is higher, then the user behavior will be higher, on the contrary if the behavior intention is lower, then the

user behavior tends to be lower. This means that intention behavior has a positive and significant effect on users behavior. These results are consistent with the results of previous studies from He & Lu (2007), as well as Maldonado et al. (2009) which revealed that behavior intention had a significant effect on user behavior.

Social influence has smallest influences people to use technology to reach smart citizens if there is someone, or even the community that advises and informs the application of *Lapor Sleman*. In order to achieve smart citizens need support from all parties, including the government, the private sector, and the community must work together in realizing this. Based on the results of the interview, it is also said that the community actually wants to use it if there is a socialization, and the learning to use the *Lapor Sleman* application in Sleman.

After the existence of social influence, the most important thing actually after that is how the application is easily accessed and used by the public at large. However, on the other hand performance expectancy and behavioral intention also has the big

contribute in shaping smart citizens. How people believe that the application can improve public services to the community. Through this, the community finally intends to use the application then become a user behavior.

In realizing smart regency is not only good technology and good governance, there needs to be support from the community called smart citizens. Smart regency will not be created if there is no smart citizen. The applications that have been created and updated in such a way by the government in order to realize the smart regency will not be meaningless if not supported by the people that conscious about the using technology for support the smart regency in Sleman. It would be very useless if the applications implemented by the government to facilitate the community actually even complicate the community considering the most important component of the success of smart city is support from citizen that ones is using the technology.

Therefore, it can be seen that of the three independent variables that received performance expectancy, social influence, and behavioral intention if all is good, the smart citizens in Sleman

Regency can be categorized as a quite good citizen, and become the smart citizen by judging from the theory of Giffinger et al. (2007) and Hendiawan (2017) above, with a good performance expectancy, social influence expectancy and behavioral intention, also have participate in public life, active to use technology, and be cooperative, a smart citizen will be reached.

6.2. Implication To Theory

In the context of this study and from the government employees' department of communication and information and also the community perspective, behavioral intention, and performance expectancy are the pivotal or dominant variable in the intention to use the *lapor sleman* mobile application (Table 5.12.). This supports the argument that behavioral intention and performance expectancy which they have a positive affect (Foon and Fah, 2011; Indriwati and Haryoto, 2013; Venkatesh, 2013, Xu, 2014) on user behavior to use technology. Besides, the social influence also has emerge as predictor of the particular user behavior. Effort expectancy does not emerge as the predictors of user behavior, thus not advancing support to the prevailing notions

of many studies. This finding implies that both of government and community already believe that using the *lapor sleman* mobile application can or have already met their expectation in term of build the smart citizen. The findings support the generally validated models which report the performance expectancy, social influence, and behavioral intention (Lin and Liang, 2011; Carter, et. al., 2012; Weerakkody, at.al., 2013) are predictor variables of the building smart citizen adoption through the citizen behavior.

Performance expectancy, social influence, and behavioral intention are pivotal predictors of the intention to adopt process for build the smart citizen. For this particular dimention, both of government and citizens view positive impacts on performance and external factors as the important reasons to build the smart citizen. An interesting finding in this aspect is that the effort expectancy has negatively influence on the user behavior. As seen the validated research model, this study has shown that such constructs' roles as predictors (Performance expectancy, social influence, and behavioral intention) of users behavior can be measure to other dimensions of smart citizen. This is the evident

contribution of this research to the smart citizen adoption literature: the examination and validation of the constructs' roles in the aspect of building the smart citizen.

6.3. Limitations and Future Recommendations

Appropriate provisions have been carried out by the researchers in the conduct of this study, but certain limitations need to be considered with regard to the interpretation of its findings. First, the determination of the sample size was done through purposive sampling, so the application of the results should be done with prudence. Future researchers must take note of the community population size, so that if it is just a small and manageable size, then complete enumeration would be ideal. The result could then be safely generalized to the whole population. Second, the constructs used for the research model were chosen due to their prominence in the literature. Future researchers may consider investigating other variables or developing constructs which are appropriate in both of government and community context. Future researchers could frame other measures deemed to be appropriate for the constructs. Then, this study made use of a

simple linear regression model in hypothesizing the relationships of the constructs and therefore future research may develop research models that would explore some other nuances in the constructs' relationships. Future research may consider including other variables.

Moreover, here the recommendations of the research. Firstly, the Lapor Sleman application must be updated with a more efficient system, which provides easy access for the intended users. Secondly, the government must do information and educational campaigns (IECs) to disseminate the use of sleman report application technology towards realizing the smart citizen concept in Sleman regency. Lastly, performance expectancy, social influence, and behavioral intention should be enhanced to increase smart citizens' participation. This is due to the fact that in the past 2 years, 2016-2018 smart citizens in Sleman Regency have been seen, but have not shown significant or not yet maximum results. So, that in 2021 it can be realized Sleman smart citizen requires maximization in the context of performance expectancy, which makes the community more confident in using the Lapor Sleman

application as a means to improve public services. Related to social influence, the government must provide socialization and give the influence to the community to encourage the use the *Lapor Sleman* application. Lastly, for the facilitating conditions, the government must provide internet network infrastructures that are sufficient to access the application, and not only on smartphones in the form of android but also available for IOS users such as the iPhone to increase application users of Lapor Sleman.