CHAPTER VI

CONCLUSIONS

This research paper sought to answer the following questions: 1) how the local governments arrange the crowd information in social media of local government of Surabaya city?; and 2) does the crowdsourcing affect the organization of Surabaya's government city? This study utilized a research model that critically analyzed the variables which are pivotal in the adoption of social media in Surabaya's Government from the perspective of official admin in government. This study utilizes a research model that critically analyzed the variables which are pivotal in the adoption of crowdsourcing in social media, i.e., 1. Crowdsourcing adopted for social media in local government (model 1); 2. Objective information technology espouse social media in local government (model 2); 3.Crowdsourcing influence Coordination of Organization Form in enacted social media (model 3); 4. Institutional arrangement espouses by crowdsourcing (model 4); 5. The information contained in crowdsourcing has effected in policy making (model 5).

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

6.1 Summary of Findings

Crowdsourcing adopted for social media in local government (Hypothesis 1)

According to the result, crowdsourcing is utilized for social media in local government in Surabaya's Government. The Surabaya's government also using social media to get the information and get interaction with a citizen. The study shows that the crowdsourcing model for social media is the pivotal variable based on hypothesis result that the data is valid. Based on Figure 5.5 and Table 5.5 explains that the data and the connecting of each variable between crowdsourcing and social media are accepted. In some cases, crowdsourcing is used for the institution to filtering the information in negative information and positive information to get a good advice or input from the citizens — the dissemination of information evidence this through the department of information and communication's website related to the analysis of data obtained through social media and classified based on the type of data, compared with the institutions, related social media and also the amount collected from crowdsourcing. In the January period up to December 2017, the most media use of public complaints is through the Website (e wadul), which amounts to 1427 pieces and social media (Twitter), which stands to 890 parts.

Objective Information Technology espouse social media in local Government (Hypothesis 2)

The real information technology is the one part of functioning for the social media activity especially in facilitated the office work. In the Surabaya's Government, an increase in collaborative activity is being driven by many factors. Three aspects of technology are essential for Surabaya's Dinkominfo. The hardware, software, and ability of user are considering for the system which applied in government agencies. The facilities that were provided by the government office in Surabaya is one part to make good telecommunication system in government agencies running well. As we know, Surabaya's government aims to increase the excellent government in their office for giving the excellent service for the citizen.

Hence, the result of the hypothesis also mentions that the objective of the government is one part to supported and increased the excellent performance of the government based on social media. For making a better performance, the government also help to facilitate the good stuff in their office.

Crowdsourcing influence Coordination of Institutional Form in enacted social media (Hypothesis 3).

The Coordinator of each institution in Surabaya's government is one part to communicated some things in the real time and have to do in a fast way. Institutional form based on the admin of social media of each department in Surabaya's

government have a group message based on Whatsapp to make interaction with all of the admin from each institution. Department of communication and information is the central admin for each institution in Surabaya's government. Each institution also has the official admin to running the social media. The results of the reliability analysis based Cronbach's alpha in table 5.3 is 0,865 its mean that the data is valid and will be accepted for being a data, also the internal consistency of indicator by each item that measures the same construct.

Coordination institution in this research found that the education level of employee is also a determining factor for operating social media in each department. This has been carried out since the mayor of Surabaya have a big vision for making Surabaya is going to be Smart City and Government's Future. Although the Surabaya's government still has not a new specify technology to filter the information in social media. But in this new era, have so many platforms that can be used to drag and filter the data which received. Crowdsourcing information in Surabaya's government builds the collaborative initiative as a coordination and collaboration mechanism. The crowdsourcing according in Surabaya's government based on how they have collected the information with the application not for making a new form.

Institutional arrangement espouse by crowdsourcing (Hypothesis 4)

The institutional arrangement is a mechanism in integrating social and normative values as a policy and decision in the context of aligning the existence of basic assumptions raised jointly between public organizations and service providers.

Existing laws and regulations refer to the formal arrangements made by the government in providing the relevant legal framework. Besides this sub-tab, the hypothesis argues that crowdsourcing moderate the organizational form consists of social media. The Surabaya's government has integrated and coordinated between systems and their organization in managing information from the citizens set by Department of information and communication under WhatsApp application.

This part is appealing because of the government willingness to access and reach what is informed complained of and reported directly by the public in real time. Although indeed in managing information through social media it has not reached a high level of system capability and does not have applicable legal policies in using and handling social media. Although indeed according to the results of the hypothesis, the institutional arrangement has not a significant strength in crowdsourcing arrangements that appear on social media.

The information contained in crowdsourcing affects policy making (Hypothesis 5)

Based on the results that appear in the hypothesis this research is related to the output obtained from the use of social media. The hypothesis shows the value that the existence of information collected through social media does not have the power of value in influencing or making public policy. It's just that with the arrangement of crowdsourcing and carried out by the city of Surabaya it has an impact both to be used as advice and input in the policy-making process even though what is issued is not in the form of policy but rather a suggestion, recommendation and also material

in the policy formation process. According to Hypothesis 13, state that social media affect with output or some decision making. This is attested by moderate regression weight of 0,500 and p-value is 0,372, is not significant.

6.2 Implications

6.2.1 Implication to Theory

According to the result, it can be seen that Task, Management, and Human Resources are essential determinants in predicting the management and grouping of information obtained through social media owned by the Surabaya city government. Furthermore, the influence of Objective Information Technology (OT) was also revealed in this study. OT is a facility owned by the government in its efforts to support launching and grouping information.

On the one hand, the individual government of Surabaya has made efforts to be able to carry out the collectivity of information received through social media where this will also help the government's performance in providing services to the community. Although some researchers say that many government organizations do not explicitly use the valid information, they are increasingly attempting to use outsourcing ideas and practices to encourage corporate profit solving in operations with external stakeholders (Wang, Mao, Wang, Rae, & Shaw, 2018).

Hence, the study introduces a model that data gathering for the report of Surabaya's government city in the field of social media response.

6.2.2 Implication of Practice

Also, what has been done by the city government of Surabaya can help identify what efforts should be improved in improving the system internally or externally related to service to the community. More importantly, if crowdsourcing has the tools to filter separate information and have applications that support it so that what is obtained through the information on social media can be adjusted to the information that will be sought.

6.3 Recommendation

Several points must be stressed out regarding how the research was carried out. These points refer to the limitations that must mean that the results be understood with caution and prudence. First, the determination of the sample size was done through purposive sampling, so the application of results should be made with prudence. Future researchers must take note of the city government employee 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 and developing constructs which are appropriate in the government organization context. Third, except for the constructs attitude and behavioral intention measures, which

were derived from Davis et al. (1989), Fishbein and Ajzen (1975), and Venkatesh et al. (2003) respectively, the measures for all other constructs have been conceptualized by the researchers and should be considered as initial undertakings. Future researchers could frame other actions deemed to be appropriate for the constructs. Fourth, this study made use of a simple linear regression model in hypothesizing the relationship of the constructs and therefore future research may develop research models that would explore some other nuances in the constructs' relationships.

Strategic planning by each organization or agency to draw up short-term and long-term development plans should be consistently accomplished. Monitoring and evaluation of the plans' implementation should likewise be done