

CHAPTER IV

CONCLUSION AND RECOMMENDATION

This part of the research is a presentation of the conclusion of the findings of the research, lastly the recommendations for the future research.

A. Conclusion

The result of this research shows that there is an influence from performance expectancy, effort expectancy, social influence, facilitating condition, and behavior intention towards the E-Government utilizing towards Lapor Sleman and Jogja Smart Service.

1. The utilization of E-Government towards e-report application has Well utilized because there is a positive and significant influence from performance expectancy, effort expectancy, social influence, towards behavior intention. And facilitating condition, and behavior intention towards the E-Government utilizing towards Lapor Sleman and Jogja Smart Service. The factors that influence the utilization of e-government towards e-report application, are performance expectancy, effort expectancy, social influence, facilitating condition, and behavior intention because all of the variable
2. Performance expectancy shows Jogja Smart Service have the positive influence between the Performance Expectancy variable on Behavior Intention for 32,3% meanwhile Lapor Sleman have the positive influence between the Performance Expectancy variable on Behavior Intention for 39,7% with P Values less than 0.050. This means that people as application users benefited from the use of the Jogja Smart Service application for 32.3%. While the community as users of the Lapor Sleman application benefited from the use of the Lapor Sleman application at 39.7%. Both

regions have a same, the p value that is 0.001 Therefore, H1 in this research is supported. Both users Lapor Sleman and Jogja Smart Service has found the applications are useful. That means the performance of the Application is already meet the user expectation. Therefore, the users intend to use the application voluntarily.

3. Effort expectancy shows Jogja Smart Service have the positive influence between the Effort Expectancy variable on Behavior Intention for 22,1% Meanwhile Lapor Sleman have the positive influence between the Effort Expectancy variable on Behavior Intention for 34,8% with P Values less than 0.050. This means that people as application users agreed to get the convenience of the Jogja Smart Service application for 22.1%. While the Citizen as users of the Lapor Sleman application agreed to get the convenience of the Lapor Sleman application for 34.8%. Yogyakarta city have p value 0.031 meanwhile Sleman regency have p value 0.001 Therefore, H2 in this research is supported. Both users Lapor Sleman and Jogja Smart Service has agreed that the applications are easy to use and have a simple operating system. The application is a good idea because it can reduce time and effort. That means the effort of the application is already meet the user expectation. Therefore, the users intend to use the application voluntarily.
4. Social Influence shows Jogja Smart Service have the positive influence between the Social Influence variable on Behavior Intention for 32,2% Meanwhile Lapor Sleman have the positive influence between the Social Influence variable on Behavior Intention for 18,9% with P Values less than 0.050. This means that people as application users agreed that there is an influence from people surrounding to use Jogja Smart Service application for 32.2%. While the Citizen as users of the Lapor Sleman application

agreed that there is an influence from people surrounding of the Lapor Sleman application for 18.9%. Yogyakarta city have p value 0.001 meanwhile Sleman regency have p value 0.007. Therefore, H3 in this research is supported. Both users Lapor Sleman and Jogja Smart Service has agreed that they use the applications because getting an influence or suggestion from the social, and environment surrounding. Government also take a role in suggesting the citizen to use this application. That means the socialization of the application is already meet the user expectation. Therefore, the users intend to use the application voluntarily.

5. Facilitating condition Jogja Smart Service have the positive influence between the facilitating condition variable on Utilizing of E-Government towards E-Report Application for 36,6% Meanwhile Lapor Sleman have the positive influence between the facilitating condition variable on Utilizing of E-Government towards E-Report Application for 63,7% with P Values less than 0.050. This means that people as application users agreed that the facilitation provided by the government have influence in use of the Jogja Smart Service application for 36,6%. While the Citizen as users of the Lapor Sleman application agreed that facilitation provided by the government have influence in use of the Lapor Sleman application for 63,7%. Both regions have a same, the p value that is 0.001. Therefore, H4 in this research is supported. Both users Lapor Sleman and Jogja Smart Service has agreed that a facilitation provided by the government in the application has in a good condition. However, Lapor Sleman still need a little improving in the server so the server bugs will not develop. Also, the users found that the facilitation provided by the government in the application will affect the

use of the application. That means the facilitation of the application is already meet the user expectation. Therefore, the users intend to use the application.

6. Behavior Intention shows Jogja Smart Service have the positive influence between the Behavior Intention variable on Utilizing of E-Government towards E-Report Application for 80,5% Meanwhile Lapor Sleman have the positive influence between the behavior intention variable on Utilizing of E-Government towards E-Report Application for 79,5% with P Values less than 0.050. This means that people as application users application agreed that the initiative to use the Lapor Sleman application have influence towards Utilizing of E-Government towards E-Report Application for 80.5%. While the Citizen as users of the Lapor Sleman application agreed that the initiative to use the Lapor Sleman application have influence towards Utilizing of E-Government towards E-Report Application for 79,5%. Yogyakarta city have p value 0.000 meanwhile Sleman regency have p value 0.001 Therefore, H5 in this research is supported. Both users Lapor Sleman and Jogja Smart Service has Service agreed that an initiative to use the application and the voluntarily to use the application continuously will affect the use of the application. That means the facilitation of the application is already meet the user expectation. Therefore, the users intend to use the application.

B. Recommendation

In this part of chapter, the recommendation of the research will be given. Firstly, the Lapor Sleman application must be updated with a more efficient system, which provides easy access for users. Meanwhile for Jogja Smart Service, the features and menu on this application are already good but not yet diffable friendly. Therefore, the

development to make both application diffable friendly is needed. Secondly, performance expectancy, effort expectancy, and behavioral intention should be enhanced to make the citizen use both applications of Lapor Sleman and Jogja Smart Service even more. Since Lapor Sleman still have a server error meanwhile Jogja Smart Service already run well and the system is knit enough, the government should fix this problem as soon as possible. Thus, the users can utilize the application comfortably. Lastly, social influence should be more affecting the number of users of both applications. For Jogja Smart Service, the number of downloaders is already great and the enthusiasm from the citizen is good. However, Lapor Sleman still need an improvement in socializing the application because the number of downloaders is increasing very slow.