

CHAPTER V

CLOSING

A. Conclusion

The purpose of this research is to obtain the empirical of performance expectancy, effort expectancy, social factors, facility condition, self-efficiency and quality system on behavioral intention to use E-samsat in Yogyakarta. Looking at the results of the study, conclusions can be drawn as follows :

1. Performance expectancy has no effect on behavioral intention to use E-samsat system. this means that the usefulness of the Jogja E-samsat system does not affect the Yogyakarta city community to use E-samsat as an annual motor vehicle tax payment.
2. Effort expectancy has no effect on behavioral intention to use E-samsat system. This means that the ease of use of the system does not affect people's interest in using the E-samsat system as a medium for paying annual motor vehicle tax.
3. Social factors has no effect on behavioral intention to use E-samsat system. This means that the influence of the surrounding environment be it friends, family, or people who are near the people of the city of Yogyakarta do not affect their interest in using the E-satata system as a medium for motor vehicle tax payments.
4. Facility condition has no effect on behavioral intention to use E-samsat system. This means that according to respondents, the facility condition

factor is not too important in the E-Samsat system, they are more likely to view whether or not the system is based on the knowledge they have.

5. Self-efficiency has a positive and significant effect on behavioral intention to use E-samsat system. This means that the level of system knowledge, the level of understanding of the system, or any other factor that influences one's confidence will greatly affect the person's interest in using the E-samsat system as a medium for annual motor vehicle tax payments.
6. Quality system has a positive and significant effect on behavioral intention to use E-samsat system. It means that the higher level of quality of a given system will affect the interest of taxpayers in using E-Samsat. If reliable system quality is used, the user will repeat the use of the system in the future.

B. Limitation

In this study, there are several limitations including :

1. The scope of the research is only on individual taxpayers in Samsat Yogyakarta City, where taxpayers here tend to still prefer to use the payment system manually rather than using the E-Samsat system.
2. In the data collection, this study is limited by using a questionnaire which has a weakness that there are respondents who answer the questionnaire in a non-serious manner and cannot be controlled. The results of this study can only make the analysis of research objects that are limited to E-Samsat in Yogyakarta city, thus allowing differences in results and conclusions if

carried out with other objects such as East Java E-Samsat, E-Samsat West Java.

C. Suggestion

The following are suggestions given by the researcher for future research :

1. The next researcher should expand the scope of the research not only in one city or place to get maximum results and can describe more real circumstances.
2. The next researcher is expected to be able to use the data collection method using the combined method through data from questionnaires and through interviews.
3. With this study, regional government DIY along with other E-Samsat managers need to conduct more intensive socialization and dissemination through appropriate media where in this study it is known that the media is the most effective sources of public information namely through social media and the internet, this is done to make knowledge and understanding Yogyakarta society towards E-samsat Jogja clearer and more detailed, so that it can help people feel easier in using this system. In addition, the DIY government need to further develop such as:
 - a) Adding application Samsat Online National for iphone user (IOS). So that the whole community can access this service.
 - b) Increase the number of publications on E-samsat Jogja by placing banners and providing brochures in strategic locations, especially in the Samsat office.