

CHAPTER V

CONCLUSIONS, IMPLICATION, LIMITATIONS AND RECOMMENDATIONS OF FUTURE RESEARCH

This chapter provides conclusion from finding and discussion presented in the previous chapter, followed by assessment of the potential limitation present is study, implication and possible future directions for the research.

5. 1 Conclusions of the Research

The purpose of this research was to know impact of government, competitive environment of business, customer-oriented business on intention to adopt IT and find out whether these variables have significant relationship or not. This research is using primary data that collected by spreading 220 questionnaires to the respondents which small-micro enterprises in Padang. There are three hypotheses developed in this research based on the literature review and previous studies. Therefore, the analyses of results are:

1. The first hypothesis (H1) stated that governments' support significantly influences the intention to adopt IT in small-micro enterprise in Padang. Based on this research, the first hypothesis (H1) was not supported. This is evidenced by the t statistics value of government (1.197) lower than 1.97. This means that government support did not significantly influence the intention to adopt IT in small-micro enterprise in Padang.
2. The second hypothesis (H2) stated that competitive environment of business significantly influences the intention to adopt IT in small-

micro enterprise in Padang. Based on this research, the second hypothesis (H2) was not supported. This is evidenced by the t statistics value of the variable (1.138) which is lower than 1.97. This means that competitive environment of business did not have significant influence to the intention to adopt IT for small-micro enterprise in Padang.

3. The third hypothesis (H3) stated that customer-oriented business not significantly influences the intention to adopt IT in small-micro enterprise in Padang. Based on this research, the third hypothesis (H3) was not supported. This is evidenced by the t statistics value of the variable (1.299) which is lower than 1.97. This means that customer-oriented business did not have significant influence to the intention to adopt IT for small-micro enterprise in Padang.

5. 2 Implications of the Research

The research suggests several implications to improve for both academicians and practitioners. For academicians, the research is learning the impact of external environment toward the intention to adopt IT. For practitioners, based on this research, small-micro enterprises should pay more attention to external factors that might give the significant impact to the business in order to survive and compete in the market.

From governmental review, the government should enhance their role to show their support for small-micro enterprises to adopt IT. Based on the result of this research, government support is not significantly influence small-micro enterprise to adopt IT, even though government already have a policies and regulation regarding

the support and help for IT adoption in small-micro enterprise. It might be means that government support is not widely understood and use by the micro-small enterprises.

5. 3 Limitations of the Research

This study has several limitations. With these limitations, expected to be improved in future research. The limitations in this study are:

1. This research has limitations of the response bias of the respondents. Response bias is the information given by respondents through questionnaire sometimes does not describe the actual opinion of the respondents. This happened because of the inability of the respondents to understand the items of each point in the questions. So that the honesty of respondents in answering the questions and the limitation time given to them in filling the questionnaires are slightly inappropriate.
2. This research only use government support, competitive environment of business and customer oriented business, whereas many other variable that can influence the intention to adopt IT, such as top management support, employee skills, organization culture and many others.
3. This research only analyze the impact of the independent variables toward dependent variable, without knowing how it actually influenced and the reason why it happened and what the solution for the issue that might rise.

5. 4 Recommendations of Future Research

The result of this research is expected as references for future research related to intention to adopt IT, some suggested topics to be developed in further research:

1. For future research is suggested to adding or encompasses different variables regarding the topic of the research in order to create and found varieties of the result.
2. For future research is suggested to analyze deeper about the impact of variables by analyze the reason it happened and finding the solution of the issue.

