

CHAPTER 9

CONCLUSION

After doing all the analysis of criteria correlations through DEMATEL methodology and decision analysis using ANP for deciding degree of information technology needs in Cluster 2 SMEs, the conclusions of this research are drawn. Furthermore, suggestions for further research are described.

9.1. Conclusion

Based on the data, data processing, and result analysis, this research concludes some points:

- a. The correlations among the criteria of information system success model are determined through DEMATEL. It can be concluded that criteria correlations could describe information system success dimensions in which System Quality affects Information Quality, both System Quality and Information Quality affect Individual Impact, and then Individual Impact affects Organizational Impact.
- b. The degree of Information Technology (IT) needs in Cluster 2 SMEs which manually organize information system at Yogyakarta province is determined through ANP methodology. The synthesis result of Degree of Information Technology needs shows that the highest normalized value is Need Information Technology with total (60.7%). Followed by Do not need Information Technology of (39.3%). This result means that SMEs put more emphasis of needs on Information Technology. Moreover, normalized values denote the weight of alternatives and reflect the priority of what alternative should be decided.

9.2. Suggestions

Considering the ANP result of degree of information technology needs in Cluster 2 SMEs, improvement of information technology for SMEs is needed in order to improve the SMEs business process. However, this research uses very small sample size to evaluate the information technology needs. So that, further research is expected to expand the scope of objects in order to generalize result.

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