

CHAPTER VI

CONCLUSION AND FUTURE RECOMMENDATION

6.1 Conclusion and future recommendation

Based on ANCOVA one can see that level of schooling, passenger gender and how old a passenger has significance with regards to the UTAUT model. The study found that age significantly affects the decision of riders to utilize the Trans Jogja payment system. Like the importance of age, gender and level of education also have a significant moderating role on whether the payment system is accepted or not accepted. The perceived credibility of technology variable was also viewed as having a significant and important role on whether or not to utilize the Trans Jogja payment system. As a result of these findings, the orchestrators should take into consideration the riders' view of security and privacy because this study has shown them to be a very important aspect in considering Trans Jogja payment. These factors are considered instrumental components of perceived credibility variable.

Because, the elderly population had less understanding and knowledge with regards to the information among payment users, this study also tested the relationship and connection between how old a passenger is and their level of schooling in the UTAUT model using four lenses of collected information: single trip user, regular student, regular common and E-money. Based on data of the significant differences in performance expectancy, facilitating condition and intention to use technology between E-ticket and E-money, the author

concludes that a majority of the Trans Jogja payment system riders support electronic ticket single trip user for ticketing, but the Trans Jogja payment system should consider the adoption and facilitation of a multiple function card to increase their intention to use payment system applications.



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Questionnaire in English language

Please apply your availability to fill out this questionnaire according to your assessment.

Charging instructions

- Make a cross mark (x) on the answer to your rating.
- **Please choose your Payment System**

1-Single trip	2-Regular users	3-Regular student users	4- E-money
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Identity of respondents

1. Please choose your gender

- ☐ Male
- ☐ Female

2. Please choose your age

- ☐ < 18 years
- ☐ 18 – 29 years
- ☐ 30 – 39 years
- ☐ 40 – 49 years
- ☐ > 50 years

3. Education

- ☐ Junior high school (SMP)
- ☐ High School (SMA)
- ☐ Diploma 3 (D3)
- ☐ Undergraduate (S1)
- ☐ Post graduate (S2)

4. Employment

- ☐ Learner
- ☐ Student
- ☐ Private employees
- ☐ State employees
- ☐ Others

5. How long have you used Trans Jogja Payment System?

- ☐ < 6 months
- ☐ 6 months– 1 year
- ☐ 1 – 3 years
- ☐ 3 years

6. How often do you travel using Trans Jogja Payment System?

- ☐ Never
- ☐ Only once

- Sometimes
- Frequently
- Very frequently

Performance expectancy

1. Using Trans Jogja Payment System is usefull
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
2. Using Trans Jogja Payment System enhances my efficiency.
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
3. Using Trans Jogja Payment System saves time
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
4. Trans Jogja Payment System gives me more benefit.
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

Effort Expectancy

1. I found it easy to use Trans Jogja Payment System for transaction.
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
2. It is easy to learn how to use Trans Jogja Payment System.
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
3. It is easy to become skillful at using Trans Jogja Payment System.

- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
4. The function of Trans Jogja Payment System are obvious and easy to understand.

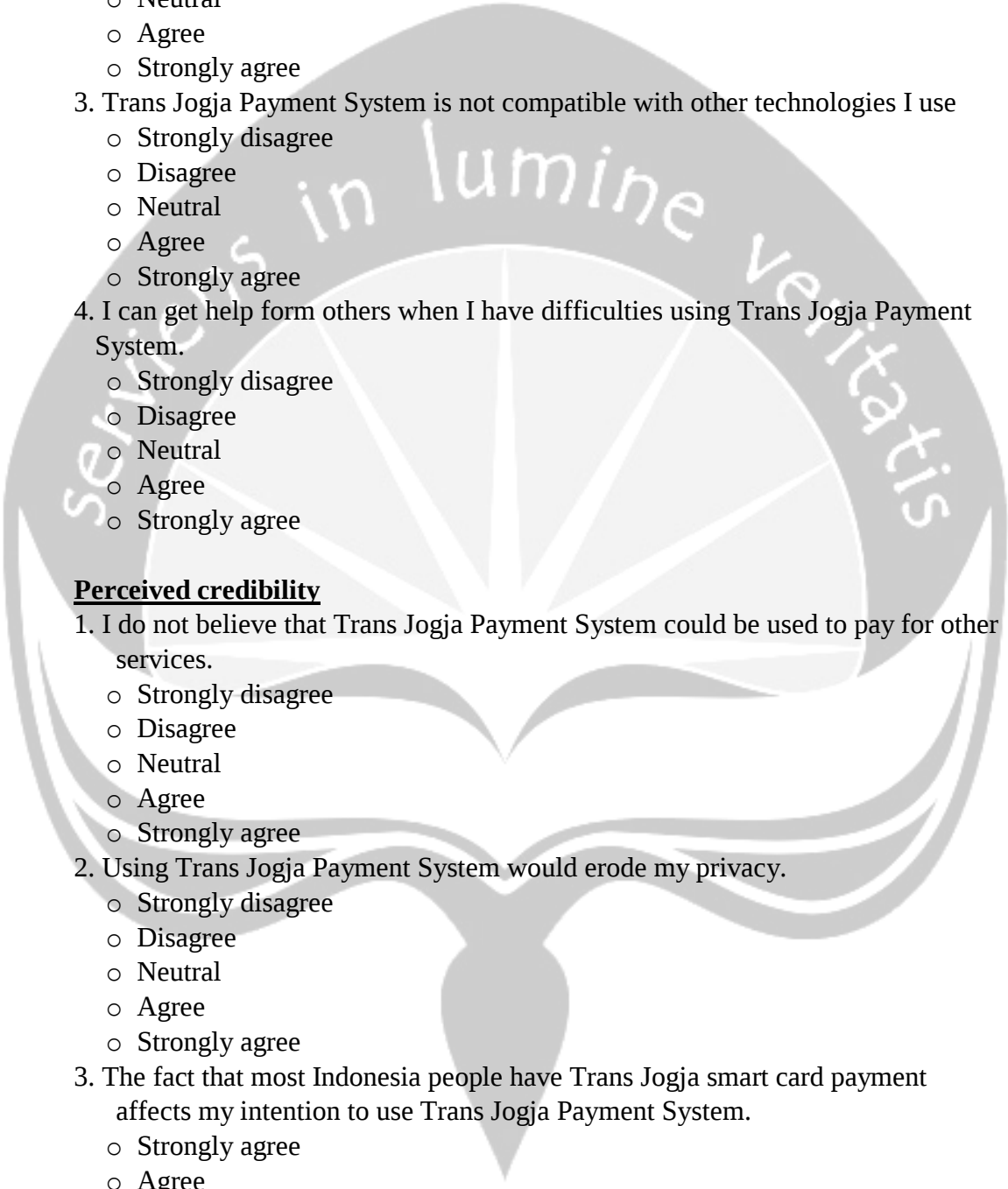
- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Social Influence

1. People who influence my behavior think that I should use TransJogja Payment System.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
2. People who are important to me think that I should use Trans Jogja Payment System.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
3. In general, the community encourages to use Trans Jogja Payment System.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

Facilitating condition

1. I have the resources necessary to use Trans Jogja Payment System.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

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2. I have the knowledge necessary to use Trans Jogja Payment System.
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
 3. Trans Jogja Payment System is not compatible with other technologies I use
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
 4. I can get help from others when I have difficulties using Trans Jogja Payment System.
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

Perceived credibility

1. I do not believe that Trans Jogja Payment System could be used to pay for other services.
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
2. Using Trans Jogja Payment System would erode my privacy.
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
3. The fact that most Indonesia people have Trans Jogja smart card payment affects my intention to use Trans Jogja Payment System.
 - Strongly agree
 - Agree
 - Neutral
 - Agree
 - Strongly agree

Intention to use

1. I intend to use Trans Jogja Payment System in the future.

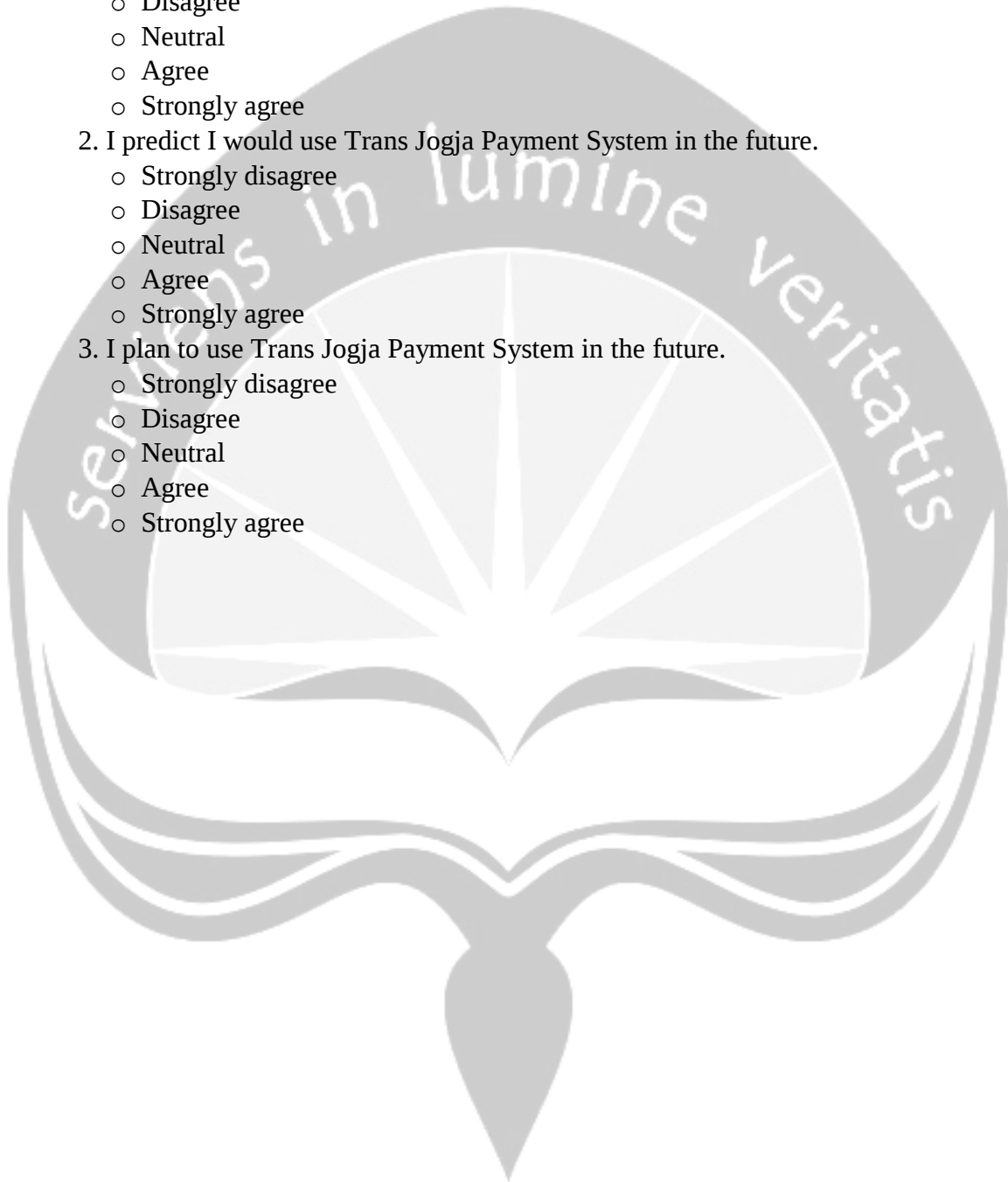
- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

2. I predict I would use Trans Jogja Payment System in the future.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

3. I plan to use Trans Jogja Payment System in the future.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree



Questionnaire in Indonesian language

Di mohonkan ketersediaan anda untuk mengisi kuesioner ini sesuai dengan penilaian anda.

Petunjuk Pengisian

- Berilah tanda silang (x) pada jawaban yang sesuai dengan penilaian anda.
- Silakan pilih system pembayaran anda

Single trip	Regular Umum	Kartu pelajar	Electronic money
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Identitas Responden

1. Silahkan pilih jenis kelamin anda

- Laki-laki
- Perempuan

2. Silahkan pilih usia anda

- < 18 tahun
- 18 – 29 tahun
- 30 – 39 tahun
- 40 – 49 tahun
- > 50 tahun

3. Pendidikan

- SMP

- SMA
- D3
- S1
- S2

4. Pekerjaan

- Pelajar
- Mahasiswa
- Karyawan swasta
- Pegawai negeri
- Lainnya

5. Sudah berapa lama anda menggunakan angkutan umum Trans Jogja?

- < 6 bulan
- 6 bulan – 1 tahun
- 1 – 3 tahun
- 3 tahun

6. Seberapa sering anda bepergian menggunakan angkutan umum Trans Jogja?

- Tidak pernah
- Hanya sekali
- Kadang-kadang
- Sering
- Setiap hari

Performance expectancy

1. Menggunakan sistem pembayaran Trans Jogja membantu dalam transaksi

- ☐ Sangat tidak setuju
- ☐ Tidak setuju
- ☐ Netral
- ☐ Setuju
- ☐ Sangat setuju

2. Menggunakan sistem pembayaran Trans Jogja menghemat waktu.

- ☐ Sangat tidak setuju
- ☐ Tidak setuju
- ☐ Netral
- ☐ Setuju
- ☐ Sangat setuju

3. Menggunakan sistem pembayaran Trans Jogja meningkatkan efisiensi dalam transaksi

- ☐ Sangat tidak setuju
- ☐ Tidak setuju
- ☐ Netral
- ☐ Setuju
- ☐ Sangat setuju

4. Menggunakan sistem pembayaran memberi saya lebih banyak keuntungan

- ☐ Sangat tidak setuju

- Tidak setuju
- Netral
- Setuju
- Sangat setuju

Effort Expectancy

1. Saya menemukan sistem pembayaran TransJogja mudah digunakan.

- Sangat tidak setuju
- Tidak setuju
- Netral
- Setuju
- Sangat setuju

2. Adalah mudah untuk belajar bagaimana menggunakan sistem pembayaran TransJogja.

- Sangat tidak setuju
- Tidak setuju
- Netral
- Setuju
- Sangat setuju

3. Adalah mudah untuk menjadi ahli dalam menggunakan sistem pembayaran Trans Jogja.

- Sangat tidak setuju

- Tidak setuju
- Netral
- Setuju
- Sangat setuju

Social Influence

1. Orang yang dekat dengan saya menyarankan saya untuk menggunakan sistem pembayaran TransJogja.

- Sangat tidak setuju
- Tidak setuju
- Netral
- Setuju
- Sangat setuju

2. Orang yang penting dalam hidup saya menyarankan saya untuk menggunakan sistem pembayaran Trans Jogja.

- Sangat tidak setuju
- Tidak setuju
- Netral
- Setuju
- Sangat setuju

3. Secara umum masyarakat mendorong untuk menggunakan sistem pembayaran Trans Jogja.

- Sangat tidak setuju
- Tidak setuju
- Netral
- Setuju
- Sangat setuju

Facilitating condition

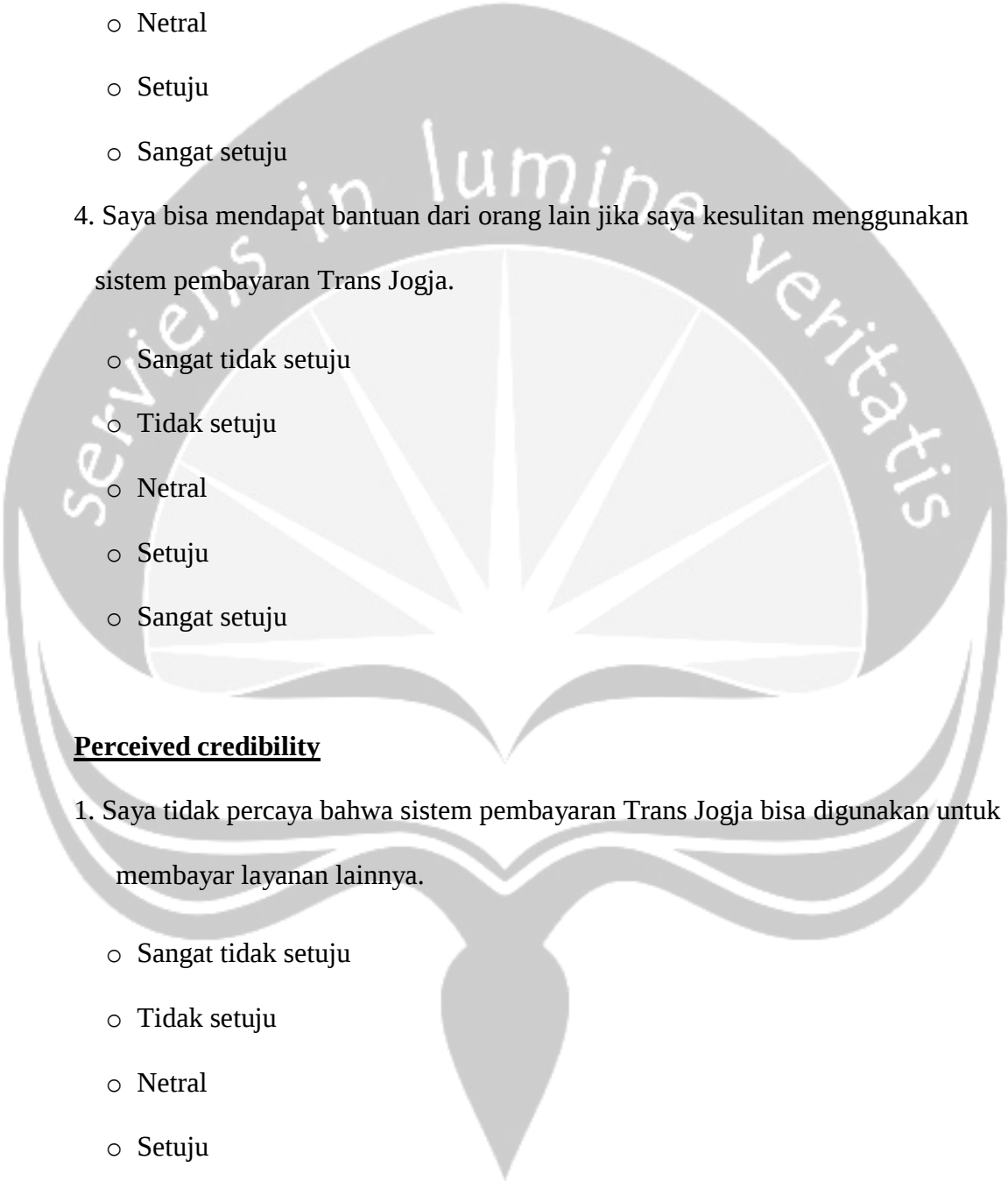
1. Saya memiliki sumber daya yang diperlukan untuk menggunakan sistem pembayaran Trans Jogja.

- Sangat tidak setuju
- Tidak setuju
- Netral
- Setuju
- Sangat setuju

2. Saya memiliki pengetahuan untuk menggunakan sistem pembayaran Trans Jogja.

- Sangat tidak setuju
- Tidak setuju
- Netral
- Setuju
- Sangat setuju

3. Sistem pembayaran TransJogja Kompatibel dengan teknologi lain yang saya gunakan Kartu.

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- Sangat tidak setuju
 - Tidak setuju
 - Netral
 - Setuju
 - Sangat setuju
4. Saya bisa mendapat bantuan dari orang lain jika saya kesulitan menggunakan sistem pembayaran Trans Jogja.
- Sangat tidak setuju
 - Tidak setuju
 - Netral
 - Setuju
 - Sangat setuju

Perceived credibility

1. Saya tidak percaya bahwa sistem pembayaran Trans Jogja bisa digunakan untuk membayar layanan lainnya.
- Sangat tidak setuju
 - Tidak setuju
 - Netral
 - Setuju
 - Sangat setuju
2. Dengan menggunakan sistem pembayaran Trans Jogja akan mengikis privasi saya.

- Sangat tidak setuju
- Tidak setuju
- Netral
- Setuju
- Sangat setuju

3. Fakta bahwa sebagian besar orang Indonesia memiliki kartu pintar Trans Jogja dapat mempengaruhi niat saya untuk menggunakan sistem pembayaran Trans Jogja.

- Sangat tidak setuju
- Tidak setuju
- Netral
- Setuju
- Sangat setuju

Intention to use

1. Kedepan saya akan menggunakan sistem pembayaran TransJogja.

- ☐ Sangat tidak setuju
- ☐ Tidak setuju
- ☐ Netral
- ☐ Setuju
- ☐ Sangat setuju

2. Saya rasa saya akan menggunakan sistem pembayaran TransJogja di masa depan.

- ☐ Sangat tidak setuju
- ☐ Tidak setuju
- ☐ Netral
- ☐ Setuju
- ☐ Sangat setuju

3. Saya berencana menggunakan sistem pembayaran Trans Jogja di masa depan.

- ☐ Sangat tidak setuju
- ☐ Tidak setuju
- ☐ Netral
- ☐ Setuju
- ☐ Sangat setuju

ID	PE1	PE2	PE3	PE4	EE1	EE2	EE3	EE4	SI1	SI2	SI3	FC1	FC2	FC3	FC4	PC1	PC2	PC3	IU1	IU2	IU3	Trans Jogja Payment System
3	5	3	3	4	5	5	3	5	4	4	4	5	5	5	4	5	5	5	5	5	4	1
4	3	3	3	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	1
5	4	4	4	4	4	4	2	4	4	3	3	4	4	2	4	4	3	3	4	4	4	2
6	5	4	5	5	5	4	4	3	4	3	3	5	4	4	4	3	3	4	4	3	3	3
8	4	4	4	4	4	4	3	4	3	3	3	3	3	3	3	4	4	4	4	4	4	1
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382	3	3	4	3	4	4	4	4	3	5	2	4	2	2	4	3	4	3	2	4	4	1
384	4	4	4	4	3	3	3	3	3	3	3	2	2	2	2	4	4	4	3	3	3	1
387	3	2	2	3	3	3	4	5	4	4	3	3	3	3	3	5	4	4	3	2	2	4

Trans Jogja Payment System

1= Single trip

2= Regular common

3- Regular Student

4- E-money