

BAB VI

KESIMPULAN DAN SARAN

6.1 Kesimpulan

Penelitian ini dilakukan di Kantor Wilayah Kementerian Hukum dan Hak Asasi Manusia Sulawesi Barat untuk menguji faktor-faktor yang mempengaruhi penerimaan pengguna sistem informasi manajemen Kepegawaian (SIMPEG) dan mengidentifikasi perilaku pengguna. Untuk mencapai tujuan tersebut peneliti mengusulkan model terintegrasi berdasarkan HOT-Fit dan UTAUT2 yang dapat memberikan representasi lebih baik terhadap faktor penentu penggunaan sistem informasi. Penelitian ini mengumpulkan data menggunakan survei online dan dianalisis menggunakan Generalized Structured Component Analysis (GeSCA).

Berdasarkan hasil analisis dan diskusi yang dilakukan peneliti maka dapat ditarik kesimpulan dari sembilan hipotesis yang diajukan terdapat 6 hipotesis diterima dan 3 hipotesis yang ditolak yaitu sebagai berikut:

1. Komponen Manusia dengan moderasi gender yaitu *performance expectancy*, *effort expectancy*, *Hedonic Motivation*, *Habit* berpengaruh positif dan signifikan terhadap niat perilaku penggunaan sistem.
2. Komponen Teknologi yaitu *system quality*, *information quality* dan *service quality* berpengaruh positif terhadap niat perilaku penggunaan sistem tetapi tidak signifikan.

3. Komponen Organisasi yaitu *facilitating condition*, *organization structure*, *organization environment* berdampak positif dan signifikan pada niat perilaku penggunaan sistem.
4. Indikator variabel niat perilaku penggunaan sistem terbukti berpengaruh signifikan terhadap kepuasan pengguna.
5. Niat perilaku penggunaan sistem dan kepuasan pengguna tidak terbukti berpengaruh signifikan terhadap use behavior. Hal ini dapat terjadi karena sistem kurang akurat dan relevan dengan informasi yang dibutuhkan oleh pegawai dan kurang cepat menangani permasalahan terkait kesalahan sehingga memperlemah hubungan terhadap perilaku untuk menggunakan sistem tersebut.
6. Terdapat kesesuaian antara manusia dan teknologi, teknologi dan organisasi, serta organisasi dan manusia dalam pengadopsian sistem informasi.

Selain itu, model terintegrasi yang diusulkan dalam penelitian ini memiliki *Goodness of Fit Index* (GFI) 0,995 dan *Standardized Root Mean Square Residual* (SRMR) 0,079 yang mengindikasikan model kompatibel dengan penelitian ini.

6.2 Saran

Berdasarkan hasil penelitian ini disarankan kepada instansi terkait untuk meningkatkan kualitas sistem dan layanan agar hasil dari sistem dapat akurat dan relevan dengan informasi yang dibutuhkan oleh pegawai serta dapat menangani permasalahan dengan cepat ketika terjadi kesalahan sehingga dapat lebih meningkatkan kinerja pegawai.

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