

CHAPTER FIVE

CONCLUSION AND RECOMMENDATION

5.1 Introduction

This chapter describes the summary of the research. As this research aims to determine the relationship between the dependent variable (SME Growth) with the independent variables (Perceived Benefits, Technology Readiness and Owner IT Ability), the chapter will conclude the results of our research topic with the supported collected data. Within the chapter, the limitations that was faced during the research process will also be showcase so that future research will able to create a similar research that that can overcome those limitation as well as provide suggestion of improvement.

5.2 Summary of Findings

This research conducted to provide a solid response the propose research questions stated earlier within the paper and determine if the hypotheses for it can be accepted or rejected depending on the data collected and analysis of it. Thus, with the collected data from 130 respondents acting as evidences, the findings of the research are:

5.2.1 Demographic

The factors in which the researchers have observed the demographic of the respondents that participated in the study are Gender (Male or Female), Age (21-30 years old, 31-40 years old, 41-50 years old and 50 years above), Education Background (Secondary or below, Diploma, Degree and Post Graduate) and Current Position (Employee, Manager, Director and Owner). In order to ensure that the result of the 130 response from the survey is valid and fully showcase the diversity of the Indonesia's SME population, the percentage of any categories cannot hold a large majority (two-third or 67%) of the total populations. As the data has shown, the responses collected from the targeted population Indonesian SME has covered enough scale of respondents from various backgrounds. Therefore, the data collected is appropriate for analyzing and the result of the research will be valid.

5.2.2 Relationship between Perceived Benefits and SME Growth

According to the findings of hypothesis testing, the first variable known as Perceived Benefits has a significant impact on SME Growth. The outcome turned out as expected. According to these findings, the rate at a Tcount value of 2.621 exceed Ttable 1.984 with a Sig value of 0.10 exceed 0.05 so it can be concluded that H1 which stated that Perceived Benefits have effect on SME Growth is accepted. Therefore, it got be suggested that is a link between Perceived Benefits and SME Growth and this hypothesis is accepted.

5.2.3 Relationship between Technology Readiness and SME Growth

According to the findings of hypothesis testing, the second variable known as Technology Readiness has a significant impact on SME Growth. The outcome turned out different than expected. According to these findings, the rate at a Tcount value of -2.634 lower than Ttable 1.984 with a Sig value of 0.10 exceed 0.05 so it can be concluded that H2 which stated that Technology Readiness have effect on SME Growth is rejected. Therefore, it got be suggested that there is no link between Technology Readiness and SME Growth and this hypothesis is rejected.

5.2.4 Relationship between Owner IT Ability and SME Growth

According to the findings of hypothesis testing, the last variable which is Owner IT Ability has a significant impact on SME Growth. The outcome turned out better than expected. According to these findings, the rate at a Tcount value of -6.231 exceed Ttable 1.984 with a Sig value of 0.000 lower 0.05 so it can be concluded that H3 which stated that Owner IT Ability have effect on SME Growth is accepted. Therefore, it is approved that there is a link between Owner IT Ability and SME Growth and this hypothesis is accepted.

5.3 Limitation of the Study

The study's limitations are those aspects of the design or methodology that affected or influenced how the results of your research were interpreted. For this research, there was an issue with the method of data collections from the respondent. A standard method of collecting data for quantitative study are probability 130 sampling, interviews, questionnaire observation, and document review, all can be conducted online and offline (Question Pro, n.d.). However, as this research was done during the year 2022 as it was still in the midst of the Covid-19 Pandemic and the distance

between researcher in Malaysia and the sample in Indonesia, the researchers had to offsite any offline methods of data collections. Due to it, there was no real interaction between the researchers and the respondents as they were answering the questionnaire and possess any questions they do not understand as well as not being able to approach respondents from different demographics. The duration of data collections for the research also poses as a limitation for the researchers. The duration given was only a week to collect which results in some of the respondents being forced to answer the survey in limited time. This potential could have skewed the data being analysis and it resulting being as invalid.

This research also only briefly discusses on the factors that results in the SME Growth in Indonesia as general. With the study only including SME Growth as the main factors it has only given broad study into it. Meanwhile, there is many sectors of SME exist in Indonesia. These could be further explored and analysis to give the research a more in-depth study into it. In conclusion, this research has limitations, thus it gives additional material in term of area SME Growth from which sector from this topic. Through the understanding of the limitations present in this research, future researchers could develop a better study on the topic by overcoming it as they may not face the same issue this research face during its implementation and study.

5.4 Recommendation

In conclusion, this chapter has summarized all the findings of the research in the simplest form to ease the reader. It has determined that Perceived Benefits and Owner IT Ability hypotheses are accepted means that it has effect on SME Growth. In the other side, the Technology Readiness hypotheses rejected means that it has no particular effect on SME Growth. It could possibly achieve a higher level of acceptance if there is more variable adopted as the independent variable. However, this will allow future research to further improve this topic and with the help given in the recommendation.