CHAPTER V

CONCLUSION AND RECOMMENDATION

5.1. Conclusion

There are some conclusions that can be derived from the result from analysis in the previous chapter, which are:

- Electronic documents are in general, according to user's perception, less effective than paper documents.
- The display factor has positive effect on the effectiveness of electronic documents.
- The screen radiation factor has negative effect on the effectiveness of electronic documents.
- The computer familiarity factor has positive effect on the effectiveness of electronic documents.
- Display design, artistic effects, features, and navigation factors do not have significant effects on the effectiveness of electronic documents.

5.2. Recommendation

Based on the above conclusions, these recommendations are provided:

- Effectiveness should not be the main or only objective for companies that are planning to implement paperless office or to utilize electronic documents in the place of paper documents. The companies can, however, adopt paperless office for cost reduction, speed, and other reasons.

- Companies that plan to adopt or have adopted paperless office or electronic documents heavily must consider to invest in better displays for its employees.
- Companies that plan to adopt or have adopted paperless office or electronic documents heavily must put efforts to reduce screen radiation, for example by using screen filters or LCD monitors or invest in laptops.
- Companies that plan to adopt paperless office or electronic documents heavily must put efforts to familiarity of users with computers before deployment to minimize the negative effect on effectiveness.
- The additional costs associated with efforts in minimizing the drawbacks of electronic documents must be included in cost benefit analysis together with potential savings in time and printing costs.
- More efforts should be put by the computer society in improving display and reducing screen radiation to make electronic documents more effective. The increasing adoption of electronic documents may open new opportunities to vendors that can provide better displays with low radiation level.
- Other factors have less effect on the effectiveness, so companies must not put too much emphasis on them before they deal with factors with bigger impact.
- Further research should be done by companies or academic or computer communities, for example: research to find other independent variables that affect the effectiveness of electronic documents, research to further investigate the effect of users' familiarity with computers on the effectiveness of electronic documents, research to find better display technologies, and field experiment to

confirm the effect of display and screen radiation on the effectiveness of electronic documents.