CHAPTER.5
CONCLUSIONS AND RECOMENDATIONS

5.1.Conclusions.

Conclusion of this research are :

1. From 38 basic question of questionnaires according to expectation and perceived performance of existing information system, both from IS staff and Users viewpoints, there are 34 factors indicated negative gap between performance and expectation. Its means the performance of the existing information systems not satisfied to their expectation on information systems. From the IS staff viewpoint, there are twelve attributes with positive perceptual gap, and from Users viewpoints there are only three attributes with positive perceptual gap.
2. As a results of correlation and regression analysis to IS staff and Users expectation and perceived performance of existing information systems, there are indicated that performance score from Users almost below than expectation or performance from IS staff.
3. Comparison means values between IS Staff expectation to IS and Users perceived performance of existing IS concluded that Users perceived performance are below the expectation from the IS staff viewpoints. The means of expectation and perceived performance form IS staff and users viewpoints are significantly difference at 95.0 % confidence levels.

4. As a results of factor analysis, from 38 factors of expectation and performance, there are four factors to be followed for improving the performance of existing systems. These four factors are :

- Strategic plan for IS development,
- Flexibility of data and reports,
- Exception systems,
- User-oriented systems analysis.

5. The age of respondent as a non-gap variables significantly affecting the overall evaluation to existing information systems.
6. The average overall evaluation score of existing information systems are below the all average and performance scores from the respondents.
7. Comparison between expectation and perceived performance from Users and IS staff viewpoints, concluded that Users less satisfied than IS staff to existing information systems.

5.2.Recommendations.

Finally, there are several things to be done to improve the performance of existing information systems,

1. The respondent of the next research must be include the entire branch offices throughout Jiwasraya.
2. To improve the performance of information systems, the four dominant gap variable as explain on factor analysis must be discussed among EDP manager, IS staff and Users managers.

   These four dominant gap variables are :

   - Strategic plan for IS development, participation of users on preparation of

Strategic plan of IS development is important.

- Flexibility of data and reports, expectation of users to the information systems, that systems will supplied them with more flexible of data and reports to support their daily activity
- Exception systems, users needs more exception systems in IS to support their management and daily activities in the company
- User-oriented systems analysis. Users expects the systems analysis from EDP department more familiar with the problems and daily activities of the users, so that the information systems can support their activities.