

## **CHAPTER V**

### **CONCLUSIONS AND SUGGESTION**

#### **5.1 Conclusion**

From the results of the research and discussion that have been carried out using the Regression analysis method, the following conclusions can be drawn:

1. Performance expectancy has a significant relationship on intention to use is proofed. Performance expectancy of Shopee Mart has a positive influence on intention to use, it mean that Shopee Mart is useful for the respondents in shopping activity.
2. Effort expectancy proved to have a significant relationship on intention to use. Effort expectancy of Shopee Mart has a positive influence on intention to use, it mean that Shopee Mart is helpful for the respondents in shopping activity.
3. Social influence proved to have a significant relationship on Intention to use. Social influence of Shopee Mart has a positive influence on intention to use, it mean that Shopee Mart is recommended by people who has been used Shopee Mart to the respondents who never use Shopee Mart.
4. Facilitating condition proved to have a significant relationship effect on intention to use. Facilitating condition of Shopee Mart has a positive influence on intention to use, it mean that features in the Shopee Mart features is rarely forced application to close and support individuals in shopping activity.

#### **5.2 Limitation**

This research has been tried as much as possible, but still some limitations in research include:

1. In this study, respondents did not make the data using the classic assumption test because the results processed treated abnormal. The researcher has transformed the data by removing extreme data but the results still show the same.

But what is displayed in the results of data analysis is real or actual data.

2. The distribution of questionnaires in this research should be done offline or spread directly to respondents to avoid misunderstandings in filling out questionnaire questions. Thus the data received will be easier to process because it minimizes extreme data from respondents.

### **5.3 Suggestion**

There are no sources in the current document.

Based on the results of the analysis of the discussion in the study, the research suggests several things as follows:

#### **5.3.1 Academic Suggestions**

For future researchers it is better if you add indicators for variables especially performance expectancy and social influence. So that it is expected to increase the percentage of success of the accepted hypothesis. And also please pay attention to the distribution of questionnaires. Thus, that variables must be a concern for improvement.

#### **5.3.2 Practical Suggestions**

For Shopee Mart companies, according to the results of research conducted by researchers, with indicators on questionnaires whose results are close to neutral, what needs to be improved for the application is usability and easier shopping activities for Shopee Mart users, making Shopee Mart easier to understand, making features which is more supportive for devices so Shopee Mart can be more recommended for others and can change the lifestyle of users in shopping.

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