

## CHAPTER V

### CONCLUSIONS AND IMPLICATIONS

#### A. The Conclusion

Based on the results and discussion that has been carried out in this research, the following conclusions can be formulated:

1. Factors affecting employee performance in tourist attractions in the Banyumas and Purbalingga areas, together the variables of information technology usage and work environment have a significant effect on employee performance in tourist attractions in the Banyumas and Purbalingga areas.
2. Factors affecting employee performance at tourist attractions in Banyumas and Purbalingga, partially, are as follows:
  - a. Information technology usage has a positive and significant effect on employee performance in tourist attractions.
  - b. Work environment has a positive and significant effect on employee performance in tourist attractions.
3. Information technology implemented and used in tourist attractions has a positive and significant effect on employee performance. This is indicated by the results of the first hypothesis test which states that the higher and more adequate the application of information technology and the ability to use information technology in tourist attractions, the more the performance of the employees of these tourist attractions will increase.
4. The physical work environment such as temperature, lighting and noise and non-physical such as relationships between fellow employees and flexibility in time and space are also proven to have a positive and significant effect on the performance of employees of tourist attractions in Banyumas and Purbalingga. The more conducive and comfortable the

working environment conditions, the better employee performance will be.

5. From the results of this study, information technology and work environment are able to explain 55.4% of variations in changes in employee performance. While the remaining 44.6% is explained by other variables and factors outside the research model.

## **B. The Implication**

This research has both theoretical and practical implications for efforts to improve employee performance at tourist attractions in the Banyumas and Purbalingga areas through the use of information technology and the work environment. Based on the conclusions presented above, there are several implications in the form of suggestions and considerations that can be taken into consideration in the future.

### **a) Theoretical Implication**

The results of this study indicate that information technology usage and the work environment can have a positive and significant effect on employee performance, from this explanation we can know that both variable information technology usage and work environment have an important role to improve employee performance in tourist attractions, especially in the Banyumas and Purbalingga areas. The results of this study are in line with previous research conducted by Heslina, H., & Syahrini, A. (2021) which states that information technology has a positive and significant effect on employee performance, as well as research from Simarmata, N., et al. (2022) which states that the work environment has a positive and significant effect on employee performance. Thus, it can be said that the theory that explains the relationship between the independent and dependent variables that have been tested through this study has a positive effect on improving employee performance. Therefore, this study provides an overview for

researchers to further examine the relationship between the two variables on employee performance in tourist attractions.

#### **b) Practical Implication**

Based on the results of analysis and research obtained from questions in the questionnaire, data related to understanding technology in employees at tourist attractions is still below standard, this happens due to the lack of technological facilities provided by the person in charge of tourist attractions and the lack of training to improve the quality of human resources in the field of technology, and also the results of the data obtained in the questionnaire 30% of tourist attractions employees still do not get much support and assistance from coworkers and superiors at tourist attractions, this happens due to the low interpersonal communication skills and motivation from the boss. So that superiors are less able to inspire, motivate, and direct their subordinates. So there are several implications for consideration in the future as follows:

- 1) Tourist management needs to add information technology facilities in the form of computers, internet networks, and software to support tourist site operations.
- 2) The person in charge of tourist attractions needs to carry out training and socialization of the use of information technology regularly for all employees, so that their competence and understanding in operating information technology increases.
- 3) Conducting bonding for those in charge and employees in their respective work units to build bonds between superiors and subordinates and between employees within the tourist attractions.
- 4) Building a more collaborative and supportive organizational culture by holding team building among colleagues in the tourist attractions to improve cooperation and mutual assistance.

### C. Research Limitation

In this study there are still many gaps and limitations that occur, so there are things that still need to be improved for further research, as follows:

1. The distribution of questionnaires via google form experienced obstacles because not all respondents had adequate devices, and did not understand how to use the software to fill out the questionnaire. For further research, it is expected to use language that is easy to understand and researchers provide media for filling out the questionnaire physically.
2. The research sample is only limited to the Banyumas and Purbalingga areas in the tourism sector and only with 130 samples, so the results do not necessarily represent the entire population of tourist employees in the two regions. For further research, it is hoped that the expansion of the research sample is not only in certain places in Banyumas and Purbalingga but also tourist attractions in other areas, so that the results are more representative.
3. This study has limitations, namely the independent variable used consists of two variables, namely technology information usage and work environment. When looking at the adjusted R square coefficient value, it has a result of 0.554. Thus, in further research it is recommended to add other independent variables so that the independent variables have a higher influence on further research.