

CHAPTER V CONCLUSIONS AND RECOMMENDATIONS

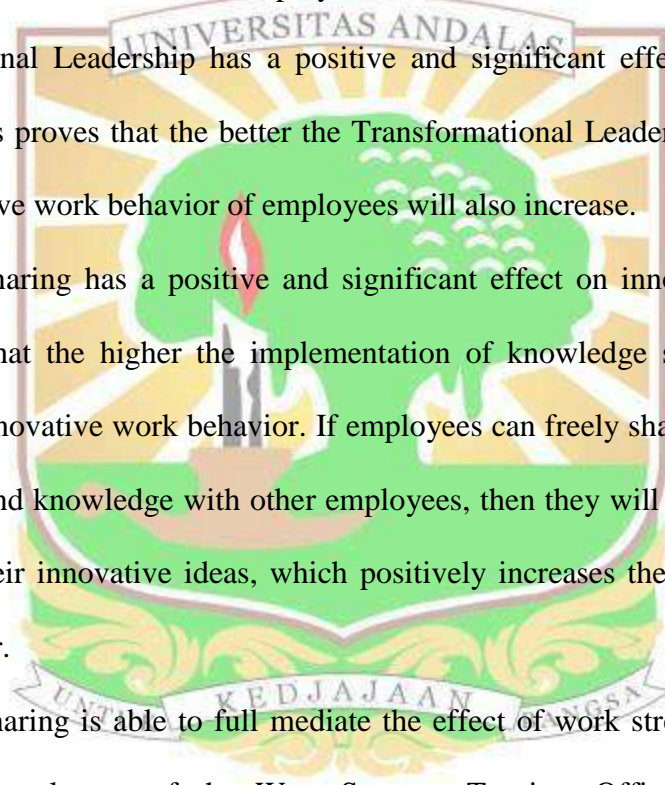
5.1 Conclusion of Research

The purpose of this study was to examine the influence of Job stress, Transformational Leadership, and Knowledge sharing could affect Innovative work behavior of West Sumatra Tourism Office employees. This research was conducted using a quantitative approach which included primary data collection, which was obtained from West Sumatra Tourism Office employees. Questionnaires were distributed directly or through social media WhatsApp groups using Google Form media which were distributed to West Sumatra Tourism Office employees. There were 58 respondents from the West Sumatra Tourism Office. In the 7 research hypothesis formulations, various tests such as descriptive analysis, evaluation of measurement models (convergent validity, discriminant validity, and reliability tests), evaluation of structural models (R-Square) and hypothesis testing were carried out using SmartPLS 4.0. After all the data was successfully collected and processed using SmartPLS 4.0 and Microsoft Excel. The following conclusions from this study are based on the results of data processing that has been done:

1. Job stress has a positive but not significant effect on innovative work behavior. So that in this study there is no direct influence between job stress and innovative work behavior because the dominant tourism agency employees are >50 years old and experienced so they have the ability to manage job stress so that it does not have a significant impact on innovative work behavior.
2. Transformational Leadership has a positive but not significant effect on innovative work behavior. So that in this study there is no direct influence between Transformational Leadership and innovative work behavior. A leader who is charismatic and always

considers the interests of his subordinates has no effect on the innovative work behavior of the employees of the West Sumatra Tourism Office.

3. Job stress has a negative and significant effect on innovative work behavior. This indicates that as the employee's job stress increases, the employee's innovative work behavior will also decrease. The stress that arises is negative in nature and can affect enthusiasm for work so that stress is expected not to occur in employees because this is related to motivation to increase employee innovative work behavior.
4. Transformational Leadership has a positive and significant effect on innovative work behavior. This proves that the better the Transformational Leadership of employees, the more innovative work behavior of employees will also increase.
5. Knowledge sharing has a positive and significant effect on innovative work behavior. This shows that the higher the implementation of knowledge sharing, the higher the employee's innovative work behavior. If employees can freely share when they exchange experiences and knowledge with other employees, then they will be more motivated and implement their innovative ideas, which positively increases the employee's innovative work behavior.
6. Knowledge sharing is able to full mediate the effect of work stress on innovative work behavior of employees of the West Sumatra Tourism Office. This means that if employees face many problems in their personal lives and in the company which end up experiencing work stress, it will hinder the formation of an attitude of innovative work behavior.
7. Knowledge sharing is able to full mediate the influence of Transformational Leadership on the innovative work behavior of West Sumatra Tourism Office employees. That is,



knowledge sharing in this research can strengthen the relationship between Transformational Leadership and innovative work behavior. This means that Leaders understand the importance of setting goals so that colleagues in the same department tell what they know when asked by other colleagues.

5.2 Implications of Research

Based on the results of the analysis and discussion that has been carried out, an implication can be made that can provide positive benefits for various parties. In general, there are several implications that can be proposed related to each research variable. The results of this study found that the innovation behavior of West Sumatra Province Tourism Office employees was classified as high. This is indicated by the TCR level of only 74.95%.

In the future, various efforts need to be made to improve this innovative behavior from good to better. One of the efforts that can be made to increase innovation behavior in the future is to pay attention to knowledge sharing. This is because this research has proven empirically that the knowledge sharing variable has an influence on the innovative work behavior of employees of the West Sumatra Province Tourism Office, where the sense of responsibility of leaders increases after the existence of this mediation variable. Therefore, the West Sumatra Tourism Office must encourage and be able to provide space so that knowledge sharing between employees runs optimally because of its crucial role in increasing employee innovative work behavior both from the aspect of facilities and policies at the West Sumatra Tourism Office. Concrete efforts have been made to increase this knowledge sharing by paying attention to statement items on knowledge sharing variables which are still low, including:

1. Employees must make detailed operational standards in handling tasks in my department
2. Employees should make consistent efforts to foster a culture of knowledge sharing

3. Employees in work units should be able to increase the encouragement of knowledge sharing to other employees.

Another thing that can be done to increase knowledge sharing is to improve the implementation of transformational leadership. This is because the results of this study have proven that transformational leadership has a positive influence on knowledge sharing. For this reason, the practical implications that can be conveyed to the West Sumatra Provincial Tourism Office in order to improve transformational leadership are by paying attention to items that are relatively low. Therefore, the West Sumatra Tourism Office can improve Transformational leadership to increase employee innovative work behavior. Among the practical implications are:

1. Leaders should increase high respect for leadership at the Tourism Office of West Sumatra Province
2. Leaders continue to strive to improve their ability to influence new ideas and initiatives to carry out work
3. Leaders must continue to strive to emphasize rational thinking in solving problems in the organization.

The West Sumatra tourism office can maintain and direct job stress in a positive direction by providing various training on how to manage good job stress, such as relaxation, team support, work design, work schedule, and make stress management programs to employees of the West Sumatra Tourism Office. Innovative work behavior of Tourism Office employees can be improved by identifying employee stress factors.

5.3 Research Limitations

Based on the research that has been done, the researcher realizes that the research results are not perfect and have limitations. The limitations of this research are as follows:

1. It can be said that the sample in this study is still relatively small in scale with as many as 58 respondents because the scope is only civil servants at the Tourism Office of West Sumatra Province due to the limited number of employees.
2. The variables in this study are limited to Job stress, Transformational leadership, Knowledge sharing and Innovative work behavior.
3. The object studied in this study is only one of the many Tourism Office offices in each province of Indonesia.

5.4 Research Recommendations

From the limitations of researchers in completing this research, there are several suggestions for further researchers with similar topics, namely as follows:

1. By taking into account the results of the study, in order to correct deficiencies in this study, further research should use a larger number of samples, use the latest data and expand the object of research. In order for research to provide results that are more relevant and more accurate.
2. In future research it is hoped to add other variables that can influence innovative work behavior such as personality, work engagement and use other variables to serve as mediating variables such as team learning, organizational support, etc.
3. It is hoped that this research can become a reference for future researchers as a literature review and as a source of reference for researchers who will conduct research on job stress, transformational leadership, knowledge sharing and innovative work behavior.
4. Organizations must provide space so that knowledge sharing between employees runs optimally because of its crucial role in increasing employee innovative work behavior.

