

## CHAPTER V

### CONCLUSION

This chapter will be providing the conclusion from the findings and discussions of the research which has been shown in the previous chapter. Also this chapter show the limitation in this study and implication for the possible future directions for the research.

#### 5.1 Research Conclusion

The aim of this study is to discover about the relationship between the constructs which are leadership, work motivation, work environment, and job satisfaction. This study concerns about leadership, work motivation, work environment of the medical employees of Semen Padang Hospital and how this variable influences job satisfaction of the employees. The researcher uses primary data by distributing online questionnaires to the employees of Semen Padang Hospital through Google form. There are three hypotheses development in this study. After conducting test in Smart PLS 3.3.9, the hypothesis can be concluded as follows:

1. According to the result of this study, leadership influences job satisfaction of the medical employees in Semen Padang Hospital. This shows that the application of leadership from Semen Padang Hospital have significant effect on their satisfaction of the job. This study shows, leadership is a process that regulates employee activities. If the company implements a good leadership system, this will affect employee satisfaction in doing their job.
2. This study proved the positive relationship between work motivation and job satisfaction. When the employees have a high motivation to do their job, it will increase job satisfaction and vice versa. Job satisfaction is when the employee feeling of pleasure of their job. This statement means that if the company can motivate

employees both in wages under the workload or career opportunities for employees, employees will be satisfied with their performance.

3. From the results of this study it is revealed that work environment positive and significantly influences job satisfaction, which means the higher sense of care for the environment of this company will gain the employee's satisfaction. If employees are satisfied with the existing work environment's conditions, it will encourage job satisfaction from these employees. Thus, companies must consider adequate working conditions for their employees. The better the work environment, the more maximum employee's satisfaction.

## 5.2 Implications

This research can be used as one of the considerations and sources of information for evaluation materials in improving the performance of the medical employees of Semen Padang Hospital. Based on the results of the study it can be concluded that company must maintain and enhance the application of leadership, work motivation, and work environment because the application of leadership, work motivation, and work environment has a significant impact on job satisfaction.

The implication from the results of this study, it is known that the level of satisfaction of the employees are influenced by variables of leadership, work motivation, and work environment. This study can be used as a guideline for the taker a decision on the Semen Padang Hospital, an effort to control their satisfaction by maintain and increase the leadership, work motivation, and work environment. The results of the theoretical model of this study explains that leadership and work motivation do not influence job satisfaction and also work environment directly influence job satisfaction on medical employees of Semen Padang Hospital. This research also confirms that by improving environment of working in Semen Padang Hospital can increase the satisfaction of the employees. Where the work

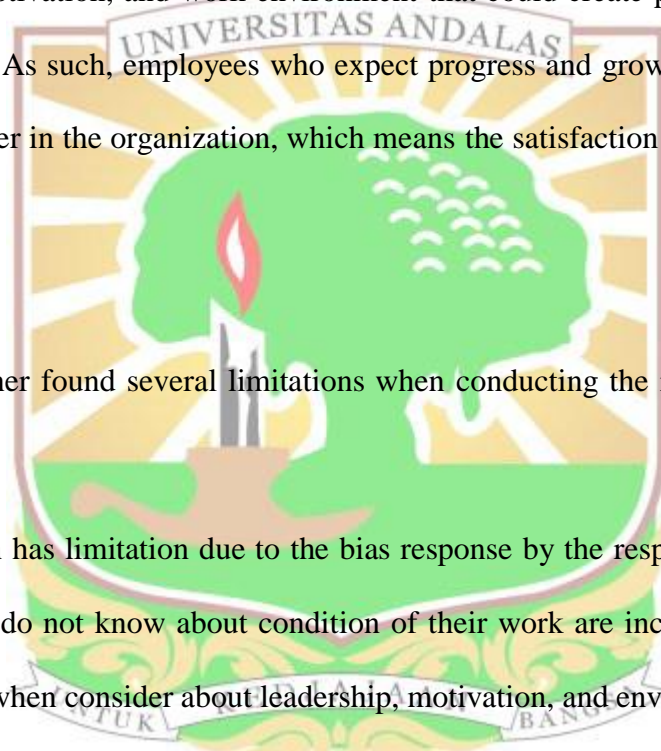
environment has three dimensions: top management and esteem needs, job safety and security and working hour, and the last one is the relationship with coworkers.

Other than that, this paper indicates that leadership, work motivation, and work environment are a practical part of techniques that should be viewed by managers seeking to build a committed workforce. It may be specifically beneficial in that several commitment improving techniques have been instructed toward beginners rather than longer-term employees. To fulfill employee satisfaction, organization should focus on tendency of leadership, work motivation, and work environment that could create psychological contract with its employees. As such, employees who expect progress and growth in their career will ultimately stay longer in the organization, which means the satisfaction of the employees will become higher.

### 5.3 Limitations

The researcher found several limitations when conducting the research which are as follows:

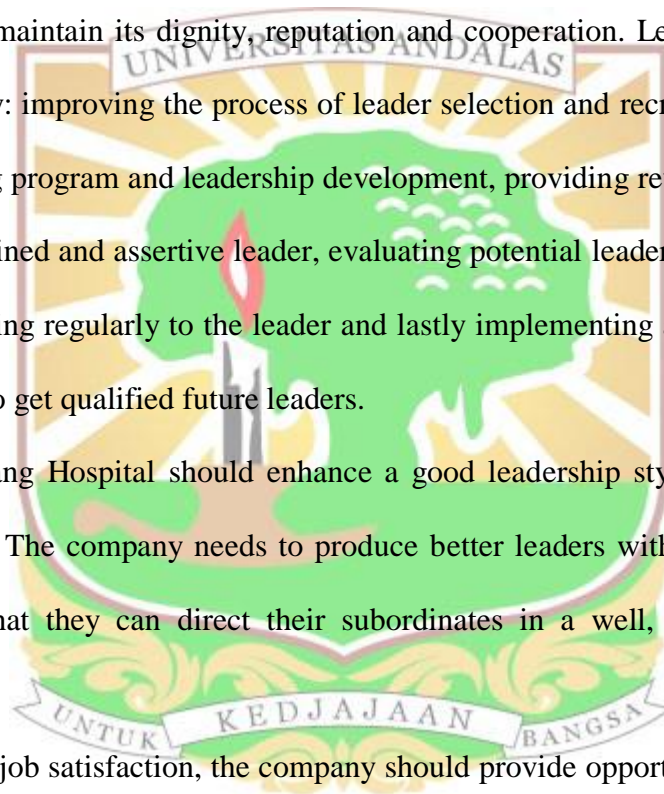
1. The research has limitation due to the bias response by the respondents. Some of the respondents do not know about condition of their work are included in this study or not such as when consider about leadership, motivation, and environment of their job.
2. The number of respondents in this study was limited to only 100 people. So it is not yet biased describes the whole employees who has satisfaction of the job.
3. The independent variables in this study are leadership, work motivation, and work environment, so that it cannot describe in its entirety the things that are affect job satisfaction.



#### 5.4 Recommendation for Future Researcher

Based on the conclusion above, here are some suggestions that can be used as a reference for the management of Semen Padang Hospital based on the results of this study are as follows:

1. A company needs to improve good leadership style to improve the employee's satisfaction. A company must have a leader with high power position. The enforcement of discipline and assertiveness by a leader is necessary so that employees are able to maintain its dignity, reputation and cooperation. Leadership style can be improved by: improving the process of leader selection and recruitment as well as set up a training program and leadership development, providing rewards and recognition for a disciplined and assertive leader, evaluating potential leaders, providing coaching and counseling regularly to the leader and lastly implementing a succession plan that is targeted to get qualified future leaders.
2. Semen Padang Hospital should enhance a good leadership style to improve its job satisfaction. The company needs to produce better leaders within its organization in the sense that they can direct their subordinates in a well, structured, and clear manner.
3. To increase job satisfaction, the company should provide opportunities for employees to become employees who are needed by the visitor or customer to reduce the desire of employees to feel motivated by the organization.
4. To increase work motivation, the company should increase employees' awareness of the sustainability of the company a sense that the company has a meaning and the company should give and believe employees must remain loyal to the company in order to reduce the desire of satisfaction of the employees.



5. The suggestions for future researchers are to use different variables and use other models in order to obtain different findings to expand the study of human resource related sciences. This research implies that, especially during the Covid-19 pandemic, every company must pay attention to lead the employees well, motivate the employees, maintain the work environment, and it will achieve employee's satisfaction.
6. The next researcher can conduct research in other part of business. This can help to enrich the knowledge and the understanding of human resources topics according to this research.

