

## CHAPTER V

### CONCLUSION, LIMITATION, AND RECOMMENDATION OF RESEARCH

#### 5.1 Conclusion of the Research

The purpose of this research was to determine the influence of knowledge management impact on job satisfaction. This research using primary data that collected by spreading 202 questionnaires to the respondents. The data of research is processed using SPSS16. Based on the analysis and discussion that has been done, it can be concluded as follows :

1. The first hypothesis ( $H_1$ ) give positive and not significant influence on job satisfaction. It means knowledge acquisition not give big influence on job satisfaction. It means the  $H_1$  for this study is rejected.
2. The second hypothesis ( $H_2$ ) give positive and not significant influence on job satisfaction. It means knowledge sharing not give big influence on job satisfaction. It means the  $H_2$  for this study is rejected.
3. The thirth hypothesis ( $H_3$ ) give positive and not significant influence on job satisfaction. It means knowledge creation not give big influence on job satisfaction. It means the  $H_3$  for this study is rejected.
4. The fourth hypothesis ( $H_4$ ) give positive and not significant influence on job satisfaction. It means knowledge codification not give big influence on job satisfaction. It means the  $H_4$  for this study is rejected.

5. The fifth hypothesis ( $H_5$ ) give positive and not significant influence on job satisfaction. It means knowledge retention give influence on job satisfaction. It means the  $H_5$  for this study is accepted.

## 5.2 Implication of the Research

Knowledge Management process variable has positive and not significant influence on job satisfaction employee non academic staff Andalas University. It means that knowledge management process not give big influence on job satisfaction. Andalas University need to revise many aspect on their knowledge management process. For example in knowledge acquisition variable. In this research the lowest mean is 1th indicator “I easily find information needed in my work from sources outside my organization”. Andalas University can improve the sources of their information from the outside for example Andalas University can make business relationship with other company in order to support their employee easy get information about their work from outside sources. From this research the highest mean is in 2nd indicator which is “I get much important information from collaboration partners outside my organization”. Combining both inside and outside colaboration and increasing partners from outside can make the knowledge acquisition more and more effectively.

The results of this study illustrate that KM not really impact on employee job satisfaction. It should therefore encourage Dean of each faculty at Andalas University to improve KM activities in their organisations, both to improve knowledge worker performance and wellbeing at work. In addition, the results

demonstrate that different employee groups benefit from different kinds of KM activities. For example only knowledge retention that have positive and significant impact on job satisfaction employee non academic staff Andalas University. The paper, therefore, provides guidelines for a targeted implementation of KM in different intra-organisational working environments.

### **5.3 Limitation of the Research**

This study has several limitations of the study. With this limitation, expected to be improved in future research. The limitations in this study are:

1. The sampling technique which used is non probability, so it difficult to generalizable and the number of sampling which used too little.
2. This research has limitations of the response bias of the respondents. Response bias is the information given by respondents through questionnaire sometimes does not show the actual opinion of the respondents. This happened because of the inability of the respondents to understand the items of each point in the questions. So that the honesty of respondents in answering the questions and the limitation time given to them in filling the questionnaires are slightly inappropriate.
3. In this research, the researcher just collect the information from 202 respondent from Andalas University that does not really describe the real condition in field. The research only conducted in one University in Padang City. Because of the limitation of respondent number some

indicator need to be deleted to make it reliable. The solution of make the variable reliable is by adding the number of respondent. It suggested to the next researcher to add more respondent.

#### **5.4 Recommendation of Research**

The result of this research is expected to encourage and become references to conduct further research in the future, some suggested topics to be developed in further research:

1. For next research it is suggested to distribute questionnaires in a longer period to know the accurate perception of the respondents. It also suggested for the next researcher to add another way of spreading questionnaire. The another way is spreading questionnaire online.
2. For next research it is suggested to conduct a research for more peoples from many university, not only in Andalas University, also can change the sample University. Also suggested to next researcher to do research in more number countries and more number of cities. So we can look many perception from various countries.
3. For the next research, distributed the questionnaire more to the head or chairman per division to get more understanding, more data and different perception of information

4. For the next research, different variables can be added or encompassed regarding the topic of the research in order to create and found varieties of the result for example working enviroent as mediating variables.

