

CHAPTER V

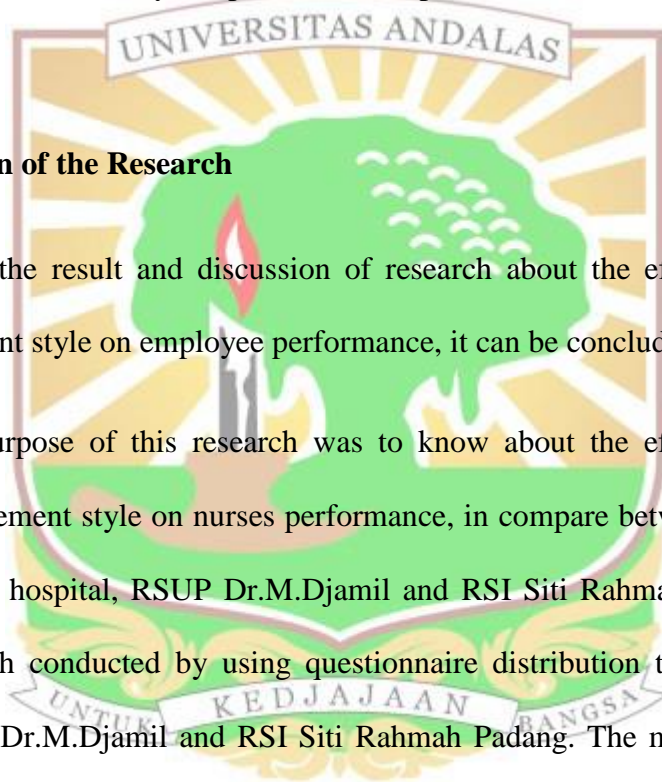
CONCLUSION, LIMITATIONS AND RECOMMENDATION OF RESEARCH

This chapter provides conclusion drawn from finding and discussion presented in the previous chapter, followed by assessment of the potential limitation present in study, implication and possible future directions for the research.

5.1 Conclusion of the Research

Based on the result and discussion of research about the effect of conflict management style on employee performance, it can be concluded as follows :

1. The purpose of this research was to know about the effect of conflict management style on nurses performance, in compare between public and private hospital, RSUP Dr.M.Djamil and RSI Siti Rahmah Padang. This research conducted by using questionnaire distribution to the nurses of RSUP Dr.M.Djamil and RSI Siti Rahmah Padang. The measurements of the variables are 6 items for integrating style, 5 items for obliging style, 6 items for compromising style, 5 items for dominating style, 6 items for avoiding style, and total 38 items for nurses performance. Data have been processed by using SmartPLS 2.0 for windows separated between public and private hospital category.



2. Based on test hypothesis, there is a different result between public and private hospital result in Integratin conflict management style. In public hospital category, they tend to apply this style and it lead to improve nurses performance, meanwhile private hospital has different idea, and tend to neutral for integrating style. Researcher conclude that integrating style only influence on nurses in public hospital performance, the higher the use of integrating style in handling conflict, it will higher the nurses performance.

3. Based on the hyphotesis, for another 4 conflict management style (Obliging, Compromising, Dominating, and Avoiding) it shown the same result, it can be assume that whether in public nor in private hospital, nurses has almost the same typical task, and service also the customer (patient). So, that is why, there are no amount significant different result of effect of conflict management style on nurses performance in public and private hospital.

5.2.Limitation of the Research

Researcher found some limitation when conducted this research. Some of the limitation are as follow :

1. Comparison size of population

Because both total nurses between public and private hospital is significantly different, so the questionnaire is not distributed properly,

meanwhile RSI Siti Rahma use census, RSUP Dr.M.Djamil use sample.

2. This research has specific focus

Only dimension of conflict management style that are Integrating, Obliging, Compromising, Dominating, and Avoiding.

3. This research only conflict management style (Integrating, Obliging, Compromising, Dominating, and Avoiding) as variable that can influence nurses job performance, where there are many other variable that can predict nurses performance.

5.3.Recommendation of the Research

Some of the recommendation for future research :

1. The next research can use more variable in determining the nurses performance, not just focus on dimension of one variable. Because from the result there are still another variable that influence nurses performance.
2. Each dimension can not explain briefly their effect on performance cause the items of each dimension that becomes variable just 5 to 6 items.

