# CHAPTER V

# CONCLUSION, LIMITATION, AND RECOMMENDATION

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

## 5.1 Conclusion

The purposed of this research is to find out the influence between the emotional intelligence that the employee have to the performance of the employee in some of Pengadilan Agama in Sumatera Barat and also to find out whether these variables have significant relationships or not. There is one hypotheses developed in this research based on the literature review and previous studies. Therefore, the analyses of results is emotional intelligence having positive impact to the employees performance.

The competency framework consists of four dimensions (Self-awareness, Self-management, Social Awareness, and Relationship Management) and 18 competencies, including Empathy, Achievement Orientation, Optimism, Self-confidence, and Adaptability . From the research we conclude that the employee that having a good emotional intelligence will have a good performance in work too, we can assess from their career, job, organization, team, and innovation. Emotional

intelligence is the ability to perceive, understand, and selectively apply the power and sensitivity of emotions as a source of energy and human influence. Hence, if someone having a good emotional intelligence they can easily manage themselves and build a good relation with their work environment.

## 5.2 Limitation

While doing this research, the researcher found some limitations. The limitations are as follow:

1. Variables

   The variables examined in this research emotional intelligence and employee performance. The next research will be more variables and indicators added to be developed.

2. Research location

   The location of the research is in some of *Pengadilan Agama* in Sumatera Barat province. Because the location of *Pengadilan Agama* that exist in some city and regency, researcher just choose the location that researcher able to come. That are: Padang, Bukittinggi, Payakumbuh, Batusangkar, and Pariaman.

3. Respondents.

   In this research, the researcher already distribute 200 questioners but only 154 returned because, so researcher 154 only used  respondents as sample. For the
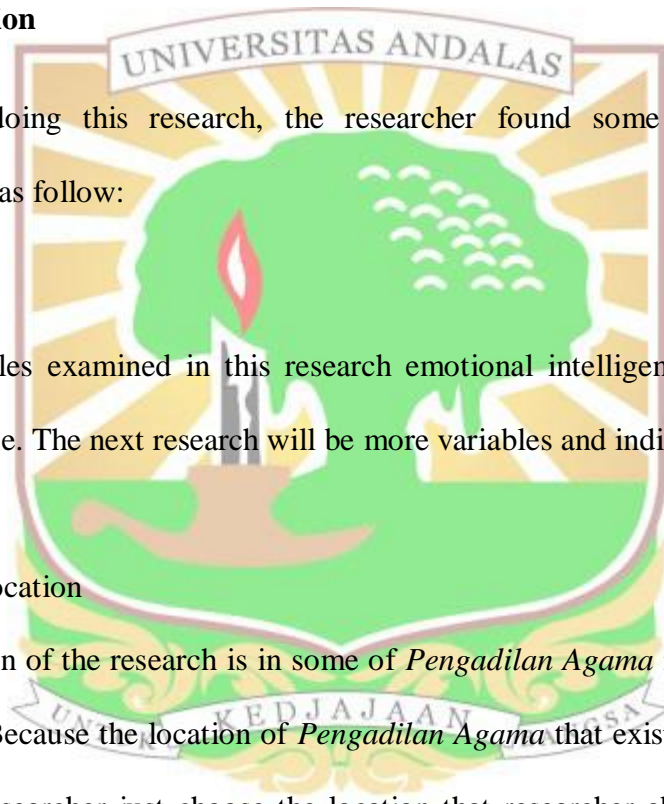
next research, hopefully researcher can get more respondents, so, there are plentiful data from the respondents to increase the accuracy of the next research.

**5.3     Implication of the Research**

This finding of this research has some several important implications to the employees of *Pengadilan Agama* in Sumatera Barat Padang. Based on the result, it is proved the hypothesis is accepted and also the previous studies related with variables used in this research.

Having a good employees with the high emotional intelligence that they have, that will help the company having a good performance of the employee. While employee that have a good performance will make *Pengadilan Agama* in Sumatera Barat will be better. The employee of *Pengadilan Agama* have to understand the importance of having a high emotional intelligence to increase the performance of the employee it self. Some aspect that company have to consider about the emotional intelligence are how the employee manage their self and how they manage with the others.

Results of the present study implies that emotional intelligence has significant and positively impact on employee performance. This study revealed that emotional intelligence contributes directly by the way of social awareness, self management, relationship management and self awareness. This study is very much helpful for the management of *Pengadilan Agama* in Sumatera Barat for taking the decision regarding the inquiry of different factors which reduce the performance level of the

employee working in *Pengadilan Agama.* From the study it is also concluded that for better performance of employees needs self management, self awareness, social awareness and relationship management. Better job performance can be achieved through identify the factors such job, career, innovation, team and organization.

The management of *Pengadilan Agama* can assess the employees from their raising of career, their  job, or their innovation for the job. Its will help to know the performance of the employee and can find the way to develop or increase it. For the employee also have to able to appraise and  be knowledgeable about how to influence these feelings. They must also be able to anticipate how to react in different circumstances, events, and changes, and effectively manage these reactions.

## 5.4    Recommendation of the Research

Several recommendation  to future researchers:

1. The next research can gather the data more than 150 samples to strengthen the validity through the data process. It can be including all of employee, not only structural employee.
2. From the result, there are still more variables that have an influence on employee job performance, hopefully the other researchers will identified the others variable that influence on employee job performance.
3. The next researcher can choose other location or all of *Pengadilan Agama* in Sumatera Barat or other province, so the result can be compared.