

# CHAPTER V

## CONCLUSION, IMPLICATION, LIMITATIONS AND RECOMMENDATION OF RESEARCH

### 5.1 Conclusion

From the discussion previously explained to answer the problem formulation, this research can be concluded as follows:

1. Servant Leadership influences Employee Performance. This shows that the application of servant leadership from superiors to academic staff at Bung Hatta University will improve the performance of the academic staff themselves.
2. Servant Leadership influences Employee Relations. This shows that the application of servant leadership from superiors to academic staff at Bung Hatta University will increase Employee Relations.
3. Employee Relations affect the Employee Performance. This shows that the good application of Employee Relations will affect the Employee Performance of Bung Hatta University academic staff.
4. Servant Leadership influences Employee Performance through Employee Relations. This shows that the application of servant leadership from superiors to academic staff at Bung Hatta University will increase Employee Performance even if it is coupled with the application of Employee Relations.

### 5.2 Research Implication

Since we found in this research that the  $R^2$  value is 91% it means that this research can be used as one of the considerations and sources of information for evaluation materials in improving the performance of academic staff from the Bung Hatta University in Padang. Based on the results of the study it can be concluded that

to improve the performance of Bung Hatta University employees, Bung Hatta University must maintain and enhance the application of Servant Leadership because the application of Servant Leadership has a significant impact in improving employee performance. So, the implication in this study are as follows :

1. Bung Hatta University should enhance or at least keep involving the employees in decision making.
2. Bung Hatta University should encourages employees tp be involved in community service and volunteer activities outside work.
3. Bung Hatta University should enhance or at least keep giving a career advice for the employees.
4. Bung Hatta University should developed and organized the policies better
5. Bung Hatta University should give the reward for the employees according to their performance.
6. Bung Hatta University should maintain the creativity of the employees.
7. Bung Hatta University should improve the ability of academic staff in terms of creating more effective and efficient routines and work processes .

### 5.3 Limitation of the Research

Based on the experience of researchers while conducting research, researchers realize that the results of this study are not perfect and have many limitations that affect the expected results. Therefore, this limitation is expected to be given more attention for further studies. Some limitations in this study include:

1. Researchers only analyze the direct effect of one variable, namely servant leadership on employee performance, and the indirect effect between servant leadership on employee performance through employee relations.

2. This research is only conducted on academic staff at the Bung Hatta University in Padang

#### 5.4 Recommendation

The suggestions from the authors based on the results of this study are as follows:

1. It is recommended that further researchers can reproduce the data, not only quantitative data from the questionnaire, but also add data obtained from other methods such as interviews, etc. For further researchers, it can increase the number of samples that become respondents, so that the research results obtained can be better.
2. It is recommended for further researchers to add other variables such as Self Efficacy that can affect employee performance not examined in this study.
3. It is recommended for further researchers to better utilize time and calm so that they can achieve better results as well.
4. It is recommended for further researchers to be able to examine different objects.
5. It is recommended for further researchers to better control the filling of questionnaires in research with the aim to minimize the possibility of misunderstanding of the statements that exist in the questionnaire.

