

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.

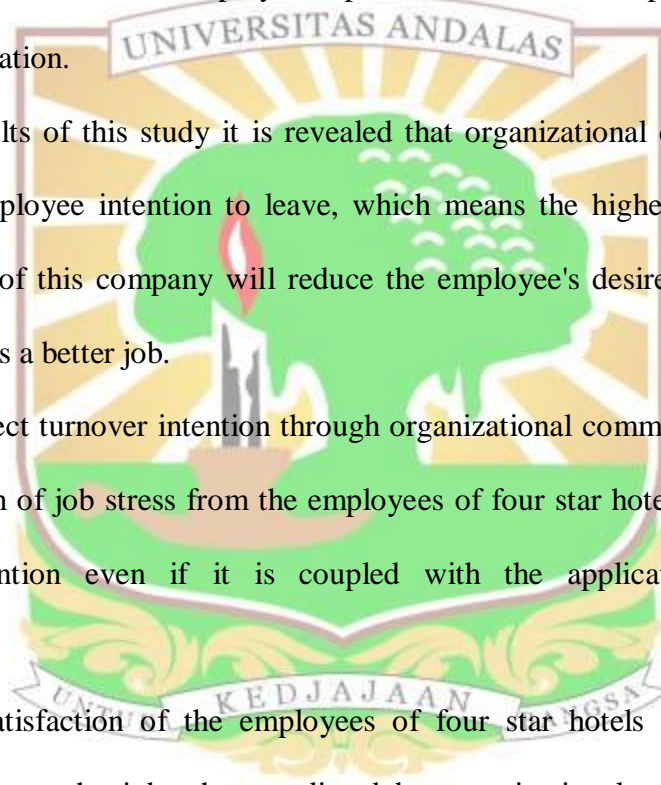
5.1 Research Conclusion

The aim of this study is to discover about the relationship between the constructs which are job stress, job satisfaction, organizational commitment, and turnover intention. This study concerns about job stress and job satisfaction of the employees of four star hotels Padang and how this variable influences turnover intention while mediated by organizational commitment. The researcher uses primary data by distributing online questionnaires to the employees of four star hotels Padang through Google form. There are seven hypotheses development in this study. After conducting test in Smart PLS 3.29, the hypothesis can be concluded as follows:

1. According to the result of this study, job stress influences turnover intention of the employees in four star hotels Padang. This shows that the application of job stress from the employees is not effect on their intention to leave the job. This study shows the less of stress will learn less of the employees' intention to leave their job.
2. This study proved the negative relationship between job satisfaction and turnover intention. When job satisfaction is higher the turnover will be lower and vice versa. Job satisfaction is when the employee feeling of pleasure of their job. The organizations prove their employees to more satisfied to reduce their intention to leave the job.
3. According to the result of this study, job stress is not influence the organizational

commitment of the employees in four star hotels Padang. This study shows the higher of job stress will influence their desire for togetherness between the goals and values of individuals.

4. This study proved the positive impact between job satisfaction and organizational commitment. From the results of this analysis revealed that job satisfaction perceived employees increase their organizational commitment. Job satisfaction appears when there is a meeting point between employee expectations of certain aspects with what is given by the organization.
5. From the results of this study it is revealed that organizational commitment negatively influences employee intention to leave, which means the higher sense of care for the sustainability of this company will reduce the employee's desire to leave the company when their gets a better job.
6. Job Stress affect turnover intention through organizational commitment. This shows that the application of job stress from the employees of four star hotels Padang will increase turnover intention even if it is coupled with the application of organizational commitment.
7. Highly job satisfaction of the employees of four star hotels Padang will lead their intention to leave the job when mediated by organizational commitment. This study shows about the higher satisfaction, they may learn less their intention to leave, but they might have great satisfaction to restart which can bring them to stay at their job.



5.2 Research Implication

This research can be used as one of the considerations and sources of information for evaluation materials in improving the performance of the employees of four star hotels Padang. Based on the results of the study it can be concluded that four star hotels must maintain and enhance the application of job stress and job satisfaction because the application of job stress and job satisfaction has a significant impact on turnover intention.

The implication from the results of this study, it is known that the level of intention out employees are influenced by variables of job stress, job satisfaction, and organizational commitment. This study can be used as a guideline for the taker a decision on the four star hotels Padang, an effort to control job stress and increase job satisfaction and organizational commitment to maintain employees not to leave the organization. The results of the theoretical model of this study explains that job stress and job satisfaction affect turnover intentions directly or through organizational commitments that influence partially. This research also confirms that by improving organizational commitment can reduce the intention to leave employees where organizational commitment has three dimensions: affective commitment, continuous commitment, and normative commitment.

Other than that, this paper indicates that job stress, job satisfaction, and organizational commitment practices 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 overcome employee turnover issue, organization should focus on tendency of stress, satisfaction, and commitment 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 turnover intention will become less.

5.3 Research Limitation

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 stress and intention to leave 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 intention to leave the job.
3. The independent variables in this study are job stress and job satisfaction, so that it cannot describe in its entirety the things that are affect turnover intention.

5.4 Research Recommendation

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

1. To reduce job stress, the company should give awards to employees who can complete their work well which in turn can reduce the desire of employees to leave the organization.
2. 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 leave the organization.
3. To increase organizational commitment, 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 employees to leave.

4. To reduce the desire of employees to leave their jobs the company should give more time to finish the job, give pay fairness in accordance with the workload of employees and increase employee loyalty through organizational commitment.
5. The next researcher can conduct research in other part of Sumatera and Indonesia. This can help to enrich the knowledge and the understanding of human resources topics according to this research.

