

CHAPTER 5

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 of this research, implication of the research, and future research recommendation.

5.1 Research Conclusion

This research are conducted to analyse the impact of work discipline, emotional intelligence and social intelligence toward employee performance in SPNF SKB Kota Padang. To analyse the relationship between these variable, SPSS 25 were used as the tool to do several test. The primary data were obtained by spreading questionner from google form to 34 employees of SKB Kota Padang. From the hypothesis, conclusions can be drawn as follows:

1. From the result, it conclude that work discipline in SKB Kota Padang does have a positive but not significant impact on its employee performance. The better the discipline, the higher the performance that can be achieved.
2. From the result, it conclude that emotional intelligence in SKB Kota Padang does have a positive but not significant impact on its employee performance. The better the emotional intelligence, the higher the performance that can be achieved.

3. From the result, it conclude that social intelligence in SKB Kota Padang does have a significant impact on its employee performance. The better the social intelligence, the higher the performance that can be achieved.

5.2 Research Implication

1. For SKB Kota Padang, to pay more attention to work discipline, emotional intelligence and social intelligence and apply it properly in an effort to improve employee performance. However, it is recommended to the institutions to focus more on social skills or social intelligence. This is because this variable are considered more influential on employee performance compared to discipline and emotional intelligence.
2. The result shows that if the employee has a good the social intelligence, it might improve their performance. This can be done by improving situational awareness, presence, authenticity, clarity, and empathy through continuous practice. According to Goleman (2004), there are four basic skills that must be developed in improving social intelligence, namely organizing groups, negotiating problem solving, establishing relationships and analyzing social issues. Meanwhile, another opinion from Shapiro (Azzet, 2014) states that there are five social skills that can be trained in order to have good social intelligence, namely communication skills, humorous skills, making friendships, playing a role in groups, and politeness in relationships.
3. In their role as leaders in organizations, leaders have the power to influence employees to accomplish personal and organizational goals.

Faeth (2010:2) mentioned that Leadership is a social influence process that is necessary for the attainment of societal and organizational goals. By having effective leadership skills, the leader can influence his employees to increase social intelligence and awareness, discipline, and ability to manage emotions through conducting training with the theme related to communications, giving reward, giving motivations, and other activities that support the social intelligence of the employees.

4. For academics, as knowledge development, this research can be a reference for future research

5.3 Research Limitation

Based on the research carried out at SKB Kota Padang, the researchers realized that this study was still far from perfection and has limitations. Therefore this limitation expected to be considered for future research. The limitations of this research are as follows:

1. This research conducting in government office especially in SKB in Kota Padang only, so it might not be applicable for other institution.
2. The sample are limited and relatively small because the respondents are only employees of SKB Kota Padang.
3. The data obtained using questionnaire, where it might not show the real condition of respondents.
4. There are other variables that affect employee performance that are not used in this research such as leadership, organization culture, motivation, etc.

5.4 Future Research Recommendation

1. Future research is expected to increase the number of sample for more accurate result.
2. The scope of area in the future research is expected to be expanded so that it can be applied broadly.
3. Future research can add other variables related to employee performance.
4. Future research can add interview techniques in data analysis, for more accurate results.

