

## 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 was conducted to analyze the impact of organizational culture, total quality management, and organizational commitment on employee performance in PT Asal Seiya Sekata. To analyze the relationship between these variables, SPSS 25 was used as the tool to do several tests. The primary data were obtained by spreading questionnaire to 43 employees of PT Asal Seiya Sekata. From the hypothesis, conclusions can be drawn as follows:

1. From the result, it concludes that organizational culture in PT Asal Seiya Sekata does have a positive and significant impact on its employee performance. The better the culture, the higher the performance that can be achieved.
2. From the result, it concludes that total quality management in PT Asal Seiya Sekata does have a positive but not significant impact on its employee performance. The better the total quality management, the higher the performance that can be achieved.
3. From the result, it concludes that organizational commitment in PT Asal Seiya Sekata does have a positive but not significant impact on its employee performance. The better the organizational commitment, the higher the performance that can be achieved.

## **5.2 Research Implication**

1. PT Asal Seiya Sekata needs to pay more attention to organizational culture, total quality management, and organizational commitment and apply it properly in an effort to improve employee performance. However, it is recommended to the institution to focus more on organizational culture. This is because this variable is considered to be more influential on employee performance compared to total quality management and organizational commitment.
2. The result shows that if there is a good organizational culture in the company, it might improve the employee performance. This can be done by encouraging employees to set targets, creating the environment of learning, competition, opportunities, positive attitudes, and mutual trust. According to Dennison in his model of organizational culture, an organization with a good organizational culture needs to pay attention on the four characteristics, namely Adaptability, mission, consistency, involvement. Meanwhile, another opinion from Hodgetts and Luthans (2003), that there are four characteristics of organizational culture; Norms, clear rules, observed behavioural regularities, coordination and integration.
3. PT Asal Seiya Sekata has to increase its program of socializing the new management system with employees. As suggested by Juran (1995), namely the concept of quality trilogy; quality planning, quality control, quality improvement.
4. This company should increase employees' feelings of attachment to the company. Both emotionally and materially. Moreover the company must be able to develop employee abilities so that they feel the company is also participating in developing their own performance and abilities.
5. For academics, as knowledge development, this research can be a reference for future researches.

### 5.3 Research Limitation

Based on the research carried out at PT Asal Seiya Sekata, the researchers realized that this study was still far from perfection and has limitations. Therefore these limitations are expected to be considered for future research. The limitations of this research are as follows:

1. The sample are limited and relatively small because the respondents are only 43 of all employees of PT Asal Seiya Sekata.
2. This study uses a questionnaire, and questionnaires often do not show actual respondent behaviour. It is hoped that further research will also use a qualitative approach, in order to increase the strength of the data from the quantitative approach, because this can help to get more better research results.
3. 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.