

CHAPTER V

CONCLUSION

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

1.1 Conclusion of the Research

This research is quantitative research using a primary source of data through explanatory research to analyze how one or more variable related the other variables and the effect between variables that explained by the hypothesis. The questionnaires are spread to employees in Bank Nagari West Sumatera.

The purpose of this research is to find out impact of job stress, work-family conflict, and job satisfaction on turnover intention. This research also finds out whether variables have a significant effect and positive effect or not. After gathering all the questionnaires back, the data have been processed by using SPSS 16.0, through several tests; measurement outer model (validity test and realiblity test) and measurement inner model (r-square and t-test). There are three hypothesizes developed in this research:

1. Based on hypothesis testing, there is a positive and significant influence from job stress to turnover intention. That's mean when employee feel job stress, they move closer to turnover intention.
2. Based on hypothesis testing, there is a positive and significant influence from work-family conflict to turnover intention. That's mean when employee has work-family conflict, they move closer to turnover intention.
3. Based on hypothesis testing, there is a negative and significant influence from job satisfaction to turnover intention. That's mean, the higher the job satisfaction, it can't make the employee move closer to turnover intention.

1.2 Implication of the Research

The findings in this study have several important implications that must be considered for Bank Nagari West Sumatera related to job stress, work-family conflict, job satisfaction, and turnover intention. The implications of this study are as follows:

1. The company need to pay attention for employee who feel stress at their job. Event though the value of job stress is not high, but there are employees who feel stress at their job. The HRD team may give an ear to hear what's their problem so they both can find a good solution to decrease the job stress. The company also need to find a good strategy for employee who need motivation so they can perform better and achieve more at work.
2. Work-family conflict is rarely a difficult issue to talk because some people might try their best to hide it from their friends at work or from their environment. But still, it would be better if we can find if an employee has work-family conflict or not so they feel comfortable at work and never guide them to turnover intention
3. The job satisfaction at Bank Nagari has a high value. The company need to maintain this good condition so the employee always choose to stay at their work place.
4. The average of turnover intention in this study is low with a value of 1,73. The company, especially the HRD team need to maintain this good condition. However, it is also mean there is an turnover intention in that work place so the company also need to think what kind of strategy to decrease the value.

1.3 Limitation of the Research

This research can not be separated from limitations and weaknesses. On the other hand, the limitations and weaknesses found in this study can be a source for future researchers. The limitations found in this study are:

1. The sample in this study is still limited and on a relatively small scale. Small sample size may limit the generalizability of the respondents in this research. Because researcher only conduct a research at Bank Nagari in two branches: Central of Bank Nagari and Bank Nagari Siteba, where the researcher only input 60 questionnaires to find the results of this study.
2. This study uses a questionnaire, but questionnaires often do not show actual respondent behavior.
3. This research was conducted using four variables. The variables used are job stress, work-family conflict, job satisfaction, and turnover intention. There are still a number of variables that affect turnover intention of employee that are not used in this study.

5.4 Recommendation of the Research

The result of this research is expected to improve and become references to conduct further research in the future, some suggested topics to be developed in further research:

1. For the future research, it is expected to expand the scale and multiply the sample by spreading it to other branch to find more data. Therefore, the results obtained are more concrete.
2. For the next research, it is hoped that the 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. For further research, it is expected to be able to use other variables, which are many other variables that can affect turnover intention in Bank Nagari West Sumatra.