

CHAPTER V

CONCLUSION

This chapter aims to describe the conclusions of the research results in order provide an understanding of the results of data analysis that has been done and opportunities for further research. The author makes managerial implications, research limitations, and suggestions as follows:

5.1 Conclusion

This research examines the impact of job stress dimension on employee performance. Based on the results of data analysis obtained from research, it can conclude as follows:

1. Based on multiple regression analysis, workload does not give significant influence to employee job performance. Workload will negatively affect employee performance. Therefore, hypothesis 1 rejected.
2. Based on multiple regression analysis, job security does not give significant influence to employee job performance. Job security will positively affect employee performance. Therefore, hypothesis 2 is rejected.
3. Based on multiple regression analysis, it can be concluded that shift work has significant influence to employee job performance. Shift work will negatively affect employee performance. Therefore, hypothesis 3 is rejected.

5.2 Managerial Implications

This research discusses the impact of job stress dimension on employee performance. Research on this topic has important implications for human resource management at Couvee and Janji Jiwa coffee shop. This research can help the company to better understand the actual situation felt by employees and employee needs regarding to their workload, job security, and shift work.

Couvee and Janji Jiwa management needs to think of strategies to prevent potential decreasing employee job performance behavior to a higher level. Based on the research results, the most prominent workload is (WL 2) “I feel that my co-workers are not working efficiently”. Therefore, Couvee and Janji Jiwa coffee shop needs to focus on this necessity. There are some strategies to reduce workload including provide or select the right employee to handle other employee as a partner with a specific skill or requirement that could contribute with more effective to the team. Moreover, Couvee and Janji Jiwa could make policy that ensure supervisor to prevent such negative relation between employee, by assessing their task by each individual and provide them to give their opinion regarding to their team.

The level of employee’s job security awareness in Couvee and Janji Jiwa is categorized as very low. The low level of job security awareness has two point that categorized as medium it is “I am worried about bad retirement” and “I am worried about getting low wages”. The management should aware of employee awareness of this job security to keep the employees working their best for the company. Providing carrier in coffee shop industry could bring advantage to both employee and company. Employee could feel more secure and serious in their job because company provide

goals to be achieved while the company could be more popular since they are aware of coffee shop worker careers.

Couvee and Janji Jiwa is an industry that often uses shift work. Nevertheless, the management needs to find strategies to maintain or even improve employee performance who experience shift work. Based on the research results, the employees' shift work affects their family life since employees have to adjust their work hours to their lives. The management needs to focus on this, supervisors must understand each employee's capacity to do their own time management. The strategies include giving the employees some advice such as less complaining with each other about work time and how to adjust their time to maximize their time management. The management and supervisor should convince the employees that it will benefit employee health if they could manage their shift work.

Couvee and Janji Jiwa employees have a good awareness regarding their performance, showing the level of job performance awareness as medium while "I feel that lack of training is affecting my job performance" categorized as high. Management should be more aware of training that could help employees to maximize their performance.

5.3 Limitation

This research is inseparable from limitations. As for limitations of this study include:

1. This research only focused on Couvee and Janji Jiwa coffee shops in Yogyakarta due to the lack of time and capacity of the researcher to collect the data. The requirement of the sample is only focused on a coffee shop

that has 3 or more branches. This information is collected through observation due to the lack of research in the coffee shop industry.

2. This research using 2 brands as the sample, these brands might have different, which might affect the result of the research.
3. In distributing questionnaires researchers can only leave the questionnaire to the person in charge in the coffee shop, hence the researcher cannot be sure whether all respondents filled out the questionnaire in accordance with what was experienced or not and cannot check the completeness of filling out the questionnaire.
4. The structure and writing of the questionnaire allow for different understanding between researchers and respondents even though before distributing questionnaires, researchers had held discussions with a person in charge in the coffee shop.

5.4 Further Research

Based on the results of the study, the author suggests:

1. Further research is expected to represent all of the population of coffee shops in Yogyakarta. Further research also needs data of census on coffee shop industry in Yogyakarta to be able to determine populations and samples more effectively
2. Future research is expected to use 1 brand as their sample to prevent the difference between other brands.

3. The author recommends to make sure every sample should be observe while fill the questionnaire, to make sure every sample understood with the accordance with the exact situation.
4. Specified research question in questionnaire to prevent misunderstand between question and order to maximize the result of the study.



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APPENDIX