

## **CHAPTER 5**

### **CONCLUSION, LIMITATIONS, AND SUGGESTION**

#### **5.1 Conclusion**

Based on the results of the research and discussion described in the previous chapter, it can be concluded as follows:

1. Perceived Organizational Support is positively effect to employees job satisfaction in CV. Sumba Subur Surabaya, the higher the Perceived Organizational Support, the higher job satisfaction will be. Therefore, the first hypothesis in this research is accepted.
2. Perceived organizational support is negatively effect to employees organizational citizenship behavior in CV. Sumba Subur Surabaya, the higher the perceived organizational support does not have a major impact on improving organizational citizenship behavior. Therefore, the second hypothesis in this research is accepted.
3. Perceived organizational support is positively effect to employees organizational commitment in CV. Sumba Subur Surabaya, the higher the perceived organizational support, the stronger organizational commitment will be. Therefore, the third hypothesis in this research is accepted.
4. Job satisfaction is positively effect to employees organizational citizenship behavior in CV. Sumba Subur Surabaya, the higher the job satisfaction, the higher organizational citizenship behavior will be. Therefore, the fourth hypothesis in this research is accepted.
5. Job satisfaction is positively effect to employees organizational commitment in CV. Sumba Subur Surabaya, the higher the job satisfaction, the stronger organizational commitment will be. Therefore, the fifth hypothesis in this research is accepted.
6. Organizational commitment is positively effect to employees organizational citizenship behavior in CV. Sumba Subur Surabaya, the stronger the organizational commitment, the higher the organizational

citizenship behavior will be. Therefore, the sixth hypothesis in this research is accepted.

## **5.2 Limitations**

1. There is a limited number of respondents, so it does not produce a good model rating index
2. There are limitations to the study by using questionnaires that is, sometimes the answers given do not show the actual situation.
3. There are limitations by not explaining directly about the questionnaires to the respondent, sometimes the respondents does not understand about the questionnaires.
4. In this study only included one of the dimensions of organizational commitment, ie, affective commitment

## **5.3 Suggestion**

### **5.3.1 Suggestion for Academic**

For further research, data processing using SEM analysis is suggested to use a sample of more than 150 respondents so that the assessment index of the model used will be better. It is also recommended to be able to conduct research with qualitative methods, in order to see more deeply about perceived organizational support, job satisfaction, organizational commitment, and organizational citizenship behavior. In order to get more and more extensive information for organizational evaluation. It is recommended to carry out research using all the dimensions that exist in the variables in the study. It is also recommended to study differences of OCB among worker with different working experiences.

### **5.3.2 Suggestion for CV. Sumba Subur Surabaya**

Based on the conclusions of the research results, then several things can be suggested to CV. Sumba Subur Surabaya, are:

1. The employee satisfaction and commitment in CV. Sumba Subur Surabaya proved to be improved by paying attention to perceived organizational support, especially through the willingness of companies to meet specific employee requests.
2. Employess Organizational commitment and OCB in CV. Sumba Subur Surabaya is proven to also be strengthened by increasing job satisfaction, especially through adjusting between the work of employees and their abilities and talents.
3. Employees OCB in CV. Sumba Subur Surabaya is proven to also be strengthened by increasing employee commitment to the organization, especially through the willingness of employees to work in the company for a long time.

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