

CHAPTER V

CONCLUSION AND IMPLICATION

A. CONCLUSION

1. Servant Leadership Capability affects the Cognitive Trust of Trust Me Group employees.
2. Servant Leadership Capability affects the Affective Trust of Trust Me Group employees.
3. Cognitive Trust partially mediates the relationship between Servant Leadership Capability and Employee Performance on Trust Me Group Employee.
4. Affective Trust partially mediates the relationship between Servant Leadership Capability and Employee Performance on Trust Me Group Employee.
5. Cognitive Trust affects the Employee Performance of Trust Me Group employees.
6. Affective Trust affects the Employee Performance of Trust Me Group employees.

B. MANAGERIAL IMPLICATION

From the results of the study, several implications to be used as input and useful considerations for interested parties, including the following:

1. Servant Leadership Capability is an ability that is not possessed by all leaders. H1a and H1b are accepted so that Servant Leadership Capability

affects Cognitive Trust and Affective Trust. To improve this ability, more consistent attention needs to be paid to employees.

2. H2a and H2b are accepted so that Cognitive Trust and Affective Trust partially mediate between Servant Leadership Capability and Employee Performance. In cognitive trust, as a leader, it is necessary to improve his work ethic so that his employees can see clearly that their leader is very good and can be trusted by his employees, for example, always completing his work on time.
3. H3a and H3b are accepted so that affects Cognitive Trust and Affective Trust affects the Employee Performance. The employee performance is already very good but it is better if the employees have shown their good work, the leader can give a small reward or gift that can improve their performance and can also increase their affective trust in the leader.
4. In further research, variables that are expected to be added are expected to further develop conceptual and modeling on the objects of broader research studies on Servant Leadership Capability, for example, the empowerment variable.

C. LIMITATION

The respondents in this study were very limited to 61 people so that this research could be further developed later with further research, it is expected to use more and wider respondents