

CHAPTER V

CONCLUSION

5.1 Conclusion

Based on the research that has been done by the writer through a questionnaire, it concludes that:

1. By communication and trust, the used of transformational leadership in Hospitality Industry can effect the teamwork. The more the leader make and build an effective strategy on how they communicate and gain their team member's trust. When a leader give an affirmation to their team member that they trust them, it's somehow makes them feel confident and enjoy to work. Also, by the result of the questionnaire, it is true that an equality in terms of voices are very important. They know they have voice especially when they know that they're heard.
2. Through transformational leadership, it proves that it can increase the teamwork of a team. By using transformational leadership which says as mentorship, it helps team member to work effectively especially in their team. Transformational leadership shows that by encourage, inspire, and motivate, it can push the employee to innovate. They give rooms to their employee to be creative, open a new door for the future and found new solutions. Not only as individual but especially in a team.

5.2 Suggestion

According to the conclusion above, the author would like to suggest that in using of transformational leadership, there's so many factor to know. Even though many leader succeed in using this type of leadership, but paying attention to factors in it is important. Teamwork is the goal but it needs process. Working with human is not easy and it is complex. To gain their trust in professional way and to

have a healthy communication towards each other. Anything can be resolved through a communication. Without communication, there is no solution.

