

Chapter V

Conclusion

As bureaucrats doing their job, it can't be prevented that they are also using discretion. However, the act of using discretion can cause side effects. This research takes a closer look at the latest effect from discretion when street level bureaucrats implement it. While the discovery from this topic only found two famous effects, which is client meaningfulness and willingness to implement, limited information about the possibly latest effects that influence other factors such as organisation and client itself.

The finding through a systematic literature review provides a conceptual and practical access to the summary of the growing peer reviewed literature on discretion effects. This research contributes to the producing new knowledge which form as discretion framework. This highly valuable and can be considered to practitioners who wish to evaluate discretion in an organisation with a new framework beside previous discretion effects framework.

As an additional contribution of the current research is identifying gaps in existing research on discretion effects, and highlighting what future research needs to be considered. Despite the growing number of studies in this field, a small scale of studies have attempted to develop and use a different approach to find discretion in bureaucracy. With these new discoveries, five categories, it will be much easier to

identify discretionary effects and a big step for practitioner, and researcher to seek further about this topic with a different perspective.

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