

Lead Styles of Leadership and Communication Tapping the Performance Holiday in the Service Dairy Country Environment

Endang Budi Wati Sinaga¹, Edward A. Lbn. Raja², Rozaini³, Dosma Natalia Sigalingging⁴, Rianto⁵

¹Institut Bisnis Dan Komputer Indonesia, Sumatera Utara, Indonesia

^{2,3}Lincoln University College, Selangor Darul Ehsan, Malaysia

⁴STIE LMII, North Sumatra, Indonesia

⁵STIE Harapan Duri, Riau, Indonesia

ABSTRACT

The research is done to know the leadership style, communications and performance of employees, the leadership style is the process by which the superior treats the employee well, and the way the superior attaches the way the superior attaches the employee to good and smooth work. Communication is a job performed by the person or the employee at the center where the research was used is random sampling.

The effect of leadership style on the performance of a clerk at 2.045% by at that the leadership style really does have a great impact on the kineria employees at dairi district environment service, the effect of communication on the performance of sc 5,832% of employees where communication really does affect the employees at dairi district environment service, the impact of leadership style and communication on the performance of employees of 27,947% which together with the leadership and communication style can have on employees performance in dairi county service.

KEYWORDS: Leadership Style And Communication Toward Employee Performance

How to cite this paper: Endang Budi Wati Sinaga | Edward A. Lbn. Raja | Rozaini | Dosma Natalia Sigalingging | Rianto "Lead Styles of Leadership and Communication Tapping the Performance Holiday in the Service Dairy Country Environment" Published in International Journal of Trend in Scientific Research and Development (ijtsrd), ISSN: 2456-6470, Volume-8 | Issue-4, August 2024, pp.854-859, www.ijtsrd.com/papers/ijtsrd67258.pdf



Copyright © 2024 by author (s) and International Journal of Trend in Scientific Research and Development Journal. This is an Open Access article distributed under the terms of the Creative Commons Attribution License (CC BY 4.0) (<http://creativecommons.org/licenses/by/4.0>)



1. Background of the Problem

The organization is a container for people to gather and work together to achieve a common goal. The existence of an organization of the company in doing a job that is within the company and would not go well without the human resources that surround it. The success of an organization is greatly influenced by the performance of its staff. As for human resources, human resources are the potential that human have, which consists of the ability to think, communicate, act and morally to carry out activities (technical and managerial). Similarly, dairi county clean service office has a leadership style and communication is urgently needed to maintain a sense of purpose on that body or government agency (instation) to ensure the clean removal of the dairi county area where good leadership and communication will result in good employee

performance as well. The environment is that everything around humans that is interconnected between people and other areas of good living is award that can make both leaders and employees interact well and build one another. Leadership styles and communication between leaders and employees need to be calculated how significant their impact is, as they will affect whether the environment is good or not.

Dairi's ward service is one of the ward services in north Sumatra that has good leadership dan performance communication between the leaders and their employees. Given the importance of the leadership and communication effect on employees performance in achieving a better corporate organization's objective, the writer was interested to know how much the leadership and communication

between leaders and employees in the dairi county environment service office had, “the effect of leadership and communication between leaders and employees in the dairi county environment service.”

2. Problem Formulation

1. Is there a leadership style influence on the performance of employees in dairi county environment service?.
2. Has communication affected the performance of employees in dairi county environment service?.
3. Has leadership and communication jointly affected the work of employees in dairi county environment service?

3. Purpose Research

1. To know if there is a leadership influence on a worker’s performance in dairi county environment service.
2. To know if there is a communication effect on a worker’s performance in dairi county environment service.
3. to see if there is a mutual leadership and communication influence on a worker’s performance in the dairi county environment service.

4. Benefit Research

1. For the author to supplement his insights and pioneered a knowledge of the leadership style and communication to the performance of employees, to qualify for a management degree.
2. For a company to increase the spirit of leadership and employees’ work to achieve a better purpose.
3. For readers to know about the environment service office to achieve community welfare and justice and to gain insight and knowledge about the leadership styles and communication of employees’ performance.

5. Leadership Style Understanding

The leadership style is an expression of the conduct of a leader that involves his ability to lead. Meaning a leadership style is the behavior and philosophy, the traits skills, the attitudes that sescorang a leader often employs when he trien to influence his subordinates’ performance. Leadership styles are the norm of behavior used by sescpeople bar when the person tries to influence the behavior of others as he sees it. The leadership style is the style that does the job of organizing and caring for the employees who work in the company.

Acording to taenbaun and schmide (2014:303),as for the olocratic leadership styly and the democratic style.Autocratic leadership is viewed as basad on the power of position and the use of muscles. Meanwhile that democratic leadership is associate with personal

power and the inclusion of followers in the problem – solving and decision making process.

5.1. The Purpose Of The Leadership Style

Leaders in one organization have a very important role not only in the internal way for the organization, but also in dealing with those outside the organization that are all intended to achieve its purpose. The role is categorized in three forms of interpersonal categorized of interpersonal informational, decision – making. (1) a role of nature interprional today has been accepted the opinion that one of the demands that sesc’’s manegers must meet is the informed skill (2) of information –information roles a critical organization asset (3) this role of decision making takes the following three froms of a decision: first, as entrepreneur,scthe management is espected the organization faces,to look for and find applicable opportunities, even though the study often requires changes in the organization.

5.2. Leadership Value

According brantas leadership cannot escape the values of a leader to guth and taguiri (2017:23) that is:(a) theoretical which are the values associated with a quest for truth and a rational justification, (b) economically, those attracted to the aspects of the beauty of lifeenjoy each event for its own sake (c) social compassion for others,sympathy, selflessness (d) political, power –oriented and competition as vital factor in his life (e) religion, always connecting any activity with the power of the creator.

5.3. Leadership Style Indicator

According tannenbaum and Schmidt (2014:304)there ere indicators that state that the leadership style is said to be the following (1) leaders make decisions, and then proclaim to their subordinates (2)leaders sell decisions (3) leaders give ideas or ideas and invite engagement questions (4)leaders give temporary decisions that are likely to be modified (5) leaders give problems, request suggestions, and make a delision (6) the leader allows the subordinate to perform its leader has established (7) leader allows the subordinate to perform its functions within the bounds that the leader has formulated.

6. The Understanding Of Communication

Communication is a sescpeople –to person activity to achieve even better goals in the future. Edwin b fippo (2011:145).

Communication has a number of strategic functions. Commnication functions to consumers are linked to the following :

1. Communication information serves to collect and data,facts,messges, and consumer opinions that enable companies to indentify needs and desires.

2. Communication socialization also serves as a social tool that allows companies to interact directly with their consumers.
3. The motivation for communion also serves as a motivation that encourages customers to behave according to what the company wants.
4. Communication culture serves to advance culture.
5. Communication entertainment is also one of the consumer entertainment media.
6. Intergration of communication creates integration, which means communication is able to dram up the differences between one consumer and the other consumers, between the company and the consumer.
7. Communication innovation is also encouraging other innovations, in this case, innovation comes with the create a high-performing and competitive-worthy company that matches the needs of the age.

In practice, organizations often fail to implement their initial plans. With such a plan being made by top consultants at considerable expense, it should work but it's far from hopeful. The plan of staregis made by inkternal too theoretical that is not offset by fact and the internal capacity of emron Edison (2017:188) performance is the result of something a process that refers to and measures over a specific period of time by preordained provisions or agreements

7. Influence a Worker Performance

According to Prawirosentono (2018:176) factors that affect worker performance are as follows:

1. Their effectiveness and efficiency are said to be effective when reaching goals said ephesien when

they are satisfying as drivers of reaching goals regardless of whether they are effective or not.

2. Authority and responsibility in good organizations have been well delegated, with no overlapping.
3. Discipline indicates an employee regulations and statutes.
4. One's initiative deals with the power of thought, creativity in the from of ideas to plan according to the organizations purposes.

7.1. Performance Indicators

According to H Edy Sutrisno (2018:187) there are several indicators that say the performance of workers is as follows :(1) a clear direction and strategy statement brings benefits the organization famous in his industry (2) goals (clear goals and goals can be linked to the mission, vision his work) (3) vision understanding (organizations have a common view regarding the desired future and captures the points of the minds of the members of his organization so that it can become position performance indicators and the direction in the masterpiece).

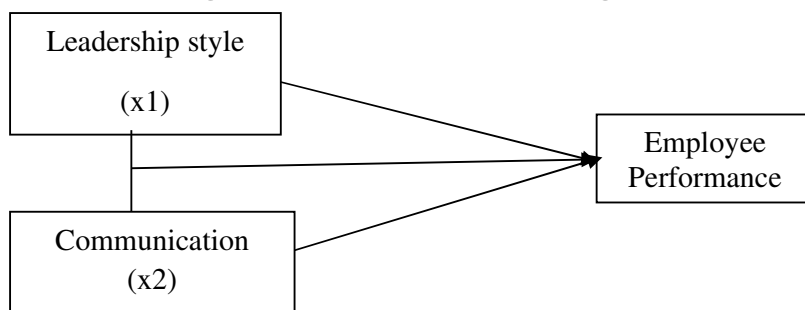
8. Previous Research

Previous research was intended to get comparative materials and reference. In addition, to avoid assumptions concerning this study in library studies researchers list results as follows.

9. Framework of thought

According to Uma sekaran in the book sugyono (2017:117) frame of mind is a conceptual model of how theory relates to various factors that have beenreemerged as an important problem. The framework is a temporary explanation for the symptoms that are the object of the problem.

Figure 1: Framework of Thinking



- X1 → Y: leadership styles affect employee performance.
 X2 → Y: communication affects employee performance.
 X1X2 → Y: leadership styles and communication both affect employee performance.

10. Hypotheses

a hypothesis is the temporary answer to a problem still needs to be verified. According to the danter hypothesis bias or assumptions that test through data or factas obtained by research. Based on the formulation framework that has been exposed above, the hypothesis in the research is:

H1: there is a positive effect between leadership style and employee performance.

H2: there is a positive influence between communication on employee performance.

H3: there is a positive influence between leadership styles and communication together on employee performance.

11. RESEARCH METHODS

11.1. Place And Time Research.

The study was the corner office of linbrook life.medeka no 4a city of sidikalang, dairi district, Sumatra province the study is conducted for 3 months from july to September 2020.

11.2. Population And Sample.

The population in this study was conducted with Dairi neighborhood service employees. the population measured its members and used in the study is that of 50 employees made up of Dairi county environment service employees.

Linear Regression

According to Sugiyono (2017:267) to rule out the influence of performance style of leadership and communication against employee performance, it can used countfully using the beggly regression formula:

$$Y=a +b_1X_1+b_2X_2+e$$

Whereby :

Y = Employee Performance

X₁ = Leadrship Style

X₂ = Communication

a = Constant

b₁,b₂ = Multiple Regression Coefficient

e = Stardart Error

12. Research And Foundation Results

12.1. Descriptive Responders

- The identification of the respondents by gander, based on the above chart, shows that thereare 32 males (64%) and 18 female respondents (36%).
- Identify respondents on an age level based on the above chart, as suggested that 18-25 year olds 9 people (18%) age 26-30 as many as 5 (10%), age 31-40 many as 22 (22%), age >40 as many 14 (28%).
- The identity of respondents based on education, based on the above tables, shows that the number of those of high school education groups is 29 people (58%), D3 6 people (12%), S1 13 people (26%), master 2 people (4%).

12.2. Multiple Linear Regression

Table 2.1. Result Multiple Linear Regression

| Coefficients ^a | | | | | | |
|---------------------------|-----------------------------|------------|---------------------------|------|-------|------|
| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | |
| | B | Std. Error | Beta | | | |
| 1 | (Constant) | 4.803 | 4.049 | | 1.186 | .242 |
| | Leadrship Style | .209 | .102 | .219 | 2.045 | .047 |
| | Communication | .647 | .111 | .624 | 5.832 | .000 |

Source: Data Prepared, 2020

Based on the linear regression analysis processing result on table then obtained the model regression equation multiple as follows:

$$Y=4.803+0,203X_1+0.647X_2$$

The model's interpretation saddled with the valuation of regesi's feelings on the table is as good:

- Irrational (a) constants 4,803 suggests constant price, where the free variables of the leadership style and communication variables would still worth 4803.
- The non- governmental style variables are marked positive for performance with coefficient tagresi at 0209, meaning that each occurrence is an increase leadership style of a unit and that the district dairi environment service increases by 0209.
- Communication variables are marked positive for performance with as 0.467 regression coefficient, which means that whit 1 unit increase in communication district environment service would increase by 0467.

12.3. F calculating Test (Simultaneous Test)

To find out whether the first coefficient regression and second coefficient of leadership style and communication affect the line-bound variables of employee performance. test F counters using significant 0.05 clause so that the value of table 2,295 with the as follwas :

Table 2.2.
ANOVA^b

| Model | | Sum of Squares | Df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1 | Regression | 225.165 | 2 | 112.583 | 27.947 | .000 ^a |
| | Residual | 189.335 | 47 | 4.028 | | |
| | Total | 414.500 | 49 | | | |

Source: Data prepared, 2020

Based on the result of the SPSS program output in the anova table, the result of F hierarchical is $27917 > f$ table is 2295 so that H_0 is rejected H_a is emitted this means the independent of leadership style and communication jointly affect variable of employee performance.

12.4. Partial Test (Uji T)

To know the variables of the leadership style affected or not to management variance of employees, then used the based on criteria using a significant level of 0,05 so that the value of a table 2.011 and to know a communication variable then used at test based on creases using significant levels of 0.05, resulting in value t 0.2787 as follows :

- A. Based on output results SPSS 16 program at the coefficients table for the first regression variable leadership style shows a result of t count $2,045 > t$ 2,011 as big as thus the H_0 is accepted and H_a rejected. So a leadership style is inherently effectual towards employee performance.
- B. Based on output of the SPSS 16 program on the coefficients table for the first regression sents demonstrated results of t count by $5.832 > t$ by 2.011 so that H_0 is accepted and H_a is rejected that communication affects employee performance.

12.5. Koefisien Determinasi (R^2)

Table 2.3.
Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Change Statistics | | | | | Durbin-Watson |
|-------|-------------------|----------|-------------------|----------------------------|-------------------|----------|-----|-----|---------------|---------------|
| | | | | | R Square Change | F Change | df1 | df2 | Sig. F Change | |
| 1 | .737 ^a | .543 | .524 | 2.007 | .543 | 27.947 | 2 | 47 | .000 | 2.288 |

Source: Data prepared, 2020

According to the output of the SPSS 16 program on the summary model table the R square value is 0.534 or 44.3%. This means free variables of leadership style and communication affect employee' bonded performance of 54.3% and the remaining 45.7% are affected by other factors not studied in this study such as motivations, organizations, saleries, and so on.

Procreation

The first sphere of life service in form on june 5 1972, where the un held a human environment conference that took place in Stockholm, Sweden and the same time tweeted june 5 as a world environment day. That to national planning of/Indonesia national development planning agency no.13917/D.II/10/2019, on October 18,2019, with the application of the necessary for a preamicationof the integration of most advanced tourist development programs in Dairi county. That to implement as intended above and to support acceleration. Implementation of integrated sightseeing building programs and continuation. That any consideration of how the above –indicated should be required to establish a decision by the regent Dairi about a team coordinating integration of the tourism building programs and the inundation of dairi in 2019.

13. Conclusion

1. The effect of sustained of a labor force of t counts 2,045% where the leadership style reallydoes have a big impact on the performance of employees in Dairi county environment service.
2. On the basis of communications on the corporate performance of 5,832% where communication actually gives great support to employees' performance Dairi in the neighborhood.

3. leadership and communications over the performance over the officer 27,947% over leadership style and communication affected the performance of employees affected the performance of employees in Dairi county environment service.

14. Suggestion

1. For businesses to improve the way they work in the company and to develop comfort and enrichment in businesses as well as in the community around them, and the leadership style and communication are essential in the company because where there is a leadership style in managing communication in the company, the staff will be more energetic and industrious, while office and field personnel should appreciate each other and communicate both respectfully and decently, what is done can benefit both self – worth and public.
2. For readers to better know the environment is important in life and can be better in the future, to be soldiers, and to be able to do more research to determine the leadership styles and communication to enable workers' performance variables by 54,3% and the rest by 45.7%.

REFERENCES

- [1] Audina, Nelfa, Bella, Dkk, 2019, “*Pengaruh Gaya Kepemimpinan dan Komunikasi Terhadap Kinerja Karyawan Pada PT. Bintang Rezeki Maju Medan*”, Jurnal Aksara Public, Volume 3 Nomor 3 Edisi Agustus 2019.
- [2] Amril, 2017, “*Pengaruh disiplin kejadian gaya kepemimpinan terhadap kinerja karyawan*”, Jurnal Kewirausahaan.
- [3] Bismala, Lila, 2017, *Perilaku Organisasi*, cetakan ke-1, Medan, Lembaga Penelitian dan Penulis Ilmiah Aqli.
- [4] Edison, Emron, 2017, *Manajemen Sumber Daya Manusia* cetakan ke-2 Bandung, Alfabeta CV.
- [5] Fahmi, Irham, 2017, *Manajemen Kepemimpinan*, cetakan ke-4, Bandung, Alfabeta CV.
- [6] Gralt, Elia, Fahmi, 2020, “*Pengaruh Gaya Kepemimpinan dan Komunikasi Terhadap Kinerja Karyawan PT. Bringin Karya Sejahtera*”. Jurnal EMBA Vol. 8 No. 2 April 2020.
- [7] Jayanti, Tri, Kurnia, 2019, “*Pengaruh Gaya Kepemimpinan dan Komunikasi Terhadap Kinerja dan Dampaknya Terhadap Loyalitas Karyawan*”, Jurnal Ekobis: Ekonomi, Bisnis dan Manajemen.
- [8] Komeng, Ni, Dkk, 2020, “*Pengaruh Gaya Kepemimpinan dan Komunikasi Terhadap Kinerja Organisasi Pada Prodi Diluar Domisili (PDD) Jembrana Politeknik Negeri Bali*”, Jurnal Satyagraha, Vol. 03, No. 01, Pebruari-Juli 2020.
- [9] Mangkunegara, Prabu, Anwar, 2011, *Manajemen Sumber Daya Manusia Perusahaan* cetakan ke- 10, PT Remaja Rosdakarya.
- [10] Nuswantoro, brajahadi, Agrona, 2013, “*Pengaruh Kepemimpinan dan Komunikasi terhadap Kinerja Pengawai CV. Sarana Karya Sukoharjo Variabel Moderasi*”, Jurnal % 20 tgl % 2019. %205. pdf.
- [11] Priansa, Juni, Donni, 2017, *Komunikasi Pemasaraan Terpadu*, Bandung, cetakan ke- 2 CV. Pustaka Setia.
- [12] Panjaitan, Maludin, 2017, “*Pengaruh Gaya Kepemimpinan dan Komunikasi Terhadap Kinerja Karyawan Pada PT. Putri Megah Asri Indah Medan*”. Jurnal Ilmiah Methonomi Vol. 3 No 1 (Januari-Juni 20197).
- [13] Rialmi, Zackharia, 2020, “*Pengaruh Komunikasi Terhadap Kinerja Karyawan PT Utama Metal Abadi*”, Jurnal ilmiah, Manajemen Sumber Daya Manusia Jenius.
- [14] Ruliana, Poppy, 2014, *Komunikasi Organisasi*, cetakan ke-2, Jakarta, PT Rajagrafindo Persada.
- [15] Sutrisno, Edy, 2018, *Budaya Organisasi*, cetakan ke-4, Jakarta, Prenada Media Group.
- [16] Sudaryono, 2017, *Pengantar Manajemen*, cetakan ke-1, Jakarta PT Buku Seru.
- [17] Sedarmayanti, 2017, *Manajemen Sumber Daya Manajemen*, cetakan ke-4 Jakarta.
- [18] Sugiyono, 2017, *Metode Penelitian Pendidikan*, cetakan ke-12, Bandung, Alfabeta CV.
- [19] Siregar, Latif, Syahrul, 2019, “*Pengaruh Gaya Kepemimpinan dan Komunikasi Terhadap Prestasi Kerja Karyawan Pada RSUD Letersia Binjai*”, Jurnal Ilmiah Research Sains, Vol. 5 No. 1 Pebruari 2019.
- [20] Thoaha, Miftah, 2014, *Organisasi Konsep Dasar dan Aplikasinya*, cetakan ke-23, jakarta, PT Rajagrafindo Persada.
- [21] Wibowo, 2019, *Manajemen Kinerja*, cetakan ke-10, Jakarta, PT Raja grafindo Persada.
- [22] Yuliati, Tina, 2019, “*Pengaruh Gaya Kepemimpinan dan Komunikasi Terhadap Kinerja Karyawan Apotek Kimia Farma Di Lamongan*”, Jurnal Ilmiah, 2019.