



Supervisor Leadership Style's Effect on Housekeeping Staff Performance at Makassar's Singgasana Hotel

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Abstract. A leader must engage with his subordinates using a leadership style. One of the components needed to support employee performance is this. This study aims to ascertain how the supervisor's leadership style impacts employee performance at the Singgasana Hotel in Makassar. Employee Performance is the research variable (Y), and the independent variable is the leadership style variable (X). This kind of study methodology is quantitative. The participants in this study were housekeeping staff members of the Singgasana Hotel in Makassar. In contrast, data analysis utilizing simple regression analysis was used to sample thirty employees who worked with up to thirty respondents by accidental sampling technique. Using the SPSS software version 22.0, a Likert scale-based questionnaire is used for data collection. According to research, leadership style positively and dramatically impacts employee performance at the Singgasana Hotel Makassar.

Keywords: Leadership Style, supervisors, Housekeeping, performance, influence.

INTRODUCTION

The State of Indonesia's economy greatly depends on the country's industrial tourism sector. According to the data from the official statistics agency below, tourism is one of the leading industries in the nation that generates foreign exchange revenues, and it has been growing since then. Tourism is defined as "Various kinds of tourism activities and supported by various facilities and services provided by the community, entrepreneurs, government, and local government" in Chapter 1 Article 1 Paragraph 3 of the Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism. In light of this, it is evident that the government, businesspeople, and the community can all contribute to or invest in the construction of infrastructure—such as hotels, restaurants, and transportation—that promotes Indonesian tourism in order to boost the nation's foreign exchange earnings from this industry. South Sulawesi is an Indonesian region dedicated to participating in national tourism development initiatives. One of the most significant towns in eastern Indonesia is

Makassar, the capital of South Sulawesi, home to several ethnic groups, including the Bugis, Mandar, Toraja, and Makassar. Makassar is also well-known for its historical tourist attractions, like Fort Rotterdam and La Galigo Museum, and its cultural attractions, like Balla Lompoa Museum. Besides these benefits, Makassar City is well-known for its culinary tourism destinations, including Konro, Es Pisang ijo, and Coto Makassar. The abundance of attractions in Makassar fuels the growth of the local tourism sector.

As the tourism industry continued to flourish, more lodging services were created to cater to travelers' requirements while they were away. According to the justification above, the tourism sector benefits many people and travelers. For example, tourist destination interactions between visitors and the general public involve hotel managers and staff. Hotels are among the most necessary lodging services for travelers.

The Minister of Tourism and Creative Economy No rule lists hotels as one of the businesses that offer lodging services to tourists. The hotel industry is defined as offering lodging in the form of rooms in a building, which may be furnished with food and beverage services, daily entertainment, or other amenities to earn profits (PM.53 / HM.001 / MPEK / 2013). As per the provisions of Law No. 10 of 2009 concerning Tourism, hotels are classified as a type of tourism business that offers accommodation and food and beverage services to tourists. On the other hand, a tourism business is defined as an activity primarily focusing on providing tourism services, such as providing or cultivating tourist objects and attractions. Since the presence of hotels and other lodgings in the area is highly crucial, effective management is required to ensure visitors have a more comfortable stay. The comfort of visitors to extend their stays at hotels would undoubtedly affect the earnings of the travel sector in Indonesia. Although there is more competition to draw customers in the hospitality sector due to the growing number of businesses, the business and tourist sectors are doing well. Professional management patterns play a major role in a hotel's management success. According to Ibrahim (2016), "management is a process of planning, organizing, mobilizing and supervising carried out to determine and achieve predetermined targets through the use of human and other resources". From a functional perspective, management refers to business management, which includes developing plans for the organization, including businesses that provide lodging services like hotels.

LITERATURE

Hotel management is an efficient field of study and practice that includes the art of operating a hotel, restaurant, and other travel-related tourism business. The goal is to meet and exceed customer expectations, resulting in a higher level of customer satisfaction and, ultimately, increased profits for the business.

The most precious resource for a business or organization is its workforce. An employee, often known as a human resource (HR), is a person who works for a corporation or an institution. According to Sukino (2006:172), a company's people resources are its most valuable asset when it comes to achieving its objectives.

Performance is a key indicator of a good employee, according to Tika (2005:121), who defines performance as the outcome of work that an individual or group of individuals in an organization may accomplish in order to meet organizational goals within a specific timeframe. We can, therefore, draw the conclusion that an individual's performance is the process or outcome of their labor toward the company's set work goals.

Every business wants its employees to perform well. Individual personalities impact employee performance. Due to universal competition, companies require personnel who are highly competent and committed to preserving the quality of the given products and services. Employees require performance feedback to guide their activities in completing the task at hand.

Excellent leadership can influence how well employees perform. Since leadership is frequently observed but poorly understood, it remains an intriguing subject for study and inquiry. Leadership style is also an intriguing and significant topic in Indonesian politics and public life. Within the hospitality industry, the efficacy of job execution and worker productivity are significantly impacted by the leadership style employed. In order to have workers who are both able and eager to collaborate in order to accomplish company objectives, a leader of a firm organization must always be able to provide a positive work environment for their team members. The statement "leadership is the process of understanding what people are doing together so that they understand and are willing to do it" was made by Drath and Palus in Gary Yukl (2015:3).

Leaders have an obligation to consider not just their staff members' work output but also their welfare. Effective communication between managers and staff can help achieve this. There are various leadership tiers in the hospitality sector, including general manager, head of department, duty manager, and supervisor. Raphael, R. Kavanaugh, and Jack D.

Ninemeiere (2001) define a supervisor as "a supervisor who is responsible for managing employees at the lower level or other employees who do not have subordinates." A supervisor is a level of management or housekeeping staff member who is directly responsible for monitoring the work and performance of their subordinates. "A supervisor is a manager at the lower level of the organization who must supervise junior employees," state Bartono and Ruffino (2010:20). Per Bartono and Ruffin's assertions. "Supervision of employed human resources, supervision of materials used, supervision of work equipment, and supervision of work systems" are among the primary focuses of supervisor supervision, according to Bartono and Ruffino (2010: 59). In order to accomplish the desired outcomes for the firm, this supervisory role seeks to be able to control the planning and SOPs that have been established.

Sulistiyani and Rosidah (2009:11) claim that human resource management has real potential, both physically and non-physically, in achieving the organization's existence. Human resource managers may run a hotel effectively in various ways. A competent manager may encourage his staff to operate more professionally, which will improve customer service and eventually increase the number of guests and hotel revenue.

Following a study by Dwi Haryanto (2017) on the influence of organizational commitment, leadership style, and compensation on CV employee performance, research by Mutiara Arman (2018) on the influence of supervisor supervision in the room division on the performance of employees of the Axana Padang Hotel demonstrates that supervisor supervision affects significantly. The Indyferyto Group Yogyakarta demonstrates that employee performance is more significant and has a more beneficial impact than a leader's style.

The purpose of this study was to investigate whether leaders and their subordinates had abnormal communication patterns, as well as the leaders' behavior and style of leadership. With the goal of making customers feel at ease so that they stay longer and the hotel makes more money, its function should be to encourage its staff to work professionally by managing the planning and SOPs that have been established in order to achieve the desired work results. Nevertheless, as seen by the numerous reviews left by customers on travel agencies regarding the comfort of the hotel, there are still a lot of complaints from visitors regarding the unmaintained cleanliness or comfort of the room.

METHOD

In this study, a quantitative descriptive research design was adopted. Sugiyono (2013:11) asserts that qualitative descriptive study. This investigation used quantitative data. Sugiyono (2010) defines quantitative data as any kind of information that may be directly measured or computed and that takes the form of numerically stated information or explanations. Primary and secondary data are the study's data sources and primary and secondary data are defined as data that directly support data gathering. The researcher made direct collections in order to get primary data. The researcher distributed questionnaires, conducted interviews, and made use of observational methods to gather primary data.

Primary data is gathered by distributing information to the targeted study subjects; the respondents' identities are the first statement in the questionnaire. The Singgasana Makassar Hotel's housekeeping staff make up the study's population. The investigator used the housekeeping staff of the Singgasana Hotel Makassar as a sample for this investigation. Respondents are given a set of written questions to complete as part of the data-gathering technique. Statistical analysis utilizing IBM SPSS Statistics 21 software was the data analysis method employed in this investigation. Sugiyono (2014) defines descriptive analysis as a statistical technique that analyzes data by characterizing the acquired data in its original form without attempting to draw inferences that may be applied to a larger population or make generalizations.

DISCUSSION

The age, gender, and level of recent education of the respondents are among the traits that are shown here. There were a total of 30 respondents, with 13 (41.9%) male respondents and 18 (58.1%) female respondents. The age distribution of the respondents was 23 (77.4%) for those between the ages of 18 and 25, 2 (6.5%) for those between the ages of 26 and 35, 4 (3.2%) for those between the ages of 36 and 45, and 1 (>46). It can be inferred that the age range of the majority of responders is 18 to 25. Data on respondents' education and characteristics based on education from the above table reveal that, out of the 30 respondents, as many as 10 have a high school education (32.3%), as many as 8 have D-1, D-2, and D-3 education (25.8%), as many as 7 have S-1 education (22.6%). As many as 5 have other education (19.4%). This demonstrates that the staff members of the Hotel of Throne High School has a little bit more education than a diploma. The data demonstrates that leaders want to take responsibility. Of the 30 respondents who chose to strongly disagree, 1 person (3.2%) chose to disagree strongly, 2 people (6.5%) chose to disagree, 5 people (16.1%) chose

to disagree, 16 people (54.8%) chose to agree, and 6 people (19.4%) chose to strongly agree. Out of 30 respondents who indicated that they strongly disagreed with two people (6.2%), disagreed with three people (5.12%), disagreed with five people (16.1%), agreed with sixteen people (45.2%), and strongly agreed with fourteen people (38.7%), the data on leaders' perceptiveness demonstrates that leaders possess this ability. We can conclude that insightful leaders already possess this quality.

According to the 30 respondents who answered strongly disagree with one person (3.2%), disagree with four people (12.9%), disagree with nine people (29%), agree with ten people (32.3%), and strongly agree with seven people (22.6%), it can be demonstrated that leaders are capable of determining propositions. We can conclude that priorities can be set by leaders. A total of 30 respondents indicated that they disagreed with 2 persons (6.5%), agreed with 16 people (51.6%), and strongly agreed (41.9%), demonstrating that leaders are capable of objectivity. We can conclude that objective leadership is possible. A demonstration of the communication skills of leaders may be seen in the 30 respondents who indicated that they disagreed with up to one respondent (3.2%), disagreed with up to five respondents (19.4%), agreed with up to 14 respondents (45.2%), and severely disagreed with up to ten respondents (32.3%).

The capacity to create a plan demonstrated that workers could manage all assigned responsibilities from the sample of 30 respondents, of whom 2 (6.5%) severely disagreed, 3 (9.7%) disagreed, 16 (19.4%) agreed, and 4 (12.9%) highly agreed. The ability to realize work demonstrates that workers can complete their assigned tasks; of the thirty respondents, just one (3.2%) indicated they disagreed. Then, 11 respondents (35.5%) strongly agreed and 19 respondents (61.3%) agreed. The ability to follow instructions, demonstrating that staff members can or are able to follow the aforesaid instructions, as demonstrated by the 30 respondents who disagree with the responses of 3 persons (9.7%), agree with 21 people (67.7%), and strongly agree with 7 people (22.6%). Ability to give services: 30 respondents disagreed with 1 person (6.5%), agreed with 24 individuals (77.4%), and strongly agreed with 5 people (16.1%), demonstrating that employees are capable of providing services. The capacity to attain the intended work outcomes, signifying that workers possess or possess the ability to attain the intended work outcomes, as demonstrated by 30 respondents who strongly disagreed with 1 person (3.2%), disagreed with 1 person (3.2%), disagreed with up to 3 people (9.7%), agreed with up to 17 people (54.8%), and strongly agreed with up to 9 people (29%). We can conclude that workers can achieve the intended outcomes at work.

This study aims to ascertain how the supervisor of the housekeeping department's leadership style affects worker performance at the Makassar Singgasana Hotel. The author's interest in the supervisor's leadership style, which surfaced in the hotel research, served as the catalyst for this investigation. The study was conducted by gathering respondents' responses to the distributed questionnaires, which were subsequently processed using statistical software to generate regression equations.

A simple linear regression was created based on the simple linear regression test findings, and it indicated the following relationship between employee performance (Y) and leadership style (X): Y is equal to 16,826 plus 0,483. Table 22's data suggest that the performance variable's constant value is 16.826. Employee performance rises by 0.483 units for every unit improvement in leadership style. The capacity to guide and persuade others in a group toward a common goal is known as leadership. The most successful leaders are those who can modify their dreaming style according to different circumstances.

The majority of the leadership variable (X)'s influence on employee performance (Y) is ascertained through the determination test. The result of the Rsquare test is 0.358. This number indicates that variable X has a 35.8% influence on variable Y. This might alternatively be understood as follows: r^2 (R square) leadership style (X) influences employee performance (Y) by 0.335, or 33.5%, and the remainder. The purpose of the linearity test is to determine whether or not there is a substantial linear relationship between the two variables. Value departure from linear significance. The x and y variables have a linear relationship, as indicated by the value of $0.949 > 0.05$. Another indicator of a leader's leadership style is their ability to manage the workload in accordance with the company's capabilities or targets. Other indicators include good communication between leaders and subordinates, including whether the leader listens to complaints from subordinates, accepts suggestions, and is accountable for the outcomes and issues encountered during operations. According to the study's findings, employees typically respond favorably to claims about the caliber of their supervisors' leadership. The average response from employees who agree or strongly concur supports this. Creation of a theory regarding the decision's return:

1. H_0 : There is a considerable partial impact of the independent variable on the dependent variable
2. H_a : The dependent variable was significantly impacted by the independent variable to a partial extent.

The following criteria for using probability values to inform decisions: 1) H_0 is accepted, and H_a is rejected if the probability (sig) $> \alpha = 0.05$. If the probability (sig) is less than $\alpha = 0.05$, H_a is accepted, and H_0 is denied. The t-test findings provide a significant value (sig), which is known. That is smaller than $\alpha 0.05$ by 0.000. Based on the t-value of table 1.675, the calculated t-value for the leadership style variable (X) is $3.953 > 1.675$. H_0 is thus rejected since $t_{\text{calculate}} > t_{\text{table}}$ ($3.953 > 1.675$). This indicates a strong correlation between employee performance and leadership style. The Throne Hotel in Makassar employees performance is impacted by the leadership style of the organization, it was determined. The research's findings indicate that factors related to a leader's style improve worker performance.

CONCLUSION

The researcher found a correlation between a leader's leadership style and employee performance at the Singgasana Hotel in Makassar. Specifically, higher performance levels are associated with effective leadership, as measured by performance quality, employee loyalty, and company loyalty.

The impact of leadership style on worker performance at the Singgasana Hotel in Makassar is that, to a certain extent, it positively and significantly affects worker productivity there. This has a significant impact on achieving the set goals, which boosts employee performance and may serve as inspiration for other staff members. Advice Leaders' guidance, particularly that of the Singgasana Makassar Hotel's housekeeping supervisor, has a strong leadership style and should be sustained. Leaders must be able to modify their style of leadership in response to changing circumstances to foster a positive work environment and improve employee performance, as their style of leadership heavily influences their performance. Employees who contribute through good performance must also have a strong organizational commitment from their place of employment. Leaders must also take a serious approach to observing and valuing the work that their staff members have accomplished.

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