

DOES THE LEADERSHIP STYLE OF MANAGERS INFLUENCE THE EMPLOYEE'S JOB SATISFACTION AT NEW D'DHAVE HOTEL PADANG?

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ABSTRACT

This research started from the results of pre-research observations of employees of New d'Dhave Hotel Padang who complained about their leaders. This study aims to analyze the Effect of Manager Leadership on Job Satisfaction Employees at New d'Dhave Hotel Padang. The type of this research is descriptive quantitative with causal associative method. The number of samples in this study amounted to 30 people taken using the technique of sampling saturated sampling. Data collection technique is done by questionnaire (questionnaire) by using Likert scale that has been tested the validity and reliability. Based on the research that has been done then obtained the results of simple linear regression hypothesis test obtained a constant value (a) of 71,831, this figure means if there is no managerial leadership (X) then the value of consistent job satisfaction (Y) is 71.831. Then got the value of regression coefficient (b) of 0.420, this figure means that every increase of 1 unit of managerial leadership (X), then job satisfaction (Y) will increase by 0.420. then obtained R square equal to 0,137, that is influence 13,7%.

Keywords: Leadership Style, Employee's Job Satisfaction, Hotel

1. INTRODUCTION

Every company or organization is required to be able to use its resources as optimally as possible, in the sense that the company should be able to create competitive advantage, so that it can face competition. One of the problems facing companies or organizations is to find the right method to locate and coordinate human resources effectively and efficiently. Currently human resources are considered as an important resource for an organization, because without qualified human resources an organization will not run effectively and efficiently and will not be able to survive in the competition. Good cooperation of human resources is expected to create a conducive working environment so that both for employees and leaders can perform the job optimally. Conducive working environment is expected to generate job satisfaction for employees.

According to Robbins (2001: 139) "Job satisfaction is an individual's general attitude towards his job, a person with a high level of job satisfaction shows a positive attitude toward the job, a person who is dissatisfied with his work shows a negative attitude towards the job". Factors involved in job satisfaction according to Heidjrachman (2002: 194-195) ie social satisfaction factors include factors related to social interaction between employees, with employers (leaders) and employees of different types of work.

Increasing employee job satisfaction in a company can not be separated from the role of a leader in the company. Leaders are expected to perform the task or function of management, because leaders who have the ability to influence and move his subordinates to work to achieve the desired goals.

According to Kartono (2008: 33) "Leader is a person who has the ability and the advantages, especially the skills and advantages in a field, so he is able to influence others to jointly perform certain activities, for the achievement of one or several purposes. Thus, a leader's skill is needed to maximize efficiency and achieve a company's goals.

As long as the authors conducted an Industrial Field Experience during the 4 months period of 1 August 2016-1 December 2016 at New d'Dhave hotel Padang in the Front Office Department section, the authors found various problems employee complained about their work namely, the lack of supervision from the leadership in implementing operational work so that hotel operations do not run well. Another problem is the presence of some employees who have less harmonious relationships with colleagues. In addition to these problems are also employees who complained about the absence of social security in their work. Another complaint relating to managerial leadership at New d'Dhave hotel Padang is a complaint about a manager who is less assertive towards his subordinates, managers who do not motivate employees so employee morale is reduced. Furthermore, the lack of participation of managers in carrying out leadership tasks such as in advancing the company, this is evidenced by a complaint from marketing that believes that managers less participate in promoting hotels and more often in the hotel than to conduct various activities outside the hotel, frequent conflicts fellow co-workers who feel less treated fairly. The last problem that the author found was the presence of an employee who complained of late salary payments from the management.

The purpose of this research are: 1) To describe job satisfaction of employees at New d'Dhave Hotel Padang. 2) To describe the manager's leadership at New d'Dhave Hotel Padang. 3) To analyze the influence of managerial leadership on employee job satisfaction at New d'Dhave Hotel Padang.

2. METODHOLOGY

The type of this research is quantitative descriptive with causal asosisatif research method. The population in this study were all employees and leaders at New d'Dhave Hotel Padang. The sample of this study amounted to 30 people with saturated sampling technique and data collection techniques were conducted by questionnaire (questionnaire).

3. RESULTS AND DISCUSSION

Hypothesis test in this research using simple linear regression technique with the help of SPSS 16.00 program. The following test results hypothesis in this study.

Tabel 1. R Square Variabel X towards Variabel Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.357 ^a	.137	.096	4.662

a. Predictors: (Constant), MANAGERS LEADERSHIP STYLE

$$KP = r^2 \times 100\% = 0,137 \times 100\%$$

R square = 0,137, meaning the contribution or influence of managerial leadership variable on employee work satisfaction is 13,7%, while 86,3% is determined by other factors.

Tabel 2. Significance Result

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	88.866	1	88.866	4.088	.043 ^a
	Residual	608.634	28	21.737		
	Total	697.500	29			

a. Predictors: (Constant), Manager's Leadership Style

b. Dependent Variable: Job Satisfaction

The value of F counts 4,088 with sig. 0,043 <0,05, meaning that managerial leadership variable can explain variable of job satisfaction of employees significantly. Robbins (2002: 181) explains "Behavior of the boss is also the main determinant of satisfaction. Generally, satisfaction can be improved if the boss is friendly and understanding, offering praise for good performance, listening to employees' opinions, and showing a personal interest in them." Meanwhile, according to Supardi (2002: 76) explains that "Participation in leadership decision-making especially on democratic leadership will have an impact on improving manager relations with subordinates, raising morale and job satisfaction and decreasing dependence on leaders".

Based on the results of hypothesis testing used to determine the degree of influence of managerial leadership to employee job satisfaction at New d'Dhave Hotel Padang. The analysis was performed with SPSS and obtained a constant value (a) of 71,831, this figure means if there is no managerial leadership (X) then the consistent value of job satisfaction (Y) is 71.831. Then obtained the value of regression coefficient (b) of 0.420, this figure means that every addition of 1% managerial leadership level (X), then job satisfaction (Y) will increase by 0.420. Then obtained the value of R Square 0.137 This means that the effect of variable X to variable Y is 13.7%. While 86.3% influenced by other factors. Hence the hypothesis received in this research is H_a and H_0 rejected.

From the results of this study it can be concluded that the influence of managerial leadership on employee job satisfaction at New d'Dhave Hotel Padang significantly influence, with managerial leadership variables are categorized quite well, and job satisfaction employees with satisfied categories. According to the author of leadership at New d'Dhave Hotel Padang can be said if the leader is too hard then the employee will complain and if the leader is too soft then the employees will also complain. Therefore, the result of the research of both variables has a negative effect.

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