



Implementation of PT Mulyosari Group's Leadership Style in Improving Employee Work Performance

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ABSTRACT

Leadership is a form of leaders' efforts to shape culture within an organization or company, the application of a good leadership style aims to prosper the members. The results of the application of the existing leadership style in the previous period became the evaluation benchmark for the new leadership, this study aims as an effort to increase the interest of students or prospective students to participate in student organization activities amid the many volunteers and the Ministry of Education's program by showing different leadership flows, democratic leadership styles, in an organization if there is a problem, they must always discuss it with the team with the object of the COO of PT Mulyosari Group using descriptive qualitative methods with a leadership style approach

INTRODUCTION

Background

Human resources have a very important position and role when an organization transforms. Members are one of the productivity tools to carry out organizational goals, because without members, an organization cannot achieve its goals properly. Given the importance of a member supported by the role of the leader, where the leader must be able to see, observe and understand the situation in the organization.

Leadership style in the company also plays a very important role for the achievement of company goals. In the company, a leader plays an important role in economic development in Indonesia, where one of the Company's goals is to transform the economy for the better. Leadership is often associated with a person's skills, prowess, and level of influence.

Leadership is a form of behavior to organize a small or large group and is led by a leader, the leadership style in a company is very influential in the running of the cabinet, therefore it must have a leader or chairman who can provide direction and lead the wheels of management well.

Leadership is an activity that is able to influence, become a role model, and motivate others so as to create organizational goals and bring benefits to human welfare (Agus, 2017). The leader is a reflection and benchmark of an organization. Leaders have their own unique traits, habits, temperament, character and personality so that their behavior and style distinguish themselves from others. Leaders must always be able to motivate members of the organization to make quality improvements.

In an organization, humans are one of the most important elements. Because humans are an important element in an organization, they need serious attention so that their performance as members can improve. Members of the organization must actively contribute to have a positive impact on the sustainability of the organization. Conversely, if the performance of members is poor, it can damage the organization. A good organization is concerned about its members so that each member is required to be able to carry out their duties effectively and efficiently, both in quality and quantity (Yahya, Nursinta, Nurul, Sahrul, 2022). Having a good leadership style can be expected to increase the work motivation of members, so that the skills and work efficiency of members will greatly increase in performing tasks.

In Jamaludin (2017) leadership style is a persuasive way used by leaders in influencing their members so that they can complete tasks in accordance with expectations and goals. In this case, it can be seen that leadership style can affect the performance of organizational members. PT Mulyosari Group is a company that provides consulting services and other supporting matters such as licensing and marketing strategies to achieve the vision. Based on the explanation above, the researcher is interested in conducting research related to the leadership style applied at PT Mulyosari Group.

LITERATURE REVIEW

Leadership

Leadership is an activity that influences, becomes a role model, and motivates others, so as to achieve organizational goals and bring benefits to human welfare (Agus, 2017). In leadership, leading, guiding, influencing or controlling the thoughts, feelings or behavior of others, it is also a matter of relationships and influence between the leader and the led. Leadership emerges and develops as a result of automatic interaction between leaders and individuals who are led. Leadership can function on the basis of the leader's power to invite, influence, and move people to do something for the achievement of certain goals. Because in leadership the leader has full power rights. According to Walter Nord, the definition of power is an ability to influence the flow of energy and funds available to achieve a goal that is clearly different from other goals.

Leadership Style

In Jamaludin (2017) leadership style is an action or habit of a leader in carrying out managerial work tasks. Then according to the opinion of Thoha (2007) in Jamaludin (2017) is a persuasive way used by leaders in influencing their members so that they can complete tasks in accordance with expectations and goals. It can be concluded that leadership style is a manifestation of a leader's behavior regarding his ability to lead and influence his employees in carrying out their duties. There are various leadership styles, namely:

- a. Authoritarian Leadership Style Authoritarian leadership style is a style of leader who concentrates all decisions and policies taken from himself in full. All division of tasks and responsibilities are held by the authoritarian leader, while the subordinates only carry out the tasks that have been given.
- b. Democratic leadership style is a style of leader who gives broad authority to subordinates. Every problem always includes subordinates as a whole team. In a democratic leadership style the leader provides a lot of information about the duties and responsibilities of his subordinates.
- c. Free Leadership Style/Laissez Faire This free leadership style has the leader involved in a small quantity where the subordinates are actively determining the goals and solving the problems at hand.

Performance

In Jamaludin (2017) leadership style is a persuasive way used by leaders in influencing their members so that they can complete tasks in accordance with expectations and goals. In this case, it can be seen that leadership style can affect the performance of organizational members. Based on the explanation above, the researcher is interested in conducting research related to the leadership style applied at PT Mulyosari Group.

Member performance is the result of the synergy of a number of factors. Factors that affect employee performance are internal organizational environmental factors, external environmental factors, and internal employee factors. These internal employee factors synergize with internal environmental factors and external organizational factors, which will affect employee work behavior which in turn will affect employee performance. Employee

performance will then also determine organizational performance according to (Wirawan, 2009) in Burhanudin and Agus Kurniawan (2020).

METHODOLOGY

The type of research used is descriptive qualitative research method with a leadership theory approach, which in this study allows researchers to obtain information and in-depth understanding of the application of leadership at PT Mulyosari group and data will be collected through observation and employee interviews with the COO of PT Mulyosari Group.

RESULT AND DISCUSSION

Leadership style is a norm of behavior used by someone when that person tries to influence the behavior of others. In that sense, the leadership style used by the leader is used to influence subordinates so that organizational goals are achieved. It can also be said that leadership style is a pattern of behavior and strategies that are preferred and often applied in leading an organization.

Leadership is an activity that influences, role models, and motivates others, so as to achieve organizational goals and bring benefits to human welfare (Agus, 2017). Leadership emerges and develops as a result of automatic interactions between leaders and individuals who are led. Leadership can function on the basis of the leader's power to invite, influence, and mobilize others to do something for the achievement of certain goals. Because in leadership the leader has full power rights. Power is an ability to influence the flow of energy and funds available to achieve a goal that is clearly different from other goals (Yahya, Nursinta, Nurul, Sahrul).

Based on the results of research through observations conducted at PT Mulyosari Group with observation methods related to the leadership style applied by a leader and the leadership style carried out by the COO of PT Mulyosari Group as the Chief Operating Officer of PT Mulyosari Group, namely the democratic leadership style.

After conducting observations during the internship period, namely from August 07 - December 08, the COO of PT Mulyosari Group often interacts with subordinates and often invites subordinates to have lunch together. The COO of PT Mulyosari Group once said "We are both learning here, so if you want to ask something or have an idea, you can talk to me directly".

"He can place himself according to his employees who have different personalities, not always rigid and have to obey him, but he's more like okay I'm your boss, but just think of me as a friend so we work well".

"If there is a mistake, we are still reprimanded but in different ways, again because employees have different personalities, sometimes there is one employee who if you are reprimanded, you are wrong like this so you have to correct this, but if I personally cannot be reprimanded like that, I have to joke or wait for me to be in the mood first (Employee of PT. Mulyosari Group, 29/11/2023, 15.30)".

The results of research that have been received during observations and interviews where the leadership style of a leader in a company is very influential on employees in carrying out their duties and to achieve a goal within the

company itself where a leader is influential in motivating employees in carrying out their duties.

"So far I have had several work experiences, actually meeting with Bagas is one of the most enjoyable experiences, as a boss he is not only professional at work but he can also embrace to create a fun work environment".

"Mas Bagas is the type of boss who can be considered nurturing, when there is a good delivery of information such as one thing or another that other people might forget but Mas Bagas is the reminder, so really the communication is really good, then for handling the problem it is good, professional".

"So far, when there is a problem, my friends and I should learn, when there is a problem, Bagas' focus is only 1, first look for the source of the problem, then the second is evaluated first and then briefed on where the mistake is located, then focus on the problem not on the person, we are looking for solutions not who is wrong but what is the mistake, then discuss the problem can happen because of what, then tell you what to do, the most pleasant thing about Bagas is that when someone is wrong, he never raises his voice and never negates the person in front of the crowd.

"It really affects us, especially us girls, women's work is definitely the number one thing that is prioritized is the mood first so with the existence of mas Bagas it really helps us a lot, he always helps us work well, the work also becomes really comfortable so it doesn't feel too, working with such flexibility and relaxation must have pluses and minuses too, maybe the minuses are that some are relaxed, some are lazy too, but behind that we even feel like we are trying everything for work because the work is also already that good so we try to get the same feedback. (Employee of PT Mulyosari Group, 30/11/2023, 10.00)".

It can be concluded that the leadership style carried out by the COO of PT Mulyosari Group on employee performance is good because judging from several interviews conducted with employees, they explained that the leadership style of the COO of PT Mulyosari Group is very democratic where the voice of employees is heard by the COO himself. However, on the other hand, the COO of PT Mulyosari Group must still control employees because the bad side of democracy does not work when communication does not work differently like authoritarians who are very powerful. Although the democratic leadership style has many advantages, a study by Fitriana and Suwignyo (2020) highlighted several challenges leaders may face in implementing it, including change resistance and the time required for the decision-making process.

The leadership style implemented in PT Mulyosari Group has been running for one year since the date of establishment of PT Mulyosari Group, the best leadership style result is to carry out a democratic leadership style where the voices and rights of employees must be heard by the core chart itself. The journal by Yosua Ferdian Kurniawan (2018) emphasizes that the democratic leadership style generally assumes that people's opinions are better than their own opinions and participation will create responsibility for implementation.

A good leadership style is one that gives broad authority to its members. Every problem always includes members as a whole team. In a democratic leadership style, the leader provides a lot of information about the duties and responsibilities of his subordinates and this leadership style has been carried out by PT Mulyosari Group but the leadership style carried out is still lacking because PT Mulyosari Group does not use an authoritarian leadership style. Although authoritarian leadership style is not always considered a good style in many situations, in some cases quick and decisive decisions need to be taken by the leader. This style involves a high level of control from the leader, with little participation or autonomy given to team members. Nonetheless, in crisis situations or when quick decisions are needed, authoritarian leadership can be effective. Each leadership style has advantages and disadvantages, and it is important for a leader to choose a style that suits the situation, team members, and organizational goals. Good leaders must also be flexible and able to adapt their leadership style to changing needs. In Astuti's journal (2020), the democratic leadership style according to G.R. Terry is that a democratic leader considers himself as part of his group and together with his group tries to be responsible for the implementation of common goals.

CONCLUSION AND RECOMMENDATION

After managing and analyzing the leadership style of the COO of PT Mulyosari Group, the conclusions are as follows:

1. The results of the leadership analysis, the leadership style of a leader in a company is very influential on employees in carrying out their duties and to achieve a goal within the company itself where a leader has an effect on motivating employees in carrying out their duties.
2. The results of the analysis of leadership styles, leadership applied in the company PT Mulyosari Group with a democratic leadership style.
3. The results of the analysis of the democratic leadership style, the COO of PT Mulyosari Group applies a democratic leadership style with the intention that every employee of the company can voice opinions in order to create work proficiency and company stability.

FUTHER STUDY

This research still has limitations, so it is necessary to carry out further research on the topic of Applying Leadership Styles in Improving Employee Work Performance in order to perfect this research and increase the reader's insight.

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