

The Influence of Leadership Style, Work Spirit, Work Environment and Discipline Through Motivation and Communication on Employee Performance MV. Ocean Dream - Peaceboat

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Abstract. The company will always demand the skills of every human resource used even though it does not guarantee the proper performance of any given task except with a clear integration from its leaders. In managing employees, it takes a leader who has a distinctive leadership style to be able to generate enthusiasm and discipline in the work environment through the motivation given and good communication. Lack of discipline in complying with regulations on board and lack of communication in doing work will reduce employee performance. The work instructed will not be carried out properly without discipline and communication in carrying out their respective duties. Achievement of work results will be achieved with workers who are in accordance with their job positions and perform well so that the goals that have been determined are achieved.

Keywords: Discipline, Leadership Style, Motivation, Communication and Performance. Work Spirit, Work Environment

1. Introduction

Cruise Ship is a means of water transportation as well as a floating hotel[1]. Cruise ships are usually in the sea between continents / countries or in river waters. A cruise ship is a floating inn or hotel that requires skilled workers and has the knowledge and skills to do their job. The staff must have a good and friendly attitude to provide the best service.

In the development of the cruise ship business, many competitors provide better services, thus requiring company management to create competitive advantages, good performance, while being trusted by passengers, and will encourage business growth. An increase in employee performance will bring a business progress in order to survive in unstable competition. Therefore, it is necessary to be serious in managing the resources owned for the achievement of goals and business continuity as well as improving employee performance as a challenge for management.

Success and failure in managing the company depends on the way in which the leader directs the work that must be done by his subordinates. Successful leaders can set an example for their employees with motivation as an effort to improve performance [2]. Leadership style is a method used by leaders in an effort to improve employee performance by creating a desire to work, work spirit and motivation of their subordinates [3]. Leadership is created because of

interpersonal relationships shown by certain conditions and directed through the communication process to achieve certain goals [4]

Work spirit is a deep quality framework and is characterized as the work environment in the organization to work superior and more rewarding. A worker will be easily motivated and affect the efficiency and continuity of work if he accepts in the work he pays attention to. Work spirit may be a reflection of an individual or group's sentiment, desire, or devotion to the organization that affects workers [5]

Another important part in supporting employee performance is the work environment provided. The work environment combines all the devices and materials experienced by the individual, the environment in which the work is carried out and which can affect the performance of one's work [6]

Teaching about discipline can be a framework for progress and build representative attitudes and behavioral talents so that they obey the rules and can participate with colleagues. Discipline in doing work is needed so that the work plan can be carried out properly so as to achieve the desired goals and productivity. Discipline of employees is important as a routine activity to improve and build attitude and behavior skills in order to comply with regulations and be able to cooperate with colleagues. Discipline is an attitude of self-control from employees and regularity in carrying out work in a team as a form of compliance with company regulations [7] An understanding of the rules and instructions given by the leadership is needed to minimize mistakes in carrying out work responsibilities.

Explanation as a form of communication will support motivation to work in achieving good performance. Motivation is a driving force for individuals, both external and internal factors that inspire, provide enthusiasm and desire to work optimally [8]. Inspiration may be away of empowering somebody to be able to work together so that they can work well and productively within the company. Motivation is defined as an ability that a person has in broad participation for the success of the organization in achieving its goals [9]. Good, clear, honest, open and accurate communication will spur work and increase productivity.

Communication as a horizontal activity between employees must always be carried out properly to support all company plans and achieve goals. Communication as a form of basic human activity that is done well will function perfectly and bad communication will harm the organization [10]. Lack of effective communication between employees causes unequal behavior in employees in carrying out their duties and responsibilities. This happens because of the lack of firmness in good communication in the description of work obligations and work information in several divisions on the ship, causing misunderstandings from employees in absorbing messages or information which results in errors and inaccuracies in carrying out tasks. This condition is because the communication that occurs is less thorough and poorly understood so that it becomes the cause of errors in carrying out tasks and sometimes results in employee indiscipline in carrying out their duties. Therefore, communication as a transmission must be carried out effectively so that the meaning and message conveyed can be understood to achieve the goals that have been set by the company.

2. Method

This study will examine several variables, namely independent variables: Directive Leadership Style (X1), Work Spirit (X2), Work Environment (X3) and Discipline (X4), Intervening Variables: Motivation (Z1) and Communication (Z2) and the dependent variable is Performance (Y). Causal design will be used to analyze the relationship and level of influence

on the dependent variable from the independent variables used through intervening variables, then the data obtained will be analyzed statistically.

The research method used is survey research which is part of descriptive research in order to provide information about the relationship between variables. In this study also used regression analysis method to test the presence or absence of the influence of the independent variable with the dependent variable and used to assess the strength of the relationship between the variables used. Data was collected by interviewing several questions and previous research literature. Data collection is used to prove the hypothesis of the theories used to obtain the information needed to achieve the research objectives.

The data obtained will be processed by SPSS with descriptive analysis and multiple regression. From the calculation of partial hypothesis testing that H_a is accepted and H_o is rejected, the influence of work discipline partially has a positive and significant effect on the performance employees of MV. Ocean Dream, and communication partially have a positive and significant relationship to the performance employees of MV. Ocean Dreams. Discipline and communication together have a positive effect on the performance of MV employees. Ocean Dreams.

3. Result & Discussion

Leadership style is the ability of leaders by means of the techniques they have to influence, direct and move in a better direction through the process [11]. The leadership style that is reflected is the ability of the individual, the methods and patterns used in behaving, interacting, communicating, encouraging, controlling and guiding his subordinates to do their work in order to achieve goals. The leadership style used by the leaders in each department of MV. Ocean Dream – Peace Boat is a directive leadership style where the leader will give a lot of briefing to his subordinates.

According to [12], good work spirit will provide benefits for the organization because it reflects high performance. [12] proves that there is a positive and significant effect of directive leadership style on performance. Work discipline is a form of personal desire and willingness to obey all the rules set, both written and unwritten, in order to achieve common goals. Therefore, it requires skills and understanding of the legal principles, regulations, rules and technical standards that apply within an organization. To be able to understand every rule and delegation of tasks received, it is necessary to have effective communication in the delivery of tasks so that they can be understood properly which will increase discipline in work.

The work environment is a condition that exists around employees and has different characteristics that interact with each other [13]. Those research shows that there is a positive and significant influence of the work environment variable with the performance variable.

That a high degree of discipline is a reflection of the level of personal responsibility for the dharma that is enjoined on those who believe that they are complying with the goals, objectives, and established plans, guidelines, directives, and other organizational rules [14]. Work discipline has a good influence on the implementation of duties and company regulations effectively, because the higher the employee's work discipline, the higher the performance that results. With good discipline in doing work, the duties and responsibilities will be controlled and will give a feeling of pleasure and enthusiasm in managing their work. Discipline will be beneficial for employees to educate and comply with established rules and procedures in order to perform well which will be reflected in their responsibilities in completing work [14].

Motivation is a personal drive in achieving goals [15]. The results of Arif and Indrawijaya's research found that there was a positive influence of motivation on performance. High

motivation makes employees do their work with enthusiasm and can complete obligations according to the specified target. Motivation is energy that will produce a feeling of enthusiasm that stimulates, directs and maintains good behavior and is in accordance with the work environment. Motivation is a trigger for an employee to give all his abilities as well as his best energy and time to do the work that is his responsibility

Communication is a method of information from one idea to another, both by individuals and groups, so that what is being pursued can be done and tasks can be done in different ways [16] Communication is a process in conveying information from one person to another to understand the message conveyed [17]. Good communication will launch the tasks given so as to encourage employee performance [18]. Communication will keep employees motivated by explaining the job and how to do it well. Rozi's research proves that communication will increase employee morale which has a good effect on increasing performance. Leadership that is able to communicate work well and is supported by discipline and a pleasant environment, will provide enthusiasm for employees to work and will indirectly be motivated to be able to complete work well.

4. Conclusion

In carrying out the tasks assigned by the leadership, it is necessary to have a good understanding of the tasks given. Leadership style will have a positive effect on the performance of each employee MV. Ocean Dream - Peace Boat so that determines the good or bad performance. This study concludes that employees expect leadership participation in terms of providing clarity of tasks for completing work. Good work spirit will realize good performance because employees will try to complete the work according to the specified target. The results of the study concluded that work spirit had a positive effect on the performance of employees MV. Ocean Dream – Peace Boat.

The working environment in the MV. Ocean Dream – Peace Boat cruise ship has a positive effect on employee performance. A good work environment will affect the performance of employees in doing their jobs. A good work environment will provide comfort, security, enthusiasm and motivation for every employee so as to encourage increased performance. This cannot be separated from the communication used in the delivery of duties and responsibilities to employees.

Discipline is created due to adherence to regulations and the behavior of each employee, which is reflected in punctuality in doing work, wearing uniforms and attributes and neatness. Discipline has a positive influence on employee performance, where employees of MV. Ocean Dream – Peace Boat must be able to complete the task given correctly. Discipline at work has a strong relationship to performance which means that the higher the discipline of the employees, the higher the performance that will be generated.

The results of the analysis show that motivation has a positive influence on performance. Motivation as an individual driver in work can improve employee performance MV. Ocean Dream – Peace Boat. Motivation strengthens the positive influence of leadership style, morale, work environment and discipline on employee performance MV. Ocean Dream – Peace Boat. With the motivation given by the leadership of each department in the MV. Ocean Dream – Peace Boat for employees, it will increase enthusiasm and discipline that support performance improvement. Motivation that is communicated well by the leadership will burn the enthusiasm of employees to be able to do their jobs well.

Effective communication in delivering obligations will have a good impact on employee work discipline and will also have a good impact on improving employee performance. Good cooperation between employees will support the completion of work well. Leadership style,

work spirit, work environment and discipline simultaneously have a positive effect on performance of MV. Ocean Dream – Peace Boat employees. Leadership style, work spirit, work environment and discipline affect the performance of MV. Ocean dream – Peace Boat employees through motivation and communication

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