

The Influence of Human Relations and Transactional Leadership Styles on Employee Productivity at PT Miduk Arta

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Abstract – Human resources play an important role in a company, because human resources always play an active and dominant role in every company activity where humans become planners, implementers, and determinants of the realization of company goals. The management actions of each other are interrelated and it is the duty of each leader to regulate the resources that are in it to carry out various tasks in order to achieve organizational goals. This study aims to analyze the human relations and transactional leadership style on employee productivity at PT Miduk Arta. Respondents of this study are permanent and contract employees at the head office of PT Miduk Arta. Data collection method in this study is using likert scale. The sample of this study are amounted 103 people. The scale are human relations, and transactional leadership style. Data were analyzed statistically by using multiple regression. The results showed that human relations and transactional leadership style were significant factors in elevating employee productivity and both components showed a stronger influence for employee productivity. The role of human relations and high transactional leadership style can encourage increased work productivity.

Keywords – Human Relations, Transactional Leadership Style, Employee Productivity, Permanent Employee, Contract Employee.

I. INTRODUCTION

The company is a form of formal organization and container where the work system is carried out in carrying out various activities to achieve the goals and objectives set. In achieving this goal, the company must utilize and use all of its resources. In this case, one of the most strategic resources in a company is human resources. People in the organization are important resources and also large corporate investment. (Suwanto & Pransa, 2011).

One measure of the successful performance of an organization, company or individual lies in its productivity. If productivity is high or increased, then an organization or company can be said to be successful. If it is lower than the standard or decreases, it can be declared no or less successful (Wibowo, 2007).

According to Gomes (2003) productivity is strongly influenced by knowledge, skills, abilities, attitudes, and behaviors, from this explanation it is known that one of the

efforts to increase productivity is to apply worker behavior. If the employee has good behavior in relation to fellow employees, then he will work effectively and efficiently so as to benefit the company in achieving the goals set.

Competition and rapid change require breakthrough efforts by companies or institutions to proactively consolidate themselves in the context of strengthening competitive advantage. To be able to excel in competing and staying afloat, companies must be adaptive and more flexible. (Hidayat, 2011). Organizations or companies that have low productivity levels slowly or quickly will lose the business competition arena and will eventually collapse helpless. (Mulyadi, 2003).

PT. Miduk Arta Medan is a company engaged in the transportation services of fuel oil (BBM). PT. Miduk Arta Medan has a vision to become a trusted company and become the customer's first choice in the field of oil and gas transportation, with a mission, progressively serving professionally, guaranteeing quality and timeliness and

prioritizing customer service in modern transportation facilities and infrastructure, adapting to the advancement of transportation technology.

As a company engaged in transportation services and sales of fuel oil (BBM) required reliable quality human resources. Supporting factors for improving the quality of human resources are internal and external factors of the company. Examples of internal company factors one of which is the relationship between people in the company and the leadership style in the company.

From the results of an interview by one of the employees at PT Miduk Arta said that there was a leader who gave direction to his subordinates but was not good enough. The leader often gives a direction to his subordinates depending on his mood. So as if the leader is less professional in giving direction to his subordinates. Therefore employees also receive input and carry out their duties not optimally because the leadership is unable to create a harmonious and pleasant atmosphere. In addition, the leadership behavior is felt good by employees, including because the leader gives employees rewards if they keep what the leader wants.

PT. Miduk Arta Medan employee productivity is still not optimal because there are still many employees who do not have a strong desire for a better condition to be achieved in the future, so there is no significant increase from year to year.

Human relations in the broadest sense is persuasive communication carried out by one person to another face to face in all situations and in all areas of life, so as to cause happiness and satisfaction on both parties. Human relations in the narrow sense is persuasive communication carried out by one person to other people face to face in work situations (work organization) with the aim to arouse excitement and work activities with the spirit of productive cooperation with feelings of happiness and satisfaction. (Effendy, 2009).

In Fitriyani's research (2016), the effect of human relations on employee work productivity, shows that there is a positive relationship between the dimensions of human relations on employee work productivity.

Yudiarto, 2009, found that the better the quality of human relations in the company, the employee work productivity will increase. Transactional leadership style has a positive effect on employee work productivity. The better the leadership style that is run, the employee's work productivity will increase. Human relations and transactional leadership styles have a positive effect on employee work productivity The better the quality of human relations in the company and the

better the leadership style that is implemented, the employee's work productivity will increase.

Human resources in the company will not be separated from the leadership in the company. In a leadership style there is a leadership that is expected to advance the company and employee welfare. A leader has a different leader behavior called leadership style. One form of leadership style is the Transactional leadership style, Transactional Leadership Style is well done to improve employee performance and provide motivation to employees.

Santoso Research, (2012), the influence of transactional leadership style on employee work productivity, the results of the study showed that the transactional leadership style on employee work productivity has a strong relationship.

Dasaka Research, (2010), the influence of transactional leadership style on employee work productivity, the results of the research are showing the relationship of Transactional leadership style with employee work productivity has a strong relationship, this means that if the transactional leadership style is good then it affects the creation of high employee productivity. From the calculation of the coefficient of determination there is a significant influence between the two variables studied.

With human relationships that are formed in the body of a company as well as good leadership and institutions, it is hoped that good productivity can be created. So, the role of Human Relations and Transactional Leadership in a company has attracted the attention of the author to find out how the influence of Human Relations and Transactional Leadership on employees to achieve high productivity. Based on the above background the authors chose research with the title: The Effect of Human Relations and Transactional Leadership Styles on Employee Productivity at PT Miduk Arta.

II. OBJECTIVES AND METHODS

The main objective of this research is to find the influence of human relation and transactional leadership style on employee productivity at PT Miduk Arta.

This research was conducted on 103 employee at PT Miduk Arta consisting of 30 contract employee and 73 permanent employee with an age range 18-65 years. Data is collected by distributing research of human relations and transactional leadership style. The scale used is a Likert scale with five answer choices. Validity, reliability, and multiple linear regression analyzes were performed using the IBM SPSS 24 program.

III. RESULTS AND DISCUSSION

There are three hypotheses in this study, H1: there is an influence between human relations on employee productivity at PT Miduk Arta; H2: there is an influence between transactional leadership style on employee productivity at PT Miduk Arta; H3: there is an influence between human relations and transactional leadership style on employee productivity at PT Miduk Arta.

The result of The first hypotheses (H1) where there is an influence between human relations on employee productivity at PT Miduk Arta, this hypotheses can be accepted. This can be seen from the significant value ($p=0.003<0.05$) with a large influence or coefficient of determination (R) of 7.6% so that it can be said that there is a positive influence between human relation on employee productivity at PT Miduk Arta.

The second hypotheses (H2) where there is an influence between transactional leadership style on employee productivity at PT Miduk Arta, this hypotheses can be accepted. This can be seen from the significant value ($p=0.000<0.05$) with a large influence or coefficient of determination (R) of 21.8% so that it can be said that there is a positive influence between transactional leadership style on employee productivity at PT Miduk Arta.

The third hypotheses (H3) where there is an influence between human relation and transactional leadership style on employee productivity at PT Miduk Arta, this hypotheses can be accepted. This can be seen from the significant value ($p=0.000<0.05$) with a large influence or coefficient of determination (R) of 21.8% so that it can be said that there is a positive influence between human relation and transactional leadership style on employee productivity at PT Miduk Arta. So 72.8% is influenced by other factor not examined in this study.

This research explains that human relations and transactional leadership styles are two factors that can determine work productivity. This is in line with the results of Setiarto's research (2003) which proves that there is a significant influence of human relations and transactional leadership styles simultaneously on work productivity.

IV. CONCLUSIONS

A positive leadership style should be maintained by the company while still providing support and appreciation to every employee who excels as well as maintaining effective and participatory communication between superiors and subordinates as well as fellow colleagues. Positive human relations should also be maintained by the company given the

importance of communication between superiors and subordinates can affect employee work productivity

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