

The Leadership Role Of The Drinking Water Regional Company's Director On The Company Supervision Of Makassar Drinking Water Region

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Abstract

This study aims (1) To know the influence of the leadership of the Director of The Regional Drinking Water Company on the supervision of the company drinking water area (PDAM) Makassar city. Furthermore, for those who know the factors that are related to surveillance. Moreover, research that qualitative way descriptive analysis, namely research that results in data written or spoken words from people and complaints can be woven. With the culmination of the object studied, qualitative research is also a certain tradition in science that observes humans in its region and relates to people in its discussion and terminology. This research is also with the title of the research that we examine is the Style of Influence of the Director of Drinking Water Company in Supervision. The results of this study became the hope of the Director of The Drinking Water District Company in the Makassar City Drinking Water District Company, which can be very good. The leadership can encourage and supervise the employee.

Keywords: *Leadership, Supervision of Drinking Water District Companies*

Background Issues

His song will be a classic topic of discussion, but it is still very interesting to be researched that it is very likely the area of an organization, the essence of that utmost per genetics. Good leaders are good leaders who want and care for others and are well-meaning. However, it is different if we are now leaders from the bottom to the core, from the center to the regions. Many leaders present without a leading figure who is far from the people's expectations, do not care about the fate of the lower-class society. In the past, namely *Padasi Pada* in 1888. The style of impartiality is chosen and used by the leader in his thoughts, attitudes, and organizational behavior (Ipinazar et al., 2021; Omri, 2015; Orlikowski, 1996; Rice, 2004; Robbins & Judge, 2013). The leader's style is the way subordinates run the leader to want

cooperation and work well for the organization of the goal (Araujo et al., 2021; Başkan, 2020; Pawar et al., 2020; Toprak, 2020).

In this case, it is a role in the public service. Public service is a service activity by public service providers on the efforts of the expectations of the service and the organizers of legislation number (Decree of the Minister of Empowerment of State Apparatus No. 63 of 2003 concerning General Guidelines of Public Service Providers). Service providers of work center units in government agencies that directly provide services to public service. The nature of public services is the service for the community that will embody the obligation of government officials as servants of the community. Excellent service translation of the word "Excellent Service," which is excellent service or the best service. So excellent service in this regard as the customer hopes (Pawar et al., 2020). Public service or often called public service, only forms of services, both public goods and services that in principle become dependents and a direction where central government agencies, in the region, and the environment of State-Owned Enterprises or Regional Owned Enterprises, in the framework of business both the community and the framework of legislation. This is what victims of government agencies for the organization is always the best for the best service from the community.

PDAM is a regionally owned enterprise that is included in the service providers that periodically profit by providing clean services from the community in an area. PDAM is one of the government agencies with many things related to services related to shaded services the item, in this case, is the air with purely clean air. The main activity of PDAM Makassar city is clean air transportation; where PDAM there is one thing regional companies classified by the government for clean air education for the community.

Theoretical Studies

1. Leadership

Understanding Başkan (2020), the element of anxiety about civility is the activity for individuals or individuals and groups' art. Arokiasamy & Tamah (2021) states that man is the leader of every man, and man will be asked upon the top of his peak in the future. The man is at least able to be a leader of his own. Every organization has its leaders, which are ideally adhered to and respected by its subordinates. A leaderless organization will be a leader. Therefore, there must be a leader and his subordinate directors to achieve the goals of individuals, groups, and organizations. With the district style of words style subordinates, to be willing to cob the same and berk creation with his commands.

Furthermore, according to Daft (1992), leadership can influence people to achieve organizational goals. This definition has the idea that leaders engage with others in achieving their goals. Alternatively, it can be said that leadership can influence people to achieve organizational or corporate goals. Power is the ability possessed by a leader to influence others. Leadership power encourages vision, creativity, and change in the organization to

encourage employees to be able to improve their performance to achieve organizational goals. Dubrin (Goethals et al., 2003) states that leadership is an effort to influence many people through communication to achieve goals. Leadership also influences people with instructions or commands and actions that cause others to act or respond and cause positive change. Leadership can be in the form of forces that motivate and coordinate organizations to achieve goals; it is the ability to create confidence and support among subordinates to achieve organizational goals. From some of the leadership definitions put forward by the above figures, it can be concluded that leadership is an effort to influence people/groups/organizations in order to achieve common goals.

Concerning this research, leadership in supervising PDAM Makassar city can be achieved under its objectives. From the description above, it can be concluded that leadership has a strong influence on employee productivity. The role of human factors always pays attention to the desire and ability of every employee to the institution both in government and in the company; human factors must always be maintained and developed. The ability to grow the will and workability of employees is the leader's duty in identifying and activating the motivation of employees to perform well, which will eventually increase the company's productivity.

2. Leadership Role in Surveillance

According to Cappelli et al.(2015), supervision instruction is whatever efforts and actions to know to what extent to carry out the task to which elements and goals are victimized. According to Shabbir et al.(2021), supervision is the process of organizational activities for what is running with which plans are also very large. González-López (2021) suggest that understanding supervision is one of the management functions for what to do to keep the work running to the standards that already exist in planning with surveillance, devastating, extravagance, misappropriation, and other obstacles in the future.

Therefore, the curiosity of supervision what is or good what is raised, at that time need criteria, norms, standards and measures about the results as a deserved value. By then, supervision of one of the management functions is particularly important, so management experts, in his opinion about the management function, always insist on what is important. In the cases that occur in the organization, there is no unresolved time in settlement of the budget and excessive other activities that manage the plan. It is very important to supervise in an organization so that the organization or the name of organization size becomes, to the extent of the organization's supervision. Even in modern management, management supervision can no longer be as so with other management functions.

Regional Drinking Water Company Law No.32 of 2004 on Local Government adheres to policies that encourage the development of regional autonomy so that the policies implemented by the region under its needs. This is done so that granting regional autonomy really touches the root of the problem, which is the welfare of the people in the region. In connection with the granting of the authority to regulate and take care of the interests of the local community (Carroll et al., 2008; Dincer & Gunalp, 2020; Yackee, 2006; Yao & Liu,

2019). Regional Drinking Water Company (PDAM), as one of the drinking water service facilities, has a very strategic role in accelerating the improvement of the public health of Indragiri Hulu. This strategic role is obtained because the Regional Drinking Water Company (PDAM) is a dense health facility in technology and solid experts.

This role is more prominent considering the emergence of epidemiological changes in disease, changes in demographic structure, development of science and technology, changes in the socio-economic structure of the community, and services that are more qualified, friendly, and able to meet the needs that demand changes in health care patterns in Indonesia in general and the people of Makassar in particular. Regional Drinking Water Company (PDAM), as one of the drinking water service facilities, has a very strategic role in accelerating the improvement of public health in Indragiri Hulu Regency. This strategic role is obtained because the Company Drinking Water Area (PDAM) is a health facility that is dense technology and solid experts. This role is more prominent considering the emergence of changes in disease epidemiology, changes in demographic structure, development of science and technology, changes in the socio-economic structure of the community, and more quality services, friendly and able to meet the needs that demand changes in health care patterns in Indonesia (Regional Drinking Water Company (PDAM)).

Research Method

This type of research is qualitative and descriptive analysis (Creswell & Creswell, 2017), define qualitative methodology as a research procedure that produces descriptive data in the form of written or spoken words from people and behaviors that can be observed by describing the circumstances studied. In comparison, Hardin (2008) define that qualitative research as a certain tradition in social sciences fundamentally depends on the observation of humans in their region and relates to those people in their language and terms of terms. Furthermore, the link with this research examines the Role of Leadership in Supervision in The Company Drinking Water District Of Makassar City.

Any informant that is dropped has important information about an object. Informants are the ones who are divided with the person being investigated, the incident, or all who have names. Regarding sampling techniques, qualitative research has no samples but no purposive sampling. In this study, researchers used purposive sampling, that is, the technique of the scope of people selected based on certain criteria that researchers, with the purpose of research Informant there are cornered have important information about an object. Informants are the ones who are divided with the person being investigated, the incident, or all who have names. For data collection, the researchers dealing with the Director of PDAM Makassar city is a credible and competent source in providing information about Supervision In Surveillance in PDAM Makassar City, and Director also Human Resources PDAM as many as three people and ordinary employees as many as three people.

Data Analysis Techniques

In this study, the author uses descriptive analysis, a data analysis overview of Supervision In Supervision In Companies Drinking Water Area Makassar. The data analysis model read by Miles et al.,(2014) begins with data collection, reduction data, and an image of which steps are as follows:

- a) Reduction data, this stage researchers choose which data is considered relevant and important that becomes the role of relationships in the supervision of the drinking water area Makassar company.
- b) Data presentation, in the presentation of this data, is presented based on the interesting things on the problem studied, integrated into method and theory.
- c) Image and data copyright, which applies to the final data and sincerity at the analysis stage, so that researchers make the words of the role of supervision in the company drinking water area of Makassar.

Results of Research and Discussion

Leadership Role in Surveillance

When researchers studied the role of research in surveillance in PDAM Makassar City. PDAM is a regional enterprise engaged in drinking water services and held on the economic principles of Pancasila-based companies that are located among others democracy to maintain tools for the community's welfare. The supervision of the leadership can be the word of the leader. Service without the command of the leader is considered based on the operational procedures. The leader can also suggest to his employees that the leadership supervises all operational cooperation and services. Supervision in the company drinking water of Makassar city is very well organized in the duties and obligations that want to live. The oversight of a systematic effort is the standard faithful to planning for information curated systems.

Surveillance is very important in it without the supervision of the work is not well. Also, the leadership must be really good fair with subordinates and always give hope to PDAM performance either directly or indirectly. The intricacies of this company and its oversight also really made the researchers cringe because of the service. The Leadership in Supervision in PDAM Makassar city is very good because more leaders can encourage and good supervision the performance of employees so that the employees do not feel desperate in the leadership. Leaders must be their subordinates to their superiors, after which the leader must know his character and each other's work. Supervision is very important in the pack of a plan. In the supervision, the planning by the management can meet and run well. as well as the work that we do without a leader, the work is not curated.

Factors that Hinder and Support Leadership Roles in Surveillance

One of the PDAM Makassar City employees has several factors that always hinder the smooth work of PDAM Makassar employees. By the supporting factors in the Makassar municipal drinking water regional company. Then the work will be smooth. As well as how good relations between superiors and subordinates. After that, there are also inhibitory factors such as a person's ability to work, supporting relationships that always guide

superiors and subordinates, and maintaining an attitude in work. The inhibitory factor is that the welfare of salaries and employee incentives have not been maximized. There are certain supporting factors for the smooth work of employees in a company so that in carrying out their activities do not feel burdened. There are also inhibitory factors that feel the employee's work is irregular—for example, explained by the informant PDAM Makassar city employees. Inhibitory factors include the lack of employee awareness of the importance of leadership style in supervision in PDAM Makassar City. And the lack of interaction between personnel or between superiors and subordinates. In addition, the supporting factor is always confirmation between the Director of PDAM and his employees and does not put forward orders between superiors and those in the order."

Discussion

1. Leadership Role in Surveillance

After making in-depth observations of leadership in surveillance, so as a researcher gives an idea of the phenomena that exist in this study. The Role of a Leader in PDAM Makassar City. The ruler is the leader and will be asked about his leadership (his people)," (H.R. Bukhari and Muslim of Abdullah ibn Umar). The first leadership task attached to a person is the task of leading oneself. In carrying out his duties, he is required to be a responsible, true, independent, strong, intelligent, and wise person like a leader. The leader's style is one that has a burden of responsibility on his shoulders, so there are tasks that he must carry out during his leadership,

Leaders are required to know their specific roles in order to be able to lead in a directed manner. Leading means exercising trust. Leading a group means exercising a form of shared responsibility governed by one person in the form of mutual consent. A leader has a duty related to his role in carrying out leadership. In the company of the drinking water area of Makassar city, the leader must carry out his capacity as a leader properly and properly, including in terms of motivating his employees. In the implementation, sometimes there is a problem faced by a leader in a company. One example is that the message delivered by the Director of PDAM Makassar city to employees cannot be interpreted properly by its employees. This resulted in the performance of employees of the Makassar Municipal Drinking Water Company being slow, and the running of government wheels became hampered. However, there are not many problems arising from the performance of these employees, as well as said employee informants must be in a different way because each employee has a different character. Therefore, a leader further improves personal relationships with his employees.

In this approach, there will be an ongoing relationship between all employees. Indeed, the worst of the leaders are those who make it difficult for their people to leaders not to do wrong by troubled the lives of their people. Being a leader does not mean getting the chance to live a luxurious life and be filled with pleasure, while its people get difficulties and tribulations.

Being a leader should make us more motivated to provide solutions for the benefit of society and facilitate the lives of those who were originally filled with pain and misery. Leadership has a very important role in improving employee performance because effective leadership guides the efforts of all workers in achieving organizational goals. Leaders need effective leadership to increase the work motivation of all employees in achieving the organization's goals as a public service agency (Bledow et al., n.d.; Mueller et al., 2020; van Assen, 2019). Thus, leadership can be a good guideline in improving employee performance. The role of leaders in any agency/organization is very important to improve the performance of employees because the leadership can supervise, provide motivation, move, guide, influence, or control the behavior of employees through a constant measuring instrument to achieve the goals that have been set.

Some important roles of a leader in carrying out his duties in PDAM Makassar are as follows:

- a) Being fair (*Arbitrating*). In carrying out a responsibility, the leader will be faced with group problems that lead to the giving of decisions. The leader is required to be fair in making decisions about various problems that exist. Being fair means being able to determine all decisions of the two problems. Leaders who can be fair will certainly be tactically able to make wise decisions to solve a problem.
- b) Giving suggestion (*Suggesting*). A leader is required to give suggestions to members or subordinates. Giving suggestions properly and correctly beneficial to the results obtained at the end of a goal.
- c) Supporting the achievement of objectives (*Supplying Objectives*). In carrying out its function as a mobilizer of members in a group, a leader is required to support all good things that can be a factor in achieving a group's goals. A leader must be assertive and support all aspects of the trigger for the success of the group's goals. And Leaders are required to have a high spirit in supporting the achievement of goals.
- d) Being a catalyst (*Catalyzing*). A leader can be said to be a catalyst if able to support all aspects of group's progress with good ideas and actions.
- e) Creating a sense of security (providing security).. A leader is said to create a sense of security if he can continue to think positively, firmly establish, and hold all control with honesty. Leaders who are able to create a sense of security are highly reliable leaders.
- f) Source of Inspiration (*Inspiring*) Inspiration is an absolute thing needed by all human beings who need the spirit to live life. Inspiration is needed by someone who has an absolute achievement target in life. A good leader will be able to provide good inspiration for each of his subordinates.
- g) Being *Appreciative (Praising)*. A good leader needs to have a strong role in respecting a subordinate, both in situations and good or bad heart conditions, the leader must be able to behave dynamically in respecting his subordinates, a leader clearly requires this humble attitude in realizing the ideal form of leadership for his subordinates.

Based on Kassotaki (2019) opinion, leadership is a relationship in which one leader influences the other party to work together willingly to do related tasks to achieve what the leader wants. Furthermore, leadership activities influence the behavior of others so that they

will be directed to a specific purpose (Rosing et al., 2011). Every behavior carried out by a leader will certainly affect the person in his supervision to achieve his desired goals.

2. Factors That Hinder and Support leadership roles in supervision

After making in-depth observations of the Makassar Municipal Drinking Water Regional Company, there are several supporting factors and inhibitory factors to the leadership style in supervision: 1) Supporting Factors: a) Good relationship or interaction between superiors and subordinates (*Relationship*) Relationships that always guide between superiors and subordinates do not put forward orders between superiors and those in command; b) Work atmosphere that understands each other in that case is the superior and subordinate; c) Facilities and infrastructure that are very helpful that significantly work in spirit.

Inhibitory Factors

Any company that performs its duties on leadership in surveillance must find a variety of problems that cause poor employee performance results are most likely the company does not know or realize those problems. However, after the author conducted the research, it can be known what problems are often faced by the Makassar Municipal Drinking Water Regional Company.

Regional Drinking Water Company (PDAM) Makassar city in carrying out its activities to the role of leadership in the supervision, some several phenomena and problems occur, namely:

- a) Welfare (salary and incentives) employees cannot perform the duties and responsibilities if they get salaries and incentives under their work. Employees do not try to find other income if the company notices their welfare. Thus, employees can focus on carrying out all tasks and jobs given. If employees feel that their salary and incentive are lacking because the company does not notice employee welfare, they will tend to seek additional income. Efforts to find additional income can affect the concentration of these employees so that they do not focus on their basic work, which will result in a poor leadership role in the supervision of the employee concerned.
- b) Lack of employee awareness of the importance of leadership role in awareness supervision is one of the important aspects of creating or improving leadership. It is important to obey all rules and norms in carrying out work or activities' awareness in supervision. Without the awareness or willingness to be an effective employee, then the performance is increasingly impossible to create.

Conclusion

The influence of leadership style in supervision in the company drinking water area of Makassar city can be said very good because there is an honest, fair, firm, and objective leader in conducting oversight in the Makassar Municipal Drinking Water Regional Company. Factors that inhibit and support the influence of leadership style in supervision,

namely interaction (relationship) between superiors and subordinates in addition to supporting factors there are also inhibitory factors that are the welfare of employee salaries have not been maximized. And the lack of interaction between the employee and his superiors.

Suggestion

Leadership style in supervision should be, the leader pays more attention to the employee to be able to improve and discipline in completing his work. Supervision conducted by the leader in the control of subordinate activities in completing the task to go in the direction that must be achieved in order to complete the work under the right time and If in the implementation of its duties employees who deviate or violate the existing rules of the applicable provisions required sanctions or reprimand from the leadership of PDAM Makassar City; This sanction is not as a tool of punishment but as a means of control as well as advice for the leadership to pay attention to his subordinates, by giving sanctions or reprimands in order to encourage employees not to repeat their mistakes so that they can work properly.

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