

THE INFLUENCE OF ORGANIZATIONAL LEADERSHIP, WORK EFFECTIVENESS AND WORK ABILITY EMPLOYEES ON SERVICE PERFORMANCE AT GUWANG VILLAGE OFFICE IN SUKAWATI GIANYAR DISTRICT

Abstract

The success of a company cannot be separated from the improvement of superior and quality human resources. To realize this, human resources really need to be considered, where human resources are one of the most important factors determining the progress of a company. This study aims to determine the effect of organizational leadership, work effectiveness and employee work ability on service performance at the Guwang Village Office, Sukawati Gianyar District.

This research was conducted at the Guwang Village Office in Sukawati Gianyar District using a population and sample of 31 respondents. The sampling technique used in this study is the saturated sampling method or the census method. Data collection was carried out through interviews, questionnaires, observation and documentation. The data analysis technique used in this study was multiple linear regression analysis which was processed using SPSS software version 23.0.

The results showed that: 1) organizational leadership had a positive and significant effect on service performance at the Guwang village office, Sukawati Gianyar sub-district, 2) work effectiveness had a positive and significant effect on service performance at the Guwang village office, Sukawati Gianyar sub-district, 3) employee work skills had a positive effect. and significant on service performance at the Guwang village office, Sukawati District, Gianyar. Further research can develop this research by using other variables which in theory have an influence on service performance.

Keywords: *Organizational Leadership, Work Effectiveness and Work Ability
Employee, Service Performance*

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