

ABSTRACT

PT PLN (Persero) Sulawesi Development Main Unit has a commitment in a management contract on the Long Term Plan to complete a large work target to develop electricity infrastructure at the right cost, time and quality in supporting the electrification ratio in Indonesia, which currently has not reached 100%. The situation that occurred in the last 3 (three) years was a decrease in employee performance with the exceed requirements category about 14%. The fact that occurred in this condition was accompanied by a decrease in the results of the employee engagement survey which decreased with a decrease rate of 6.73%. The number of workers at PT PLN (Persero) Sulawesi Development Main Unit is still not fulfilled and this causes a high workload with a gap of 10.13%. The role of the leader in this situation is very massive, in this case not only leading the members but also being able to position himself as a servant who has no structural boundaries with his followers. However, the results of the assessment survey of leaders still provide several opportunities for improvement for leaders.

This study aims to determine the effect of Servant Leadership (SL) and Workload on Employee Engagement (EE) and their implications for the performance of employees of PT PLN (Persero) Sulawesi Development Main Unit.

The method used in this research is quantitative with descriptive research type. Respondents in this study were 237 employees of PT PLN (Persero) Sulawesi Development Main Unit, using non-probability sampling with saturated sampling. The data that has been processed will be analyzed using descriptive analysis techniques using SEM - PLS.

The results showed that based on the results of questionnaires and observations, it was found that at PT PLN (Persero) the Sulawesi Main Development Unit, the servant leadership style was in very good condition with a score of 88.84%, workload conditions were in a low category with a score of 45.32 %, employee engagement is in very good condition with a score of 90.04% and performance is in very good condition with a score of 91.20% with several management programs that support the achievement of results on all of these variables

The influence of servant leadership and workload on employee engagement and the implications for performance at PT PLN (Persero) Sulawesi Development Main Unit is positive and significant at 46.2%.

Keyword : Servant Leadership, Workload, Employee Engagement, Performance