



The Role of the Head of the Education Service Technical Implementation Unit (UPTD) in Improving Employee Performance in Sangir Batang Hari District, South Solok Regency

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ABSTRACT

This study aims to find out and examine how the role of the Head of the Sangir Batang Hari Education UPTD is whether it has been carried out properly or not. This study uses a descriptive qualitative method which explains in depth the role of the Head of Education UPTD Sangir Batang Hari District, South Solok Regency in improving employee performance. Data collection techniques using interview techniques, observation and documentation. Data analysis techniques, namely by triangulation, data reduction, data presentation and drawing conclusions. The result of this research is that the role of the Head of the Sangir Batang Hari Education UPTD has been very good in carrying out his role in improving employee performance and discipline. Meanwhile, the obstacle faced by the Head of the Education UPTD Sangir Batang Hari Subdistrict in improving employee performance at the Education UPTD itself, namely the most important obstacle was the lack of staff in the Education UPTD which was one of the most influential obstacles in improving performance at the Education UPTD. Furthermore, the constraints that exist in the UPTD itself also affect the human resources (HR) in the UPTD of Education who are not yet disciplined. Factors that influence the performance of UPTD Education staff in Sangir Batang Hari District, namely: Head of UPTD Education in Sangir Batang Hari District, South Solok Regency in order to increase the role that is more motivating for employees to carry out tasks according to the goals to be achieved so that employee performance can be even better for the sake of structure work and goal attainment.

1. Introduction

Leadership is an inherent aspect of one's character and mentality. Humans possess the innate ability and authority to assume leadership roles, as it aligns with their natural disposition. Leadership is a dynamic process that imbues collaboration with purpose and is generated by the desire to guide others in attaining objectives (Greenleaf, 2002; Lambert et al., 2016). Leadership, in essence, refers to the capacity and expertise of an individual holding a position as a leader within a work unit to effectively influence

others, particularly their subordinates, to think and behave in a manner that contributes significantly to the attainment of organizational objectives through positive actions. Leadership has a crucial function in an organization or agency, significantly impacting the level of work performance (Chiok Foong Loke, 2001). The growth and failures of an agency are heavily influenced by the leadership style of its CEO. This demonstrates that leadership plays a crucial role in attaining work efficiency. If a leader can effectively deploy suitable leadership strategies

to the prevailing circumstances and conditions, people will be able to operate in a comfortable and highly motivated manner (Amanchukwu et al., 2015; Cameron, 2012).

The efficacy and superiority of an organization are heavily contingent upon the calibre of its human capital (Chen & Wu, 2020; Taylor et al., 2015). In theory, the presence of high-calibre Human Resources (HR) within an organization is anticipated to enhance organizational performance. By assuming the appropriate leadership role, one can establish a work climate that is favourable and conducive to productivity. The job of a leader is crucial in every government agency or organization since they serve as the organization's intellectual centre. The leader consistently makes goal-oriented decisions in alignment with the organization's objectives. To accomplish goals effectively and efficiently, it is necessary to have constructive teamwork inside an agency (Fiscella et al., 2017). In this scenario, employees and leaders must possess the ability to engage in effective collaboration to attain the desired objectives.

Ki Hadjar Dewantara's conceptualization of leadership encompasses three philosophies that comprehensively address the multifaceted aspects essential to effective leadership. Hence, it might be referred to as plenary leadership or comprehensive leadership, encompassing all its facets. Ki Hadjar Dewantara's distinctive Indonesian leadership concept does not discriminate against individuals based on their status, but rather on their assigned responsibilities. The duties can vary, encompassing positions at the forefront, in the middle, and at the rear. Put simply, a leader must alternate between taking a leading position, a central position, and a supporting position at different times. Effective leadership is crucial for the advancement of an organization, as it plays a fundamental role in attaining organizational objectives. Leadership roles refer to the established standards and behaviours that an individual employs to exert influence on others (Newman et al., 2017). Leadership involves exerting influence over individuals to establish and achieve organizational objectives, while also motivating followers to act by these goals. To

exert influence and enhance the dynamics and ethos of the collective.

An organization will be unable to realize its full potential and achieve success without good leadership. Leadership should be viewed as a chance to bring advantages to multiple parties, rather than being seen as a commodity or possession to exploit others for personal gain. A leader must possess a clear and perceptive understanding of the factors of success to effectively achieve organizational goals (Bryson, 2018). Leadership is the act of exerting influence over a group of individuals to accomplish a specific objective. Transformational leadership can be defined as a systematic approach to inspiring and motivating individuals to willingly undergo personal change and growth. This approach entails addressing their motivations, providing their needs, and showing respect for subordinates. In leadership, influence is the fundamental aspect that pertains to an individual's capacity to effectively modify the attitudes and behaviours of individuals or groups in a targeted manner. An effective leader must possess both authority and the ability to analyze the reciprocal influence processes that take place between the leader and their followers.

Bass (2003) defines transformational leadership as the ability of a leader to exert influence over subordinates in specific ways. Through the implementation of transformational leadership, subordinates will experience a sense of trust, appreciation, loyalty, and respect for their leaders. Ultimately, subordinates will be incentivized to exceed expectations. Conversely, to ascertain the opinions of employees regarding the agency, a leader inside the organization must engage in proactive communication with their subordinates. The leader's demeanour will shape the team's progress inside the agency organization, impacting the accomplishments made and eventually affecting staff productivity. The proficiency of a leader in fostering team cohesion is crucial for the achievement of an agency's objectives. An employee's execution of an agency's obligations and tasks necessitates strong encouragement and inspiration from their supervisor. This is because nearly every action and policy implemented by leaders yields a beneficial influence on the individuals they supervise. An individual's motivation is

contingent upon the intensity of their underlying drive. Kartono (2018) asserts that a leader must possess the ability to offer effective incentives to their followers.

Given the crucial importance of leaders in motivating their subordinates, experts have proposed the idea of explicitly delineating the specific duties and responsibilities that leaders bear in influencing their subordinates. A role can be defined as the prescribed and anticipated conduct expected from an individual occupying a specific position. Based on the provided information, it can be inferred that the leadership role encompasses a collection of behaviours that are anticipated to be fulfilled by an individual in their capacity as a leader. Thoha (2017) define establishing a role as a sequence of consistent behaviours that result from occupying a specific position or the presence of something easily identifiable. The position's objective is to establish a framework of social values that governs the interactions between the individual performing the function and the individuals associated with or affected by that role.

Employees in an educational institution have a crucial role as they are the driving force behind the successful execution and attainment of organizational objectives. Essentially, individuals possess varying degrees of proficiency in executing their assigned tasks and obligations. Performance refers to the work outcomes that individuals or groups can achieve within an organization, in line with their assigned authority and responsibilities. The aim is to legally and ethically accomplish the organization's goals, while adhering to moral and ethical standards. An Education Service Technical Implementation Unit (UPTD) is an institution that carries out government policies and acts as an extension of the Regency or City Education Office. Its main role is to implement regulations and policies in education at the sub-district level. The UPTD possesses a capability to exert an impact on the performance of its employees in delivering educational services to schools and stakeholders. The Sangir Batang Hari Subdistrict Education UPTD in South Solok Regency is responsible for supporting the Regent in the implementation of educational government affairs. This includes assisting the Regency and City in implementing education

regulations and policies at the Subdistrict level. The main goal is to improve the quality of the educational system, starting from the Kindergarten (TK) level.

The Sangir Batang Hari Subdistrict Education UPTD has a kindergarten program for children aged 4-7. There are a total of 12 kindergarten schools, consisting of 1 state kindergarten and 11 private kindergartens. The program has a total of 45 students and 11 teaching staff. Additionally, there are 6 playgroup (KB) schools with a total of 44 kids and 7 instructors. In Sangir Batang Hari District, there are a total of 20 public primary schools, accommodating 421 pupils and employing 238 instructors and staff members. Currently, there are a total of six Junior High Schools (SMP) with a student population of 468 and a teaching staff of 63. UPTD Education aims to establish a performance framework that can facilitate efficient and productive job tasks. Examining the current position of the head of the UPTD in Sangir Batang Hari District is intriguing for the author, as it pertains to enhancing the performance of their personnel. Based on observations, it is evident that the Sangir Batang Hari District Education UPTD office now has a shortage of staff. Consequently, it is worth considering whether the Head of the Education UPTD in Sangir Batang District, South Solok Regency, has an impact on this staff shortage at the UPTD.

2. Literature Review

Role

In the comprehensive Indonesian dictionary, the term "role" refers to a collection of anticipated behaviors that individuals are required to possess while residing inside a particular culture. A role is a conceptual framework that defines the actions and responsibilities that individuals can undertake within a community or organization (Cohen, 2016; Langham et al., 2015). Roles can be defined as individual behaviors that play a crucial role in shaping the social structure of society (Soekanto, 2012). Each job seeks to establish a relationship between the person performing the role and the individuals connected to or affected by the role. This relationship is governed by mutually

recognized and followed societal ideals (Lin, 2017).

The role is a fluid component of one's position or status. This implies that an individual has fulfilled their rights and responsibilities in alignment with their position, so fulfilling a function. The two entities are inseparable due to their interdependence, signifying that there is no role without status and no status without role (Kitayama et al., 2022). Similar to one's position, individuals might assume multiple roles derived from their social tendencies. Consequently, this function dictates both his contributions to society and the opportunities society affords him (Sanford, 2017).

In his book "Sociology: An Introduction", Soekanto (2012) defines the role as a dynamic component of position or status. Engaging in the exercise of one's rights and fulfilling one's responsibilities by their designated position is the performance of a function. The differentiation between rank and role serves the purpose of advancing scientific knowledge. The two are inseparable due to their mutual interdependence. Every role is associated with a position, and every position is associated with a role.

Similar to position, the term "role" also has two distinct definitions. Each individual possesses multiple roles derived from their social tendencies. Consequently, the job not only dictates an individual's contributions to society but also influences the opportunities bestowed upon them by society (Caza et al., 2018). A role is a collection of expected behaviors that individuals in society are anticipated to possess. Meanwhile, a role refers to the specific activity performed by an individual during an event (Kumar et al., 2022).

A role is a set of consistent behaviors that result from holding a certain position or occupying a recognized office. An individual's personality can significantly impact the execution of a role (Bizzi, 2017). Roles emerge when individuals recognize that they are not operating in isolation. Being in a setting that requires constant interaction. The environment is vast and diverse, with each individual experiencing a unique experience. However, the

role that needs to be fulfilled is fundamentally unchanged (Sweet et al., 2015).

Berry (Berry, 2016) defines roles as the expectations that are placed on individuals who hold specific social positions. These expectations are a reflection of social norms, indicating that the role is influenced by societal norms. Within this function, there are two specific expectations: the expectations that the role holder has towards society and the expectations that the role holder has towards themselves or their responsibilities. Based on this viewpoint, it may be inferred that a role refers to the conduct exhibited by an individual as a result of their responsibilities stemming from their position or occupation (Peng & Pierce, 2015). To summarise, individuals in higher positions within an organizational hierarchy necessitate fewer technical skills. According to Siswanto (2021), the importance of technical abilities increases as a person's position in an organizational hierarchy decreases.

Based on this perspective, it may be inferred that a role refers to the conduct exhibited by an individual as a result of their responsibilities stemming from their position or occupation. Rivai (2009) defines role as the regulated and expected behavior of an individual in a specific position. Moreover, as stated by Oc (2018), a role refers to the specific position that assumes leadership, particularly in the context of a certain situation or event. To summarise, individuals in higher positions within an organizational hierarchy necessitate fewer technical skills. According to Siswanto (2021), the technical abilities necessary become more crucial as a person's position in an organizational structure decreases.

The role of the Head of Education UPTD

The Head of UPTD assumes the responsibility of issuing warnings and acts as a leader by giving directions, overseeing operations, and providing warnings to enhance staff performance. Before implementing penalties, the Head of UPTD issues warnings, particularly to staff who have committed violations, to ensure effective and efficient work in the office. UPTD Education is an educational institution that carries out the policies of the local government in the field of education. It acts as a branch of the Education Office at the district

level, responsible for executing regulations and policies in education. The significance of roles lies in their ability to govern an individual's conduct. The influence of an individual can somewhat forecast the behaviors of others. The individual in question will possess the ability to adapt their conduct to align with the conduct of the individuals within their group. The social relationships within society are the interactions between individuals fulfilling their respective tasks in society. Roles are governed by relevant rules.

The leadership role can be defined as the expected behaviors that a person in a desired leadership position is required to exhibit (Afsar et al., 2017). Organizations establish both the tasks to be performed and the expected behavior associated with those tasks, which highlights the significance of role expectations in governing subordinate conduct (Wang et al., 2017). The leader possesses the ability to exert influence over their subordinates, hence optimizing the work process to effectively accomplish the predetermined organizational objectives. Role theory is an interdisciplinary theory that combines numerous theories, orientations, and scientific disciplines in the fields of sociology, psychology, and anthropology. Role theory examines the concept of "role," frequently employed in the realm of theatre. In this context, an actor assumes the role of a certain character and is anticipated to exhibit behavior consistent with that character's position. An actor's role in the theatre can be compared to an individual's role in society, as they share certain characteristics. A role is the portrayal of a character by an actor in a theatrical performance. In a social context, a role refers to the specific function that a person fulfills when occupying a position in the social structure. An actor's role is a constraint imposed by another actor who is also performing in the same role.

Based on the aforementioned explanation, it can be inferred that role theory is a theoretical framework that examines an individual's position and behavior, which are contingent upon the expectations placed upon them by those who are connected to that individual or actor. Actors possess an understanding of the social hierarchy they belong to hence they strive to consistently project

an image of being "competent" and are regarded by their peers as "conforming" to the societal norms and expectations.

Employee Performance

Performance refers to the degree of accomplishment in executing specific duties. In the realm of human resource development, the performance of an employee is crucial for both the individual's work performance and the overall success of the firm. The term "performance" refers to the actual achievements and work results of an individual, specifically about their job responsibilities. It encompasses both the quality and quantity of the work produced by an employee (Syamsir & Saputra, 2022).

Performance refers to the extent to which people efficiently and successfully meet job objectives (Mulia, 2021). Employee performance refers to the extent to which an employee's job achievements align with the predetermined work standards set by the organization. Subsequently, According to Robbins (2007), performance is the outcome that employees achieve in their work based on certain criteria that are relevant to their employment. Rivai (2009) defines performance as the willingness and ability of an individual or a group to effectively carry out their assigned tasks and achieve the desired outcomes.

According to the aforementioned definition, performance is a strategic concept that aims to foster a collaborative relationship between management and employees to achieve favorable outcomes. The primary factor influencing performance is human resources. Even if planning is meticulously organized, the effectiveness of performance hinges on the individuals or personnel involved. If the execution lacks good quality and lacks sufficient work passion, the created plans will be rendered futile.

3. Methods

This study uses qualitative research methodology. According to Bogdan and Taylor in Moleong (2016), qualitative approaches refer to research techniques that generate descriptive data in the form of written words uttered by individuals and observable behavior.

Sugiyono (2018) defines qualitative research methods as a research approach rooted in the postpositivist philosophy. It is employed to investigate the characteristics of natural phenomena, rather than conducting experiments. In this method, the researcher plays a central role as the primary instrument, employing triangulated data collection techniques. The analysis of data is conducted inductively and qualitatively, leading to the generation of results. Qualitative research prioritizes the interpretation of meaning over the pursuit of generalizable findings. Qualitative research descriptively presents data through reports and descriptions (Arikunto, 2018). Qualitative research is a type of research that aims to comprehensively uncover symptoms within their context. This is done through collecting data in natural settings, with the researchers themselves acting as a significant tool in the field. In the context of qualitative research, no numerical data was subjected to statistical analysis. However, researchers collected data using numerous methods including interviews, documentation, and direct observation. The research methodology employed in this work is a descriptive investigation. This study is part of field research, where research ideas were derived from observations and findings of previous studies regarding the role of the Head of the Education Service Technical Implementation Unit (UPTD) in enhancing employee performance in Sangir Batang Hari District, South Solok Regency.

The research locus refers to the specific research location situated in the Education Service Unit (UPTD) in Sangir Batang Hari District, South Solok Regency. The author purposefully chose to do research at this specific site due to their employment there, which facilitated convenient access to the necessary information and data required for formulating this proposal. The primary objective of this research is to investigate the impact of the Head of the Education Service Technical Implementation Unit (UPTD) on enhancing staff performance in Sangir Batang Hari District, South Solok Regency.

In qualitative research, the analysis process is conducted concurrently with the data collection procedure. The used model is a

complex and dynamic analysis model that is implemented once the data has been acquired. Subsequently, the data is analyzed and conveyed through descriptions and explanations, enabling the derivation of conclusions and recommendations aligned with the research objectives.

The research employs the Milles and Huberman (2018) analysis model for descriptive data analysis. This model involves an interactive approach with distinct stages, including data collection from diverse sources such as interviews and observations. Recorded in field notes. Data reduction involves the process of minimizing the amount of data that has been collected, examined, and analyzed. Data reduction is a method of analysis that enhances, classifies, and guides while eliminating unnecessary information and then arranging the data. Data presentation facilitates comprehension of past events and informs future analysis and decision-making processes. Conclusion: Data inference is performed once the data has been provided in a descriptive manner and with a comprehension of logical interpretation.

4. Result

The Role of the Head of the Education Service Technical Implementation Unit (UPTD) in Improving Employee Performance in Sangir Batang Hari District, South Solok Regency

Field research findings indicate that UPTD is an institution responsible for implementing district/city government policies in the field of education. It serves as an extension of the district or city education office, ensuring the implementation of regulations and policies in education at the sub-district level. The Head of the Sangir Batang Hari District Education UPTD exemplified the importance of punctuality and avoiding work delays to the employees. Additionally, the Head emphasized the significance of cooperation in achieving efficient performance. Moreover, the Head occasionally issued direct warnings to employees who violated performance standards. These actions were taken to establish organizational goals at the Sangir Batang Hari District Education UPTD.

The leader of the Sangir Batang Hari District Education UPTD fulfills his responsibilities by motivating and monitoring employees, as well as providing effective guidance.

The Head of UPTD also has ethics in leading employees, because the leader's ethical behavior towards employees also greatly influences their performance. If the leader violates these ethics or displays inappropriate behavior towards employees, it can have the greatest influence on the work and the results of achieving the goals of the Sangir Batang Hari District education UPTD itself.

Obstacles for the head of the Education UPTD in improving employee performance in Sangir Batang Hari District, South Solok Regency.

The research findings indicate that the Sangir Batang Hari District Education UPTD faces a significant impediment, namely a shortage of workers. This obstacle has a substantial impact on the improvement of performance at the Education UPTD. Moreover, the author's interviews with the head of the UPTD, Sangir Batang Hari District, reveal that the limitations inside the UPTD have a direct impact on human resources (HR). The UPTD's leader issues warnings, particularly to staff who engage in infractions, prior to implementing fines to ensure the office's efficacy and efficiency. Optimal staff performance is a crucial determinant in an agency's endeavor to enhance productivity. The performance of an employee is an issue that pertains to the individual, as each employee have a certain level of proficiency in executing their responsibilities.

5. Discussion

Research findings indicate that employees are a crucial asset for a company since their performance significantly impacts the company's success in fulfilling its vision and goal. Leaders have a crucial role in enhancing staff performance. The Head of the Sangir Batang Hari District Education UPTD implemented this action towards his employees.

The mindset of employees will be positively influenced by effective leadership, leading to increased enthusiasm and improved performance in executing assigned duties under

their superiors. To effectively lead an organization or company, leaders must demonstrate key leadership qualities. By exemplifying these characteristics, leaders can provide a clear roadmap for their subordinates, enabling them to fulfill their duties and responsibilities effectively. This, in turn, fosters an environment where employees are motivated to enhance their performance. Therefore, exhibiting such behavior not only shapes the role of a leader in enhancing employee performance but also serves as a source of motivation for employees to strive for excellence.

The function of the Head of UPTD encompasses delivering instructions, supervision, and warnings to enhance employee performance. The UPTD Chief issues warnings, particularly to staff who commit violations, before implementing penalties to enhance the efficacy and efficiency of office operations.

Following the instructions and supervision of the Head of the Sangir Batang Hari District UPTD, the employees demonstrated a significant improvement in their performance. They gained a better understanding of how to handle tasks and effectively address work-related challenges. The direction and supervision I provide to these individuals enhance their ability to perform efficiently and contribute to the attainment of their job responsibilities and objectives.

The leader of UPTD must also demonstrate ethical conduct in managing staff, as the leader's ethical behavior significantly impacts their performance. When the leader breaches these ethical standards or exhibits unethical conduct towards employees, it can exert a significant impact on the team's work and the attainment of its objectives. The UPTD education is located in Sangir Batang Hari District, under the South Solok Regency.

Employee performance refers to the outcomes and productivity achieved by an employee in their assigned responsibilities within the organization during a specific timeframe. Optimal staff performance is a crucial determinant in an agency's endeavor to enhance productivity. The performance of an employee is an individualized concern, as each person

possesses a distinct level of proficiency in executing their responsibilities.

Enhancing employee performance at UPTD involves a structured and methodical approach whereby employee performance is elevated according to predetermined organizational standards in order to achieve pre-planned objectives. Performance improvement is a metric used to evaluate the extent to which a person has met or exceeded the expectations and goals associated with their assigned work or position. Enhancing staff performance at UPTD can also serve as a means of holding them accountable for their actions.

A company's achievement of a measurable outcome over a predetermined time period is the performance of its employees at UPTD. The job of UPTD employees directly affects how well they perform because it closely aligns with the strategic goals of an institution or organization. At the Education UPTD in Sangir Batang Hari District, South Solok Regency, there is a scarcity of personnel to fulfill the designated primary responsibilities of the job.

Leaders must prioritize several factors while enhancing employee discipline, specifically: (1) facilitating the development of employees' behavioral patterns; (2) assisting employees in elevating their standards of behavior; and (3) utilizing rule enforcement as a strategic instrument. Leaders facilitate change by establishing a clear direction through vision and strategy, bringing together individuals who must collaborate to accomplish that vision, and encouraging and inspiring them to overcome challenges, therefore resulting in change.

Work discipline in an institution refers to the set of rules, regulations, and practices that all employees must adhere to when doing their jobs. An exemplary employee demonstrates the ability to enforce work discipline inside an organization, such as an office, to ensure the seamless execution of personnel activities. Indeed, the implementation of employee discipline will enhance the organization's level of sophistication.

Employee work is associated with satisfaction motivation theory, as indicated by (Umar and Husein 2010), which emphasizes the importance of corporations addressing employee

rights, including compensation, career planning, workplace safety and health, as well as training and development.

This occurs due to the constrained workforce, which occasionally hinders productivity. It is highly regrettable for the head of education at UPTD. These limitations can sometimes hinder employees from exerting maximum effort and performing their duties with excellence. However, due to the awareness of the shortage of human resources in UPTD Education, employees are motivated to maintain a high level of performance and adhere to the established procedures in order to achieve their goals.

In order to enhance performance, mere chats with colleagues are insufficient. At UPTD Education, staff actively engage in education and training programs, particularly resource development training, which is frequently conducted in the Sangir Hari area of South Solok Regency. Humans offer services to the community, including modest training in technological disciplines such as computer proficiency and other equipment.

The research findings indicate that the Education UPTD in Sangir Batang Hari District, South Solok Regency, faces a significant obstacle in the form of insufficient staff. This obstacle has a substantial impact on the overall performance improvement of the Education UPTD. Moreover, the outcomes of the author's interview with the UPTD's director indicate that the challenges present within the UPTD have a direct impact on its human resources.

Loose restrictions refer to limitations on resources that are not fully exploited. In the Education UPTD of Sangir Batang Hari District, South Solok Regency, a scarcity of staff, if not effectively utilized, will lead to a significant accumulation of tasks.

The Education UPTD in Sangir Batang Hari District, South Solok Regency, faces significant difficulties that require immediate attention in order to implement employee development initiatives effectively. In order to accomplish the leadership duty of enhancing employee performance, it is essential to establish an efficient administration capable of executing the assigned tasks. A problem encountered by

the head of the Education UPTD is the insufficient number of personnel inside the organization. Consequently, in order to fulfill the necessary tasks, they have reached the conclusion that they should personally do the work.

The head of the Education UPTD encounters a challenge in recruiting new personnel due to the arduous nature of the recruitment process. This difficulty arises primarily from the lack of interest in joining the Education UPTD, which in turn leads to the issue of inadequate remuneration for employees in relation to their job responsibilities. Without staff wages, there will be a decrease in motivation to join the Education UPTD.

Interviews with leaders and employees indicate that employing a democratic and firm leadership style can enhance employees' capabilities. The primary objective is to oversee and assess the extent to which employees adhere to their responsibilities. This element also contributes to the enhancement of employee performance in Sangir Hari District Education, South Solok Regency.

In order to achieve quality and professional performance, it is crucial for the head of UPTD to address the difficulties experienced by employees. To do so, it is necessary to have a clear understanding of the overall and specialized performance goals. The primary objective of performance management is to cultivate a culture in which individuals and teams take ownership of ongoing improvement in employee performance and the development of their own talents and contributions.

In addition to that, the Head of UPTD endeavors to enhance staff performance by addressing the challenges they encounter. As a platform for enhancing employee knowledge and abilities in the workplace, particularly where UPTD employee performance is deficient. Consequently, the leadership will adopt a more stringent approach towards employees who violate regulations, including the termination of those who do so, in order to foster a culture of enhanced discipline in the workplace.

6. Conclusion

Through the analysis of data and discussions presented in this thesis, the researcher can conclude that leadership plays a crucial role in enhancing the performance of UPTD employees in Sangir Batang Hari District, South Solok Regency. Specifically, the Head of the Education Service Technical Implementation Unit (UPTD) has a significant impact on improving employee performance. The director of the Education UPTD in Sangir Batang Hari District, South Solok Regency, makes sure that leaders who successfully carry out their primary duties and functions, exhibit moral leadership, and possess the necessary leadership traits have an impact on employee performance. The employees at the Education UPTD in Sangir Batang Hari District, South Solok Regency, demonstrate commendable performance by adhering to personnel standards, diligently executing assigned tasks, and striving to meet targets and achieve the objectives of the Education UPTD in Sangir Batang Hari District, South Solok Regency. The head of the Education UPTD in Sangir Batang Hari District, South Solok Regency, has the most difficulty because there aren't enough employees. Despite efforts to enhance employee performance to the fullest extent, the limited human resources available in the Education UPTD hinder the smooth operation of employee performance.

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