ABSTRACT

NOVITA SHINTIAWATI HABIBIE. Leadership's Roles in Improving Employee Performance at Police Civil Servants, Community Protection and Firefighters Office of Gorontalo Province. Supervised by SRI LESTARI GINTULANGI as the chairman and JOICE MACHMUD as member.

The objective of research was to determine Leadership's Roles in improving employee performance at Police civil servants, community protection and Firefighters Office of Gorontalo Province. The method used qualitative research. The result showed the head office roles were good and proven to be able to carry out his role as a figurehead that can be made an example because of his diligent, disciplined, and passionate personality. The role of the decision maker of the Head of officer runs quite well, it can be seen from the decision making process that is solutive and democratic. The role of the Head of Office's information sources runs quite well, this can be seen from his ability to carry out his role as a mouthpiece of information for the organization

Keywords: Leadership's Roles.

ABSTRAK

NOVITA SHINTIAWATI HABIBIE. Peran Kepemimpinan Dalam Meningkatkan Kinerja Pegawai di Dinas Satpol PP, Linmas, dan Pemadam Kebakaran Provinsi Gorontalo. Dibimbing oleh SRI LESTARI GINTULANGI sebagai Ketua dan JOICE MACHMUD sebagai Anggota

Penelitian ini bertujuan untuk mengetahui Peran Kepemimpinan Dalam Meningkatkan Kinerja Pegawai di Dinas Satpol PP, Linmas, dan Pemadam Kebakaran Provinsi Gorontalo. Metode penelitian menggunakan jenis kualitatif. Hasil penelitian menunjukkan bahwa peranan pribadi Kepala Dinas sudah sangat baik, terbukti dapat menjalankan perannya sebagai *figurehead* yakni bisa dijadikan teladan karena kepribadiannya yang rajin, disiplin, dan bersemangat. Peranan pembuat keputusan Kepala Dinas berjalan cukup baik, hal tersebut terlihat dari proses pembuatan keputusan yang bersifat solutif dan demokratis. Peranan sumber informasi Kepala Dinas berjalan cukup baik, hal ini terlihat dari kemampuannya dalam menjalankan perannya sebagai corong informasi bagi organisasi

Kata Kunci; Peran Kepemimpinan