

ABSTRACT

The Regional Social Service Office of North Sulawesi Province is one of the supporting elements of regional government affairs, one of whose objectives is to improve professionalism in the implementation of social welfare development. Employee performance is one of the key dimensions that is of primary concern to government organizations today. Performance that is expected to produce the best results is essential for development and community welfare. There are several factors of change that affect organizations, including leadership, motivation, and work environment.

This study aims to analyze the influence of leadership, motivation, and work environment on the performance of employees at the Regional Social Service Office of North Sulawesi Province.

The method used is Structural Equation Modeling (SEM) using Partial Least Squares (PLS) with SmartPLS 3.0 software.

The results show that leadership does not have a significant direct effect on employee performance, motivation has a significant effect on employee performance, and work environment has a significant effect on employee performance. Simultaneously, leadership, motivation, and work environment collectively contribute to employee performance.

The results of this study can be used as evaluation material to help management formulate strategies or policies to improve employee performance.

Keywords : *performance, leadership, motivation, work environment, civil servants*