

ABSTRACT

The purpose of this research is to test the influences of quality of management leadership on micro mandiri manager competence and service flexibility to increase micro mandiri unit performance. Using these variables, the usage of these variables are able to solve the arising problem within micro mandiri unit at PT. Bank Mandiri (Persero) Tbk. Micro Bussiness District Centre (MBDC) Semarang.

The samples size of this research is 119 managers in micro mandiri unit at PT. Bank Mandiri (Persero) Tbk. Micro Bussiness District Centre (MBDC) Semarang. Using the Structural Equation Modeling (SEM). The results show that the quality of management leadership on micro mandiri manager competence and service flexibility to increase micro mandiri unit performance.

The effect quality of management leadership on micro mandiri manager competence are significant; The effect quality of management leadership on micro mandiri unit performance are significant; The effect quality of management leadership on service flexibility are significant; The effect micro mandiri manager competence on micro mandiri unit performance are not significant, and The effect service flexibilitly on micro mandiri Unit performance are significant.

Keywords : quality of management leadership, manager competence, service flexibility, and bank performance.