

## **ABSTRACT**

*PT PLN (Persero) Central Java and DIY Distribution Main Units are State-Owned Enterprises engaged in the distribution of electrical energy by providing electricity distribution services directly to the public. PLN has internal and external related jobs where managers have an important role as representatives of their units. There are two generations of employees, namely Generation X and Generation Y (Millennials) which require Millennial Generation managers to balance their leadership style against the generation gap. Millennial managers are required to quickly adapt to the environment in order to encourage their units to have good service performance. The research was conducted by investigating the appropriate leadership style to be applied in the Customer Service Unit according to managers and subordinates. The method in this study is a qualitative method with a phenomenological approach. Interviews were conducted with ten respondents from a total of 79 population units in the PLN work area, Central Java and DIY Distribution Main Units. There are seven categories under discussion, namely how to communicate and convey information, the communication media used, manage team involvement, resolve internal conflicts, manage risk, respond to change, and manage stakeholders. According to superiors and subordinates, ULP Managers need to implement a transformational leadership style in their units by involving every member in making decisions, being proactive, and creating a competitive and innovative work environment.*

**Keywords** : leadership, y generation, phenomenology, PLN, qualitative method