SUMMARY

ANDI IRAWAN. Analysis of Factors Affecting Performance of Civil Servant in Directorate General of Higher Education. Supervised by M. SYAMSUL MAARIF dan M. JOKO AFFANDI.

Every organization has its main tasks and functions and in achieving this task requires work units that smaller, with a division of tasks, work system and work mechanism. Goals and objectives of the organization is divided into tasks and functions in each sub-unit to the level of an individual in a single unit, so at the end every employee has their own target and specific job descriptions. Therefore, the organization's performance is strongly influenced by the performance of employees, because it is an overall organizational performance of the performance of all units within the organization and all employees in the organization. In order to produce optimal performance of a civil servant, and management attention must be paid to the factors that affect the performance.

The data in this study was obtained by distributing questionnaires to 75 civil servants through a quota sampling technique. Analysis of the data used include descriptive analysis, correlation analysis and analysis of Structural Equation Modeling (SEM) approach Partial Least Square (PLS). Latent variables in this study are individual factors, psychological factors, organizational factors and the performance of civil servants.

The results showed that based on the results of data analysis, employee performance is influenced by individual factors (abilities, skills and background), psychological factors (personality, motivation and learning) and organizational factors (leadership, job design, training and development and work environment). Individual factors, psychological factors and organizational factors directly affect the performance of civil servants. Individual factors also influence indirectly to the performance of civil servants through psychological factors, while organizational factors do not influence indirectly through psychological factors. Individual factors is the dominant factor affecting the performance of civil servants.

Keywords: individual, organization, Partial Least Square (PLS), performance, psychology.