SUMMARY

ANWAR HADI MUSADAD. Factors Affecting Employee Performance at Fundraising Division Lembaga Amil Zakat Dompet Dhuafa. Supervised by DIDIN HAFIDHUDDIN and IDQAN FAHMI.

The collection of zakat funds from the Lembaga Amil Zakat Dompet Dhuafa (LAZ DD) for the 2012-2016 period has experienced ups and downs each year and has not been able to surpass the national zakat growth rate. Zakat managed growth rate of LAZ DD is still below the growth percentage of national zakat, on the other hand the potential of zakat in Indonesia continues to grow but the acquisition of national zakat is still small. The latest data from the research of the National Zakat Agency (BAZNAS), the comparison of the acquisition with the zakat potential in 2015 was only 1.3%, so that there was enough room for LAZ DD to optimize the growth of zakat management. Whereas if it is associated with the Fundraising Division LAZ DD employee performance appraisal data in 2016, only a few employees of the Fundraising division received an A in their performance appraisal.

This study has three main objectives which include the following: (1) to analyze the performance of the Fundraising LAZ DD division according to the respondent's attitude, (2) to analyze the factors that affect the performance of the Fundraising LAZ DD division employees, and (3) to formulate a strategy LAZ DD to improve the performance of the Fundraising Division. The sampling technique in this study was purposive sampling with a total sample of 50 respondents representing each level of position in the Fundraising division.

This study uses Partial Least Squares Structural Equation Modeling (PLS SEM) to see the factors that influence the performance of employees of the Fundraising LAZ DD division. From the results of PLS SEM analysis, it was successfully identified that the Effort factors, Internal Support of Fundraising Division and Program Division Support had a significant effect on the performance of employees of the Fundraising division LAZ DD, with a leadership indicator that had a high loading factor and the lowest attitude value.

The implications of this study emphasize soft skills training in the form of leadership training for leaders and time management training for employees. In addition, LAZ DD needs to internalize the values of the institution in order to improve employee professionalism and maintain team cohesiveness. Then, LAZ DD needs to provide equipment and technology in good conditions to work. Finally, LAZ DD also needs to maintain and improve the performance of the Program Division that is already good.

Keywords: employee performance, fundraising, lembaga amil zakat, PLS SEM