

ABSTRACT

PERFORMANCE BUREAU CHIEF GENERAL SECRETARIAT PROVINCIAL LAMPUNG

by
ARYA REGINA

General Bureau is a bureau within the Provincial Secretariat Lampung. The leader is a Bureau Chief in charge some parts. Leader will affect the performance of employees. Employee performance is good if the leader has a good performance for the lead, but in reality the General Bureau Chief still less firm and consistent in giving the decision, besides cooperation among co-workers is still not good. This study aims to determine the performance Bureau Chief Lampung Provincial Secretariat General. This study was designed as a research kualitatif while descriptive analysis method.

The results showed that the performance of General Bureau Chief in taking keputusan already good, while not being firm against employees who do conflict. General Bureau Chief Factors that discipline, educate employees, memanjaemen time, and quality of service already, but there is a communication failure welfare and justice issues for TU leadership. Bad or good employee performance due to the quality of its leaders. General Bureau employee performance in terms of: Discipline General Bureau is still low, only 70% attendance rate per month, the efforts made by the reward system to motivate employees discipline, TIM GDN, and coaching.

Cooperation is still low, the efforts made to minimize employee conflict, diversion disposition, and coordination within or outside of work units d. Loyalty has been applied, the efforts made in the morning assembly and verbal warning. Employees will be dedicated if welfare are met. Rolling employees is one of the efforts to improve performance, which made for employees who excel, have the expertise, skills, and education. Rolling also as a form of coaching that employee performs well. Meetings are often held once a month, but at times meetings are often held to solve the existing problems in the General Secretariat of the Regional Bureau employees Lampung Province.

Keywords: Performance and Head of General Affairs Bureau of Public Employees