

## **ABSTRACT**

### **THE ANALYSIS OF FACTORS THAT INFLUENCE THE OFFICER PERFORMANCE**

**(A Case Study in One Stop Integrated Service Office in West Lampung Regency)**

**By**

**M. Agus Setiawan**

The officer's performances depend upon some factors such as individual, psychological, and organizational factor (Simamora, 1995). The performance appraisal assessment of officers is a means of human resources management to measure qualities of human resources in government institutions in a given period, and also a means to find out

This research purposed to find out factors that influenced the officer performance in One Stop Integrated Service Office in West Lampung Regency. The research used regression to analyze data, to analyze the significant relation of the cause and effect from variables such as individual, psychological, and organizational factor to the dependent variable of performance (Y). An instrument in form of questionnaires to 55 officers in One Stop Integrated Service Office in West Lampung Regency was used to collect data. The questionnaire contained of 6 points for variable X1, 8 points for variable X2, 8 points for variable X3, and 14 points for variable Y.

The results of the research indicated that 60,9 % respondent was very agree with the individual factor statement tested in the questionnaire but it did not help positively to the performance. 63.4% respondent was very agree with the psychological factor statement tested in the questionnaire and it positively influenced the performance. 7.5% was very agree with organizational factor statement tested in the questionnaire and positively influenced the performance. The results implied that organizational factor had biggest influences to the performance of officers in One Stop Integrated Service Office in West Lampung Regency.

Keywords: individual, psychological, and organizational factors, performance

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