

ABSTRAK

Tesis ini berjudul **Pengaruh Komunikasi, Kompetensi dan Komitmen terhadap Kinerja Pegawai (Studi pada Badan Pengelolaan Keuangan dan Pendapatan Daerah Kota Banjar)**, Tini Rubiantini, NIM. 82302223022, di bawah bimbingan, Dr. H. Enas, S.E, M.M. (Pembimbing I), Dr. Hj. Aini Kusniawati, Dra., M.M. (Pembimbing II). Kinerja pegawai belum optimal hal ini terlihat dari indikator penggunaan waktu dalam bekerja belum optimal hal ini disebabkan masih adanya pegawai yang bertindak tidak konsisten terhadap aturan yang telah ditetapkan dan pegawai belum memiliki inisiatif atau kreativitas dalam melaksanakan tugasnya dan kerjasama yang belum optimal yang disebabkan masih kurangnya komunikasi yang dilakukan antara atasan dan bawahan maupun sesama pegawai. Selain itu kinerja pegawai dipengaruhi oleh (1) Komunikasi di BPKPD Kota Banjar belum optimal yang disebabkan masih rendahnya komunikasi horizontal dimana pegawai belum mampu dalam mengkoordinasikan tugas-tugas yang diberikan dan belum mampu memecahkan masalah-masalah yang timbul diantara orang-orang yang berada dalam tingkat yang sama di organisasi. (2) Kompetensi di BPKPD Kota Banjar belum optimal yang disebabkan pengetahuan yang masih rendah disebabkan masih banyaknya pegawai yang belum memiliki tingkat pendidikan yang tinggi dan untuk keterampilan yang rendah disebabkan masih terbatasnya keterampilan pegawai dalam mengikuti perkembangan teknologi informasi sehingga terhambat dalam melaksanakan tugas-tugas dan tanggung jawabnya. (3) Komitmen di BPKPD Kota Banjar belum optimal dikarenakan masih rendahnya komitmen afektif hal ini disebabkan pegawai belum mampu ikut andil dalam pengembangan organisasi dan pegawai yang hanya sekedar mengerjakan tugasnya tanpa memperdulikan hasil akhir. Penelitian dilakukan dengan metode kuantitatif survei eksplanasi (*explanatory survey*). Teknis analisis data yang digunakan adalah menggunakan program SPSS menggunakan analisis deskriptif dan regresi. Hasil penelitian menginformasikan bahwa (1) Komunikasi berpengaruh positif dan signifikan terhadap kinerja pegawai di BPKPD Kota Banjar. Artinya bahwa semakin baik komunikasi maka kinerja pegawai di BPKPD Kota Banjar semakin tinggi. (2) Kompetensi berpengaruh positif dan signifikan terhadap kinerja pegawai di BPKPD Kota Banjar. Artinya bahwa semakin tinggi kompetensi maka kinerja pegawai di BPKPD Kota Banjar semakin tinggi. (3) Komitmen berpengaruh positif dan signifikan terhadap kinerja pegawai di BPKPD Kota Banjar. Artinya bahwa semakin tinggi komitmen maka kinerja pegawai di BPKPD Kota Banjar semakin tinggi. (4) Komunikasi, kompetensi dan komitmen berpengaruh positif dan signifikan terhadap kinerja pegawai di BPKPD Kota Banjar. Artinya bahwa semakin baik komunikasi, semakin tinggi kompetensi dan komitmen maka kinerja pegawai di BPKPD Kota Banjar semakin tinggi.

Kata kunci: Komunikasi, Kompetensi, Komitmen, Kinerja pegawai

ABSTRACT

*This thesis is entitled **The Influence of Communication, Competency and Commitment on Employee Performance (Study at the Banjar City Regional Financial and Revenue Management Agency), Tini Rubiantini, NIM. 82302223022, under the guidance of, Dr. H. Enas, S.E, M.M. (Supervisor I), Dr. Hj. Aini Kusniawati, Dra., M.M. (Supervisor II).** Employee performance is not yet optimal, this can be seen from the indicator that the use of time at work is not optimal, this is because there are still employees who act inconsistently with the rules that have been set and employees do not have the initiative or creativity in carrying out their duties and cooperation is not yet optimal which is caused by still lack of communication between superiors and subordinates and fellow employees. Apart from that, employee performance is influenced by (1) Communication at the Banjar City BPKPD is not optimal due to the low level of horizontal communication where employees are not yet able to coordinate the tasks given and are not able to solve problems that arise between people at the same level. the same in the organization. (2) Competency in the Banjar City BPKPD is not optimal due to low knowledge due to the large number of employees who do not have a high level of education and low skills due to the limited skills of employees in following developments in information technology so that they are hampered in carrying out their duties and responsibilities. (3) Commitment in the Banjar City BPKPD is not yet optimal due to the low level of affective commitment. This is because employees have not been able to take part in organizational development and employees are just doing their jobs without caring about the final results. The research was conducted using a quantitative explanatory survey method. The data analysis technique used is the SPSS program using descriptive and regression analysis. The research results inform that (1) Communication has a positive and significant effect on employee performance at BPKPD Banjar City. This means that the better the communication, the higher the performance of employees at BPKPD Banjar City. (2) Competency has a positive and significant effect on employee performance at BPKPD Banjar City. This means that the higher the competency, the higher the performance of employees at BPKPD Banjar City. (3) Commitment has a positive and significant effect on employee performance at BPKPD Banjar City. This means that the higher the commitment, the higher the performance of employees at BPKPD Banjar City. (4) Communication, competence and commitment have a positive and significant effect on employee performance at BPKPD Banjar City. This means that the better the communication, the higher the competence and commitment, the higher the performance of employees at BPKPD Banjar City.*

Keywords: Communication, Competence, Commitment, Employee Performance