***ABSTRACT***

***Based on the results of research and observations that researchers do on the part Sekretariat Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Bandung, The main problem in the study is the performance of employees who are still low. This is evident from the following indicators: the quantity of work, still low which resulted in the dynamics of regulatory changes inhibited. Job knowledge, still low so that the utilization of Information Technology is not optimal.*** ***This is one of them has not optimally the utilization of Information and Communication Technology in internal DPMPTSP for licensing services and supporting aspects. Based on these problems researchers suspect caused by: lack of employee responsibility and lack of ability possessed employees.***

***The research method used is descriptive research method.*** ***Data collection techniques used are literature research and field research consisting of non-participant observation, interviews, and questionnaire dissemination. Data analysis technique used is validity test by using rank spearman correlation formula, reliability test using Alpha formula, and regression analysis to test how big influence.*** ***The population in this study is part Sekretariat DPMPTSP Kota Bandung and the respondents are all employees in the section Sekretariat DPMPTSP Kota Bandung which amounted to 43 people.***

***Based on the criteria of interpretation of coefficient of determination shows that bureaucratic behavior has moderate effect on employee performance that is equal to 0.169 and it can be said that there is a fairly close influence, while other factors are undefined, affecting employee performance is 0.831. Thus, the conceptual hypothesis regarding the influence of bureaucratic behavior on employee performance is tested.***

***The result of research indicates that (1) bureaucratic behavior influence to employee performance in DPMPTSP Bandung.*** ***(2) Barriers facing Bureaucratic Behavior on Employee Performance Secretariat DPMPTSP Bandung that is, lack of authority from head of department and lack of education and training. (3) The efforts undertaken for the constraints, namely the head of department more emphasize the authority in making decisions, make flexible operating procedure standards to employees, further improve the education and training (Diklat) and training and training should be routinely so that organizational goals can Achieved, and give reprimands to employees who are not careful in terms of work, especially errors in the website DPMPTSP Bandung, in terms of organizational structure DPMPTSP Bandung is not appropriate in Lakip DPMPTSP Kota Bandung.***